

Tennessee Department of Safety

Professionalism • Integrity • Pride

Annual Report Fiscal Year 2007 - 2008



State of Tennessee
Phil Bredesen, Governor

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

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www.tennessee.gov/safety

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GENERAL INFORMATION

GENERAL INFORMATION

Agency Overview

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

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

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

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

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

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

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

GENERAL INFORMATION

Services

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

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

Accreditation

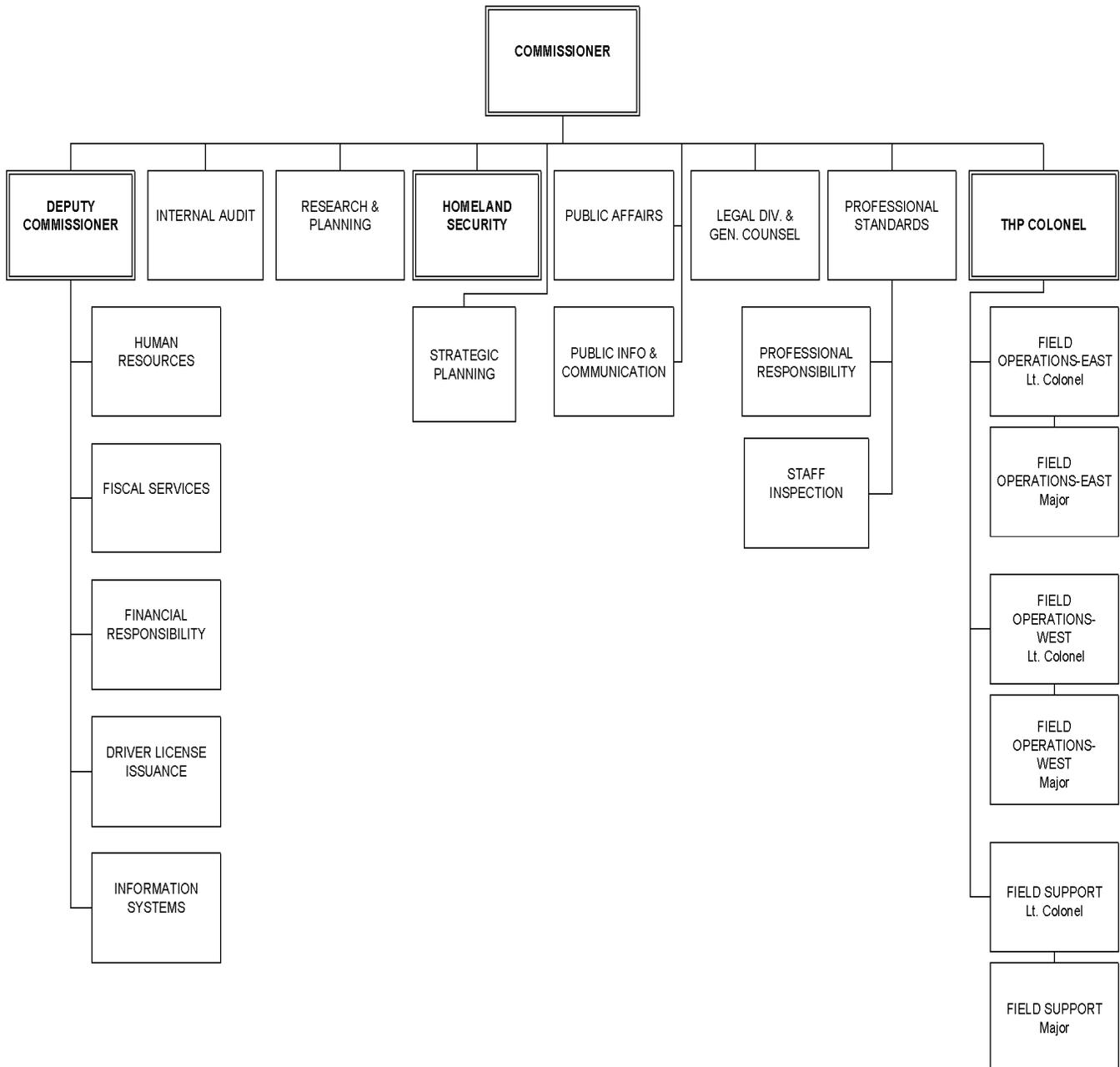
The department received international accreditation through the Commission on Accreditation for Law Enforcement Agencies (CALEA) on November 20, 1999, was re-accredited on November 16, 2002, and again on November 19, 2005.

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



GENERAL INFORMATION

Department of Safety Organizational Structure



ENFORCEMENT SERVICES

ENFORCEMENT SERVICES

Tennessee Highway Patrol

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



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

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

In recent years, the THP has done an excellent job increasing the use of occupant restraints on Tennessee highways, as well as reducing impaired driving and speeding. From 2007 to 2008, the State of Tennessee had a 1.3% increase in the seat belt usage rate. With the increase in seat belt usage to 81.5%, the state had fewer traffic fatalities attributed to the lack of restraint use. The seat belt usage rate will continue to increase through THP enforcement and participation in national campaigns such as "Click it or Ticket" and "Buckle Up in Your Truck".

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

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

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

Strike Three Program

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

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

Efforts are being concentrated on locations known to attract young people, such as lakes, parks, concert venues, etc. Emphasis is also being given to locales with a history of alcohol related fatal and injury crashes involving young drivers, and roadways where a large number of citizen complaints are received. Enforcement numbers indicate the effort is producing results. As part of the Strike Three program, in Fiscal Year 2007 – 2008, THP issued 2,921 citations for seat belt violations, 2,470 for speeding, 96 for DUI, 248 for child restraint violations, and 16 for violations of the Graduated Driver License statute.

Selective Traffic Enforcement Programs (STEP)

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

ENFORCEMENT SERVICES

Project Construction Accident Reduction (CAR)

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

Future Plans for the THP

The THP plans to implement "Strike Teams" in each of the eight districts. Strike Teams will be comprised of Troopers that will respond to calls for service when emergency situations occur. In recent years, the THP has continued to play an increasingly larger role in emergency preparedness, search and rescue, evacuation and scene security in areas where natural disasters have occurred. These teams would also be tasked with restoring order at man-made disasters and civil disturbances. It is the intent of the Department to establish these teams to assist other law enforcement agencies and governmental units by providing specialized services.

The THP also plans to implement "Interdiction plus Teams". The purpose of these teams is to aggressively patrol roadways that have been identified as drug trafficking corridors. Drug trafficking continues to be a primary concern of the THP. Interdiction teams will receive specialized training and focus enforcement efforts in areas known for illegal drug and contraband transportation. The THP will work in conjunction with other law enforcement agencies to include local, state and federal authorities.

The THP also plans to implement a "Motor Coach Inspection Program". This program will be comprised of specially trained Troopers that will perform motor coach inspections throughout the state. Given the fact that this mode of transportation is becoming more and more popular with the citizenry, it is essential that these vehicles are road worthy and comply with all state and federal regulations. Motor Coaches found to be out of compliance, will be required to make repairs before being authorized to transport passengers. This is just another measure taken by the THP to ensure motorist and passenger safety while travelling Tennessee's roadways.

Tennessee Highway Patrol Activity FY 2007 - 2008	
DUI Arrests	3,736
Speeding Trucks	9,351
Other Moving Violations	152,798
Child Restraint Violations	3,637
Seatbelt Violations	37,865
Other Non-Moving Violations	173,199
Total Citations	380,586
Property Damage Crashes Investigated	18,153
Injury Crashes Investigated	11,011
Fatal Crashes Investigated	423
Total Crashes Investigated	29,587
Felony Arrests	1,674
Warnings Issued	20,540
Trucks Weighed	11,400,824
Overweight Assessments	6,403
Safety Inspections	69,165

ENFORCEMENT SERVICES

Tennessee Highway Patrol STEP Activity FY 2007 - 2008*	
DUI Arrests	21
Speeding Violations	5,190
Child Restraint Violations	127
Seatbelt Violations	1,272
Total Citations	10,143
Total Crashes Investigated	45
Motorists Assisted	284
Safety Inspections	58
Out of Service Drivers	8
Out of Service Vehicles	3

*Based on the federal fiscal year

Tennessee Highway Patrol Project CAR Activity FY 2007 - 2008	
Hazardous Moving Violations	5,169
Non-moving Violations	6,164
Persons Injured in Crashes	19
Fatal Crashes Investigated	0
Total Crashes Investigated	40
Motorists Assisted	358

Commercial Vehicle Safety Inspections FY 2007 - 2008				
Inspection Level	Type			Total
	Hazmat	Cargo Tank	Other	
Level I	768	635	15,446	16,849
Level II	970	741	15,414	17,125
Level III	491		34,020	34,511
Levels IV & V	58		491	549
Motor Coaches			131	131
Total	2,287	1,376	65,502	69,165

ENFORCEMENT SERVICES

Alternative Commercial Enforcement Strategies



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

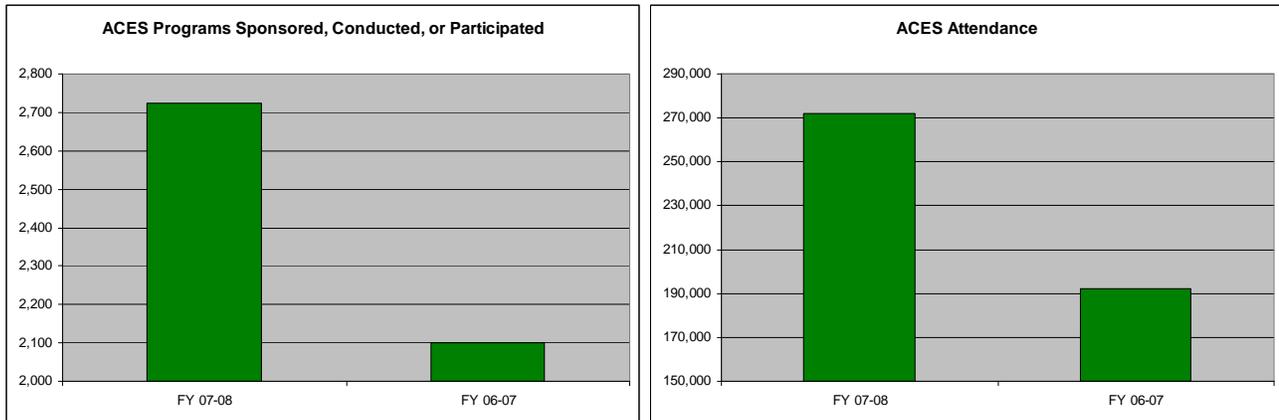
ACES officers complete educational contacts, the same requirements as a full federal compliance review, free of charge with no penalties. They also attend public gatherings, such as: county fairs, festivals, and schools in an effort to make the State of Tennessee a safer place to drive.

ACES Sergeants and Troopers:

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

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During FY 2007-2008, ACES has sponsored, conducted, or participated in 2,723 programs promoting driver safety and serving 271,749 individuals in Tennessee and the surrounding areas. This is an increase of 30% over FY 2006-2007 in the number of programs and a 41% increase in attendance.



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

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



ENFORCEMENT SERVICES

New Entrant

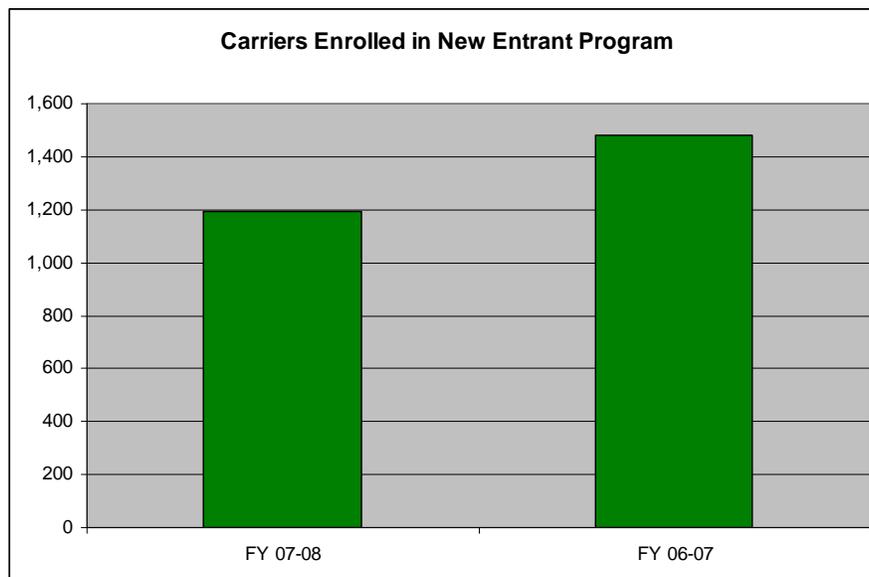
Since January 2003, all new motor carriers (private and for-hire) operating in interstate commerce are to apply for a USDOT number and be listed in the “New Entrant Program”. The carrier is then notified in writing that they must have a Safety Audit completed within the first 18 months of business. In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

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

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

There were 1,194 New Entrant Carriers from July 2007 – June 2008 in the Federal database. In addition, 661 New Entrant Carriers had no contacts or inactivations that were revoked or changed. The New Entrant officers completed 646 safety audits that were scanned and delivered to the FMCSA – Tennessee office.

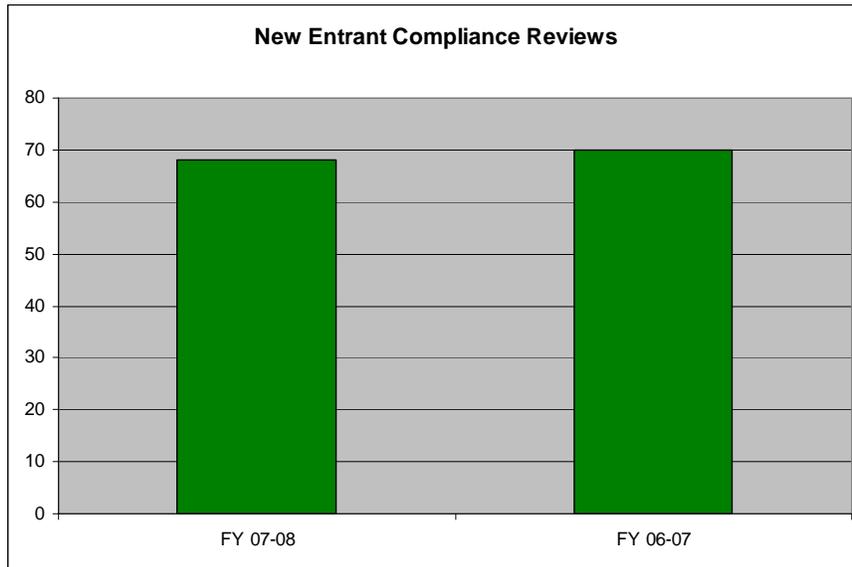
Number of Carriers in New Entrant Program	
FY 07-08	FY 06-07
1,194	1,483



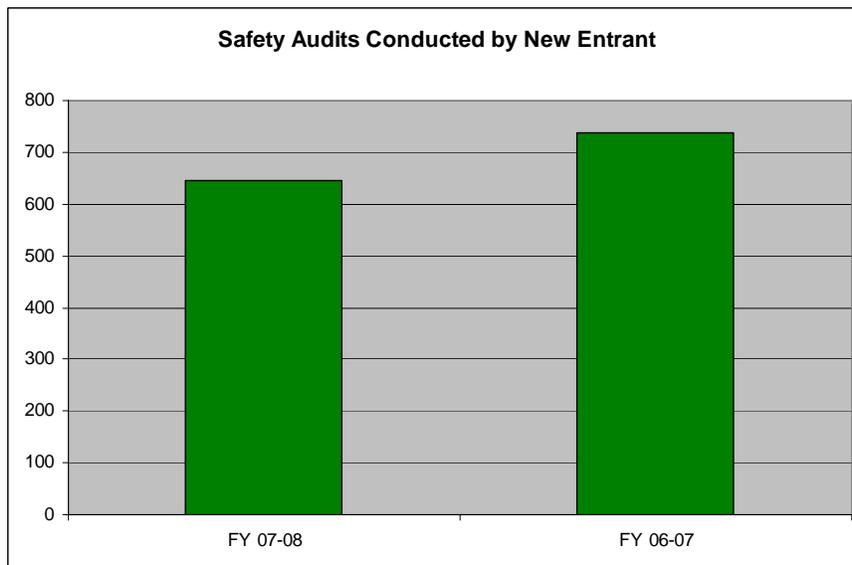
ENFORCEMENT SERVICES

Compliance Reviews are conducted randomly to ensure Motor Carriers are continuing to meet all FMCSA rules and regulations.

Number of New Entrant Compliance Reviews	
FY 07-08	FY 06-07
68	70



Number of New Entrant Safety Audits	
FY 07-08	FY 06-07
646	738



ENFORCEMENT SERVICES

Pupil Transportation

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

Bus Driver Training

Each year, the Pupil Transportation Section provides mandatory four-hour school bus driver training sessions to all individuals who have a school bus driver license endorsement. For Fiscal Year 2007 - 2008, approximately 11,450 school bus drivers were trained. Following each training session, a test is given to all attendees and the results are maintained and distributed by this section. Certificate of Training Awards are completed as proof of attendance and are given to each driver when they complete and pass the training. Each year, downgrades are conducted whereby the school bus endorsement is removed from a driver license for failure to attend a training session. During Fiscal Year 2007 - 2008, 2,025 school bus drivers were downgraded. Downgrade information is made available to the Transportation Director for the county or school system in which the school bus driver is employed.

Bus Inspection

During Fiscal Year 2007 - 2008, approximately 10,060 school bus inspections were conducted in 137 school systems statewide. This does not include complimentary inspections, which are conducted upon request from Head Start agencies, private schools, and churches. These inspections are worked into the inspectors' schedules as time permits.

School buses may receive two different types of inspections annually. School bus inspectors conduct annual and follow-up inspections on school buses in all school systems throughout the state during the school year (August through May). As a result of these inspections, approximately 2,075 buses were placed out of service. 99% of the buses placed out of service were re-inspected within 30 days and cleared for safe operation.

Extended utilization inspections are conducted during the summer months on buses at least 12 years old until they reach 15 years of age. At this time, they must be removed from service. Spot checks are conducted at the end of the school year before the extended utilization inspections begin. These inspections are conducted randomly to ensure that buses are being properly maintained. Files are maintained on all school bus inspections that have been conducted (annual, follow-up, extended utilization and complimentary).

Child Care Vehicle Inspections

Beginning January 1, 2004, Pupil Transportation became responsible for the inspection of childcare vehicles. These vehicles range from 15 passenger vans to motor coaches. During Fiscal Year 2007 - 2008, approximately 550 child care vehicle inspections were completed.

Child Care Driver Training

Pupil Transportation is also responsible for providing in-service training for child care vehicle drivers. During Fiscal Year 2007 - 2008, approximately 1,210 childcare drivers completed training.

ENFORCEMENT SERVICES

Records Administration

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

The Motor Vehicle Record (MVR), also known as the driver history file, for each individual with school bus endorsements whose license has been revoked, suspended, or canceled, is sent to school Transportation Directors in order to make them aware that these drivers should not drive a bus until they have followed proper procedures to have the violation reconciled with the Department of Safety.

Warning letters are sent to drivers who have been identified by school bus drivers for passing a school bus that is stopped while either loading or unloading students.

Executive Security

The Executive Protection Detail provides security for the First Family, Lt. Governor and Speaker of the House. This detail is comprised of commissioned members from the Tennessee Highway Patrol, whose duties include the transportation of 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 designated meeting areas. Surveillance equipment is strategically located throughout the Executive Residence, as well as the grounds surrounding it. Monitors are manned 24 hours a day to observe the entire complex and ensure telephones are answered at any time of day. Packages and mail delivered to the residence are inspected before being distributed.

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

ENFORCEMENT SERVICES

Capitol Security

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

Responsibilities include protection of:

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

Other duties include:

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

Capitol Security Activity FY 2007 - 2008

Larceny	23
Burglary - Building	3
Auto Theft	2
Robbery	0
Vandalism	20
Bomb Threats	4
Other Investigations	49
Arrests	2
Armed Bank Escorts	509
Vehicles Towed	50
Warning Citations Issued	700
Parking Citations Issued	2
Safety Training Hours Completed	2,000
Traffic Crashes Worked	26
Court Time Hours	100

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

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

ENFORCEMENT SERVICES

Special Operations

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

Tactical/Bomb Squad

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

The Tactical Squad is trained in building entry, hostage rescue, barricaded suspects, and other dangerous arrest situations. The squad has received extensive training in the use of automatic weapons and specialized equipment. Additionally, certain members have been trained in counter sniper tactics, chemical munitions, methamphetamine lab enforcement, life-saving (paramedic), defensive tactics, and physical training.

Explosives

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

Special Operations FY 2007 - 2008		
Activity	Calls	Hours
Explosives	60	1,229.9
Protection/V.I.P. Security	6	209
Public Relations	1	8
Dive Assignments	3	210
Tactical Assignments	12	494
Class Instruction	3	59
Training	49	1,851
Search/Rescue	4	198
Marijuana Task Force	n/a	3,529
Aviation Searches/ Helicopter Support	44	297.6
Other/ Miscellaneous	9	130
Aviation Marijuana Task Force	n/a	3,828
Aviation Miscellaneous	38	330
K-9 Explosives	33	1,080.5
K-9 Track Criminal	20	266
K-9 Track Non-Criminal	3	41
K-9 Cadaver	8	79

ENFORCEMENT SERVICES

Dive Team

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

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

Aviation Unit

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

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

Canine Unit

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

There were 29 drug detector dogs working for the Tennessee Department of Safety for Fiscal Year 2007 - 2008.

Governor's Task Force on Marijuana Eradication

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

Fiscal Year 2007 - 2008 Accomplishments and Highlights

- Two canine training classes were held resulting in the certification of five explosive canines and five patrol dogs.
- The purchase and installation of a hoist system on the "Huey" helicopter.

ENFORCEMENT SERVICES

Special Investigations

Criminal Investigations Division

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

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

CID Activity FY 2007 - 2008	
Regular Investigations Opened	278
Internal Affairs Cases Worked	17
Number Of Informants Registered	7
Number Of Individuals Arrested/Indicted	30
Assists to Other Agencies	403
Number Of Searches Executed	9
Intelligence Reports Submitted	24
Vehicles Seized - Auto Theft (Altered VIN, Stolen)	76
Seizures other than vehicles	1
Citations Issued	0
Regulatory Inspections Of Reconstructed Vehicles	22
Salvage Yard Audits	10
Drive Out Tag Audits	0
Odometer Complaints	5
Odometer Complaints Closed/Unfounded	2
Drivers License Complaints	395
Officers Receiving Training	675
Miles Driven	478,488
Misdemeanor Citations	0
Search conducted	12
Police Trained	245

ENFORCEMENT SERVICES

Critical Incident Response Team

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

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

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

Since the inception of the CIRT unit in April 2001, members have assisted in over 2,509 cases throughout Tennessee, including 333 this fiscal year. The table on the following page identifies the THP district location of calls for service during Fiscal Year 2007 - 2008.

While primarily responsible for internal investigations, CIRT has also assisted many local and federal law enforcement agencies as well as other state agencies. CIRT is also responsible for the investigation of all criminal homicides investigated by the THP. During this fiscal year, 56 criminal homicide or felony cases were opened and processed.

CIRT Cases by District FY 2007 - 2008			
District	Cases	District	Cases
1	31	5	49
2	50	6	46
3	74	7	22
4	21	8	40
Total:		333	

ENFORCEMENT SERVICES

Fiscal Year 2007 - 2008 Accomplishments and Highlights

CIRT members provided a two week block of instruction in crash investigation for Cadet Class #1207, as well as instructed several blocks of in-service for a local police department, and assisted numerous state and local agencies. In addition CIRT members participated in the 2008 Winterfest Police Explorer Competition in Gatlinburg, Tennessee. Unit members also attended specialized training sessions that included:

- Auto Sketch CAD Crime Scene Diagramming
- Commercial Vehicle Hazardous Material Course
- Commercial Vehicle Level 1 Course
- Reid Technique of Interviewing and Interrogation
- North Western University School of Police Staff and Command
- Inspection and Investigation of Commercial Vehicle Crashes
- DNA Training Course
- Characteristics of Armed Personnel
- Incident Response to Terrorist Bombings Awareness Level Training
- Identification and the Processing of Fingerprints
- Crash Data Retrieval Technician
- Crash Data Retrieval Analyst
- Intermediate ICS-300 for Expanding Incidents

ENFORCEMENT SERVICES

Homeland Security

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

The Office has primary responsibility and authority for directing homeland security activities including but not limited to planning, coordinating, and implementing all homeland security prevention, protection, and response operations. This responsibility includes developing and implementing a comprehensive coordinated strategy to secure the state from terrorist threats and attacks. The Office serves as liaison to related agencies of the federal government, agencies of local government, agencies of other states and related private sector agencies on matters of homeland security. This office, with TBI assistance, operates an intelligence fusion center, which enhances the state's ability to analyze terrorism information and will improve information-sharing among state, local, and federal agencies.



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

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

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

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

EDUCATION AND TRAINING SERVICES

EDUCATION AND TRAINING SERVICES

Training Center

All of the Department's educational services are located at the Tennessee Department of Safety Training Center. The Center serves as the operations hub for the Training Division, C.I.R.T., Ordnance, Safety Education, Drug Abuse Resistance Education (DARE), Motorcycle Rider Education Program (MREP), civilian training, Communications Coordinator, and the Media Productions unit.

During fiscal year 2007-2008, the Training Center offered 127 classes to commissioned and non-commissioned employees and hosted 62 meetings or special events, such as promotions and ceremonies, graduation open house, and service awards ceremonies. Numerous Troopers, officers, and civilians from across the country have taken advantage of the diverse training offered at the Training Center. In the past year, 4,143 people have attended training classes at the Training Center and another 2,032 have attended meetings or special events hosted at the Training Center.

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

Cadet Class 1207 began on July 29, 2008 and 43 cadets will graduate as Troopers on December 7, 2008. The cadets attend 922 hours of instruction.

Northwestern University conducted its School of Police Staff and Command Class 256. Class 256 graduated after 10 weeks of instruction. Graduation was held on December 14, 2007 with 39 graduating. The classes are taught by instructors from Northwestern and the students are from across the United States.

Annual In-Service training was conducted by the Training Division for more than 900 commissioned members of the Department of Safety. These sessions were 40 hours in length and were conducted in 18 sessions. Use of Force, Child Sexual Abuse, STOPS, Defensive Tactics, Firearms, and Title VI were some of the topics covered this year. Every commissioned member is required to attend one 40-hour In-Service each calendar year.

The Training Center offers their Shoot House to local and federal agencies. This year, the Federal Reserve Unit, Internal Revenue Service, National Guard, Air Guard, TLETA and Swat Teams were among the agencies that utilized the facility. Hydraulic targets and scenario-based training are utilized for the most realistic practical training experience. The entire training area is wired for audio and video recording for debriefing after training.

EDUCATION AND TRAINING SERVICES

Fiscal Year 2007 – 2008 Accomplishments and Highlights

- Northwestern School of Police Staff and Command will be held October 1- December 14, 2008 with 39 expected graduates from throughout the United States.
- Trooper In-Service 40 hours – 18-1 week sessions.
- The Training Center accommodated 6,175 people in training classes and/or meetings for the fiscal year. This represents a 5% increase over Fiscal Year 2006 - 2007.



EDUCATION AND TRAINING SERVICES

Ordnance

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

Throughout the year, Ordnance conducted qualification activities during THP In-Service training. Specialized schools were conducted for the Law Enforcement Officer's Safety Act (LEOSA), Homeland Security and Holster Transition to Safariland Holsters. The Ordnance staff also assisted the United States Inspector General's Office in obtaining ranges for specialized training. Ordnance conducted four weeks of firearms training for the 2008 Cadet class.

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

Firearms Activity FY 2007 - 2008	
Handgun Qualifications	2,465
Shotgun Qualifications	803
Rifle Qualifications	780
Off-Duty Weapons	110
Special Schools Conducted	19
Handgun Annual Inspections	1,643
Shotgun Annual Inspections	789
Handguns Repaired	5
Shotguns Repaired	50
Rifle Inspections	739
Confiscated Weapons Received	150
Confiscated Weapons Destroyed	139

Fiscal Year 2007 - 2008 Accomplishments and Highlights

- Reviewed and updated all lesson plans to comply with POST requirements.
- In response to the passage of US House Resolution 218, LEOSA, we conducted two training schools to train 57 retired Troopers.
- We were called to two separate shooting incidents involving departmental employees in an effort to assist CID with the investigation of the shootings. Our role was to check for proper function of the weapons and ammunition, and verify adherence to policy and procedures as outlined in our General Orders. We further utilize these call-outs to review our training criteria.

EDUCATION AND TRAINING SERVICES

Motorcycle Rider Education Program

The Tennessee Motorcycle Rider Education Program (MREP) is responsible for establishing safe riding standards and administering the motorcycle rider education program for Tennessee residents. Motorcycle rider safety courses are available to all persons 14 years of age or older. MREP continues to experience significant growth in program participation. In Fiscal Year 2007 - 2008, 8,088 students enrolled in one of the two rider education curricula offered at sites across the state. Heading into the next fiscal year student enrollment has demonstrated an increase at all sites.

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

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

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

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



EDUCATION AND TRAINING SERVICES

Fiscal Year 2007 - 2008 Accomplishments and Highlights

- The program entered into an arrangement with Lamar Advertising by which some 250 signs across the state were put up to advertise the MREP and enrollment has increased as a result. Lamar donated the sign space while the MREP paid only for the costs of developing the art work and materials. A contest was held with MREP Rider Coaches participating to develop the logo with "Tennessee Two Wheeling; Come Join Us" chosen as the winner.
- The program, in conjunction with GHSO, was successful in reapplication for NHTSA grants and was awarded \$113,000.00 as a result. These are non matching funds that are administered through the GHSO in cooperation with MREP.
- The MREP trained 47 new Rider Coaches across the state in the last fiscal year.
- The yearly required update/retraining session was held in January at Fall Creek Falls State Park with over 250 attendees and was a great success. The Motorcycle Safety Foundation supplied the instructors who were the actual developers of the courses.
- A new site is opening in downtown Clarksville to replace the Austin Peay State University (APSU) site closed by construction on campus. This will be a major addition to the Clarksville area and the Montgomery County government has been solidly in support.



EDUCATION AND TRAINING SERVICES

Tennessee Occupational Safety and Health Administration

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

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

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

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

During the fiscal year 2007-2008, TOSHA conducted 15 inspections at various facilities across the state.

TDOS TOSHA Facts and Figures FY 2007 - 2008	
Number of Reportable Injuries	35
Number of Other Illnesses	18
Total Number of Days of Job Restrictions	196
Total Number of Days Away from Work	311

EDUCATION AND TRAINING SERVICES

Safety Education

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

During Fiscal Year 2007-2008, this division has sponsored, conducted, or participated in 2,774 programs promoting driver safety and served 133,456 individuals in Tennessee and the surrounding areas. Safety Education is a critical component for improving highway safety. Working through the department's Public Information Officer, the Safety Education program uses the media, pamphlets, film, video tapes and other instructional materials to educate the motoring public in the safe operation of vehicles.

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

The Safety Education Division annually inspects the private driving schools and vehicles statewide that are licensed by the department. There are a total of 27 driving schools statewide with 128 instructors, and 96 vehicles. Related commercial driving school regulatory duties include processing applications and fielding calls from individuals who are interested in starting a private industry driving school.

Fiscal Year 2007 - 2008 Accomplishments and Highlights

- This past year the Safety Education Division partnered with two programs, which helped us educate many students across the state. We partnered with the Business Media Center at Tennessee Tech University for the Ollie the Otter program and partnered with the Department of Transportation for the Between the Barrels program.
- Ollie the Otter goes to the elementary schools and promotes booster seat and seatbelt usage. Safety Education Officers attend to reinforce the need to be buckled up. Ollie the Otter has made presentations in all 95 counties of the state. The Safety Education Division has purchased eight Ollie the Otter suits to be used in all eight THP districts.



EDUCATION AND TRAINING SERVICES

- The Between the Barrels program goes to high schools to promote safe driving for teenagers in construction zones. Safety Education Officers attend to give safety tips on seatbelts, drinking and driving, new cell phone laws for teen drivers, as well as the new move over law. The Between the Barrels program has been presented to over 30,000 students.
- Tenny C. Bear was created in a Safety coloring book and will be used to promote many safety issues as we move forward with this project. These include safe driving, seatbelt use, and the consequences of drinking and driving.
- The Safety Education Division has purchased a 2008 Litter Bug to use in the Litter Program and other promotional areas as deemed necessary. The 2008 Volkswagen is marked like a THP Patrol car. The Litter Bug is a great promotional tool for the department and is used in parades, county fairs and other events throughout the state.



EDUCATION AND TRAINING SERVICES

Drug Abuse Resistance Education

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

The reputation of the department's DARE unit is well recognized and appreciated throughout the state, nation, and world. Since January 1990, the number of officers trained by the DARE unit has increased to approximately 1,160 officers statewide. The unit also is frequently called upon to assist DARE America and DARE International in their national training, international training, officer certifications, and consistently responds to requests from schools to provide in-service training to staff and faculty about methamphetamines, the influence of the media on Generation X, bullying, and over the counter and prescription drugs.

By statute (TCA Title 49, Chapter 1, Part 4), the TDOS, through the THP, is the agency responsible for the continuing observation and evaluation of all certified DARE officers in Tennessee. Currently, Tennessee has approximately 400 certified DARE officers throughout the state. These officers are responsible for instructing 20,000 K-4 students, 51,000 fifth and sixth grade students, 4,500 middle school students, and 2,000 high school students in 118 of the state's 139 school districts. Annually, the unit observes and evaluates 100 city, county, and state DARE officers while they are instructing in schools, thus assuring competency and faithfulness to the copyrighted DARE curricula. The DARE Troopers personally contact DARE classroom teachers to see if the DARE unit can be of any assistance to them or their DARE officer in Tennessee's elementary, middle, and high schools.

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



EDUCATION AND TRAINING SERVICES

Fiscal Year 2007 - 2008 Accomplishments and Highlights (State)

- Two 80-hour basic DARE officer courses (November 2007 and June 2008), resulting in a total of 38 new local, city, and county DARE officers being certified to instruct the elementary and middle school DARE curricula. These officers were also trained as school-based law enforcement officers, commonly referred to as School Resource Officers (SRO). Included in the newly trained officers were officers from Wisconsin, North Carolina, Alabama, Virginia, Georgia, Missouri and Florida.
- THP DARE officers instructed approximately 3,998 K-4th graders, 11,534 fifth and sixth grade students, 8,137 middle school students, and 3,422 high school students.
- In June 2007 one Trooper assigned to the THP DARE Unit was trained as a DARE Mentor in Minneapolis, MN. This training was a 40-hour course that equipped the Trooper to instruct other officers in the DARE curriculum.
- In June the THP DARE Unit attended the Southeast Law Enforcement Training Seminar in Lawrenceburg, TN. The training instructed officers on school safety and how we respond to threats or emergencies to the school and students.
- In August 2007, the DARE Unit erected and manned a display at the Wilson County Fair in Lebanon, Tennessee. This is the most attended fair in Tennessee with over 400,000 people passing through its gates over a nine day period. Also helping man the display were Troopers from Safety Education, Litter, and ACES.

Fiscal Year 2007 - 2008 Accomplishments and Highlights (National/International)

- In July of 2007 the THP DARE Unit Coordinated with DARE America and hosted the International DARE Conference in Nashville, TN. DARE Officers and Teachers from all 50 states and many other countries attended.

MOTORIST SERVICES

MOTORIST SERVICES

Driver License Issuance

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

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

The Driver License Division is staffed with 420 employees, with 90% (380) working in 53 field offices across the state.



Examiner Workload

During Fiscal Year 2007 - 2008, the daily average number of customers served per examiner decreased slightly, to approximately 26 customers per examiner. This decrease can be partly attributed to the seven new offices and positions received during the previous 2006-2007 Fiscal Year. 2007-2008 was the first fiscal year when all seven were open for a full twelve month period. During this first year each of the locations experienced a growth in daily customer volumes as compared to FY 06-07. Not surprisingly the offices located in or around the four major urban areas experienced the most significant increases.

- Hamilton County, Red Bank = 126 Average daily customers increased by 15%
- Shelby County, Memphis-Midtown = 198 Average daily customers increased by 85%
- Rutherford County, LaVergne = 125 Average daily customers increased by 39%
- Robertson County, Springfield = 100 Average daily customers increased by 23%
- Fayette County, Oakland = 98 Average daily customers increased by 56%
- Fentress County, Jamestown = 37 Average daily customers increased by 6%
- Obion County, Union City = 39 Average daily customers increased by 26%

MOTORIST SERVICES

Ten offices (19%) still remain at higher daily customer to examiner ratios than the statewide average with between 32 to 37 customers served per examiner. In descending order these ten locations are:

County	City	Customers per Examiner per Day	Statewide Rank
Rutherford	Murfreesboro	37.0	1
Madison	Jackson	36.9	2
Cumberland	Crossville	36.8	3
Carter	Elizabethton	36.6	4
Hamblen	Morristown	35.0	5
McMinn	Athens	34.0	6
Greene	Greenville	33.9	7
Putnam	Cookeville	33.8	8
Wilson	Lebanon	32.5	9
Bradley	Cleveland	32.2	10



MOTORIST SERVICES

Customer Volumes

The Driver License Issuance Division served approximately 1.4 million customers at a daily rate of 7,000 customers during Fiscal Year 2007-2008. The stations below represent the "Top 20" full service locations in daily activity.

Location	Daily Average # Customers Served	% of Statewide Daily Average	Average # Examiners on Duty	Average # Customers Per Examiner
Memphis – Summer Ave.	268	3.8	12.0	22
Nashville – Hart Lane	253	3.6	11.6	22
Nashville – Centennial Blvd.	246	3.5	8.0	31
Murfreesboro	222	3.2	6.0	37
Clarksville	212	3.0	7.1	30
Memphis – Whitehaven	199	2.8	10.2	20
Memphis – Midtown	198	2.8	6.7	30
Chattanooga – Bonny Oaks	193	2.8	13.3	15
Jackson	190	2.7	5.2	37
Franklin	185	2.6	6.3	29
Gallatin	185	2.6	6.0	31
Cookeville	183	2.6	5.4	34
Blountville	181	2.5	6.4	28
Columbia	179	2.5	6.5	28
Knoxville – West 40	178	2.5	6.1	29
Johnson City	177	2.5	5.9	30
Maryville	169	2.4	6.1	28
Knoxville – Strawberry Plains	149	2.1	7.6	20
Cleveland	135	2.0	4.2	32
Lebanon	133	1.9	4.1	33
Total	3,835	54.4%	144.7	26.6

A large percentage (35%) of this activity continues to be concentrated in the four major urban counties across the state. For the first time in five years both of the Nashville full service locations are among the top three highest volume locations in the state. Hart Lane pushed its way to number two surpassing Chattanooga – Bonny Oaks and sister station Centennial Boulevard. Memphis – Summer Avenue remains the busiest location in the state for the fifth year in a row. The daily customer volume for these locations can be found in the table above.

In addition to the above three sites there are two other locations that surpass the 200 customer per day level for a total of five locations. For the remainder of the 53 Driver Services Centers there are thirteen locations that provide service to an average of 150 to 199 customers daily, another sixteen that average 100 to 149 customers daily, fifteen that average between 50 and 99 customers daily, and only four locations that average less than fifty customers daily.

MOTORIST SERVICES

County Clerk Partners

The tables on the previous page reflect activity at the TDOS Driver Services Centers and do not include customers served at County Clerk offices in these urban counties. The Knox County Clerk averages another 252 customers daily at four clerk locations. Hamilton and Shelby County Clerks both average approximately 50 customers per day at their downtown locations. The Davidson County Clerk began their contract for driver license services at the start of the second quarter of Fiscal Year 2007-2008.

County	Average # Customers Daily	% of Statewide Average
Shelby	1,049	15%
Davidson	721	10%
Hamilton	319	5%
Knox	327	5%

The Driver License Division ended Fiscal Year 2007-2008 with a total of 35 active county clerk locations through contracts with 31 county clerks; Knox and Anderson Counties have multiple locations.

The County Clerk locations statewide averaged a total of approximately 725 customers daily. A total of 159,135 driver license customers were served at County Clerk locations during Fiscal Year 2007-2008. This represents a decrease of about 5,000 customers (-3%) from the previous fiscal year.

Issuance Rates

In Fiscal Year 2007-2008, the division issued 1,667,363 licenses and photo IDs. About 85% (1,424,080) of these transactions were conducted by field offices consisting of Driver Testing Centers, self-service kiosks and county clerk sites. Of this amount, the 36 county clerk locations processed 159,135 customers, about 11% of all field customer activity.

Issuance of driver licenses and identification cards encompasses approximately 54.6% of all services provided in driver license offices. By far, renewal transactions account for the majority of issuances at a rate of 46.1% of all transactions. The Internet Renewal and Duplicate Program reversed a downward trend with an increase of 16% in total usage over the previous year. During Fiscal Year 2007-2008 there were 94,183 self-service transactions conducted at kiosks in the driver license stations, representing a 25% increase over the previous fiscal year's total of 74,814.

Driver's License Issuance Activity FY 2007 - 2008				
Total Licenses Issued	Issued by Field Offices	Issued By Mail	Issued by Internet*	% Field
1,667,363	1,424,080	115,553	127,730	85.4%

Testing and Special Program Activity Figures

As detailed in the appendices, total field activities provided during Fiscal Year 2007-2008 exceeded the two million mark for the sixth year running. These activities are greater than the "customers served" volumes because they include multiple services provided to many citizens during their visit to the Driver Services Centers. The activity volume also includes vision, knowledge, and road skills examinations administered plus voter registration, MVRs, Handgun Carry Permit and reinstatement services.

MOTORIST SERVICES

Testing Activities

Drivers license exams account for 31.2% of all services provided in the driver license offices. For Fiscal Year 2007-2008, 722,460 driver license examinations were conducted in the field. This included 617,073 Class D/H tests, 55,486 Class M, and 49,901 Commercial Driver's License (CDL) tests. Over 109,000 tests involved an on-the-road skills test of the applicant's driving abilities.

Motor Vehicle Records

The division experienced a 21% increase from the previous fiscal year in MVRs sold at field offices with 40,895 records generated. Driver License stations issued approximately 44,700 reinstatement advice letters to citizens requesting specific information on how to reinstate their driving privileges. This represented a 52% increase over the previous Fiscal Year. These increases are likely a result of the filtering of these services out to the field offices with the Central Office issuance of these items being limited to mail, internet and phone requests.

Voter Registration

Voter registration applications handled by Driver License field offices increased 37% with 157,972 applications processed. This sharp increase may be due to increased voter registration drives for the upcoming Presidential election.

Reinstatements

Driver License field reinstatement offices provided Financial Responsibility reinstatement services to an unprecedented volume of 41,138 customers. This is a dramatic increase (300%) from the previous year (9,835 in FY 06-07). This sharp increase is the result of the closure of reinstatement offices in Nashville, Memphis and Maryville and the shifting of reinstatement services to 24 driver license stations. There are also plans to eventually have employees trained at Driver Services Centers locally.

Commercial Driver License Third Party Testing

During Fiscal Year 2007-2008, the division's eight CDL Centers conducted a total of 4,797 commercial skills tests. At the conclusion of this fiscal year, there were 71 CDL third party companies, consisting of 122 third party examiners authorized to conduct CDL skills tests. All CDL third party companies are scheduled for audits on an annual basis. Approximately 47% of CDL companies have been audited by either a State CDL Examiner or the Tennessee Department of Safety's Auditing Division.

Cooperative Driver Third Party Testing Partners

There are 36 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 139 CDTP third party instructors. CDTP partners include both public high schools and private agencies. As with the CDL partners, all CDTP third party companies are scheduled for an annual audit.

MOTORIST SERVICES

Fiscal Year 2007 - 2008 Accomplishments and Highlights

- Completed comprehensive and centralized training sessions for all County Clerk Partners during four weeks in August 2007.
- Completed another round of New Examiner training during four weeks in February – March 2008.
- Completed training of all supervisors on new Temporary Driver License Program (TDL/TID) at Supervisor In-Service in September 2007.
- Statewide celebrations in October 2007 at local offices commemorating the 70th Anniversary of Driver License in Tennessee.
- Expanded judicial outreach with attendance at several conference sessions with the Clerks of Courts, Judges and Administrative Office of Courts.
- Expanded judicial outreach by also attending conference sessions with the Chiefs of Police and Sheriffs Associations.
- Developed a reference book covering issues ranging from commercial driver license to handgun carry permits that was provided to the attendees of these conferences.
- Implemented the new Temporary Driver License Program (TDL/TID) in October 2007.
- Tennessee was awarded the highest CDL Grant in the nation by the Federal Motor Carrier Safety Administration (FMCSA) during Fiscal Year 2007-2008. The total grant awarded was just over 1.6 million dollars in funding.
- Eliminated the backlog for the data entry for all HAZMAT applications, CDL Activity Logs, CDTP Activity Logs, and Accuracy reports.
- Refresher training for third party CDL examiners has been coordinated with the third party's closest State CDL testing facility/CDL Examiners as needed.
- Training reviews to evaluate State CDL Examiners were conducted by the CDL Instructor to ensure State CDL Examiners were up to date on current FMCSA and AAMVA regulations. Reviews consisted of co-scoring, measurement of the test pads, review of a random sample of applications processed, and observation of skills test procedures when administering a skills test to an applicant.
- A contract was drafted for CDTP companies to adhere to, in addition to the current instructor affidavit, certification by Safety Ed or Dept. of Ed, and the intent to participate.
- CDTP Policies and Procedures were revised to outline specific administrative requirements when participating in the program.
- Warren County – McMinnville moved in February 2008 into new temporary space while a new build to suit permanent facility will be completed within the next fiscal year.
- Coffee County moved out of the Manchester 20-year old temporary modular in June 2008 and relocated into a new build to suit facility in Tullahoma.
- Roane County – Rockwood relocated into a larger build to suit facility in August 2007.
- Robertson County – Springfield temporary location was renovated and converted into a permanent location with a 10-year lease.
- During 2007-2008 several Reinstatement training classes were conducted and the number of Driver Services Centers providing Reinstatement services was expanded from 8 locations to a total of 24 locations.
- Acceptance of customer payments by credit or debit card was successfully implemented in May 2008 at all Driver Services Centers.
- Driver License related legislation effective in Fiscal Year 2007-2008 included:
 - Expanded the Cooperative Driver Training Program (CDTP) to allow participation of private schools.
 - Removed the one-year experience clause from the CDL tanker endorsement requirements.
 - Repealed the Certificate for Driving law and enacted the Temporary Driver License law.

MOTORIST SERVICES

Handgun Carry Permits

In March of 2008, the Handgun Carry Section was transferred to the Tennessee Highway Patrol, falling under the Criminal Investigations Division. This has been an extremely positive move as it has enabled the Handgun Section to run criminal background checks on all duplicate and renewal permits.

With a staff of eight full-time personnel, the Handgun Carry Unit reviewed and processed 59,467 applications. The majority of those applications (57%) were new applicant, or original, applications and the remainder was for permit renewals. In addition, 353 permits were denied and 230 permits were revoked.

This unit is also responsible for certification of Handgun Safety Programs and Instructors. In fiscal year 2007 - 2008 there were 165 handgun safety schools and 655 handgun safety instructors certified for operation throughout the State of Tennessee.

Handgun Carry Permits Issued by Age FY 2007 - 2008													
Age Range	July	Aug.	Sept.	Oct.	Nov.	Dec.	Jan.	Feb.	March	April	May	June	Total
21 - 25	259	315	242	262	203	189	332	201	246	360	275	376	3,260
26 - 30	309	273	299	337	291	209	324	205	261	336	323	547	3,714
31 - 35	371	307	302	376	314	220	299	243	241	323	324	535	3,855
36 - 40	370	369	353	407	325	255	341	271	305	337	348	667	4,348
41 - 45	407	381	418	425	336	273	398	283	272	410	368	683	4,654
46 - 50	404	402	447	478	387	249	376	267	293	391	348	774	4,816
51 - 55	431	364	432	465	398	240	389	289	285	398	401	680	4,772
56 - 60	412	339	428	488	424	252	397	246	283	372	379	656	4,676
61 - 65	297	271	352	363	290	201	326	194	217	318	324	620	3,773
66 - 70	191	165	219	230	198	111	193	128	141	189	215	388	2,368
71 - 75	105	75	120	115	97	50	94	40	69	88	108	199	1,160
76 - 80	47	37	57	51	55	29	43	33	22	47	54	67	542
81 and up	15	7	20	19	16	8	18	9	12	5	13	31	173
Total	3,618	3,305	3,689	4,016	3,334	2,286	3,530	2,409	2,647	3,574	3,480	6,223	42,111

MOTORIST SERVICES

Financial Responsibility

This division administers the Financial Responsibility Law. This involves canceling and restoring driving privileges, as well as maintaining all driver records. Safety examiners handle public inquiries and reinstatements by means of correspondence, telephone, fax and email.

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

The Call Center of the Financial Responsibility Division answers telephone inquiries regarding revocations, suspensions, cancellations, reinstatements, and driver licenses. Last year there were 959,308 calls handled by the office. The automated system handled 541,671 (57%), leaving 417,637 to be answered by the examiners.

During Fiscal Year 2007 - 2008, 24,478 drivers paid their fees online for a total of \$3,932,952. Often, these drivers were able to reinstate within one business day of paying their fee online. In that same time period, 200,947 drivers obtained information through the web site on requirements needed for reinstatement.

Financial Responsibility Activity FY 2007 - 2008			
Activity	Total	Activity	Total
Restoration Fees	\$15,980,254	Drivers Paid Fee On-line	24,478
Fees from MVR	10,578,754	Drivers Obtained Info. On-line	200,947
Total	\$26,559,008	Total	225,425
Activity	Total		
Calls Handled by Examiners	417,637		
Calls Handled by IVR	541,671		
Total	959,308		

New laws affecting the division this fiscal year include: persons under 18 years of age suspended under the Driver Improvement Program no longer have to file SR-22 insurance form, only proof of liability insurance upon reinstating driving privilege; increased minimum amount of property damage liability insurance required on vehicle policy from 10,000 to 15,000 thus increasing amount party can claim for damages under FR Law.

Fiscal Year 2007 - 2008 Accomplishments and Highlights

- Conducted reinstatement training classes for Driver License field offices.
- Notified District Attorney General's Offices of 3,168 drivers that were subject to be declared Motor Vehicle Habitual Offenders.

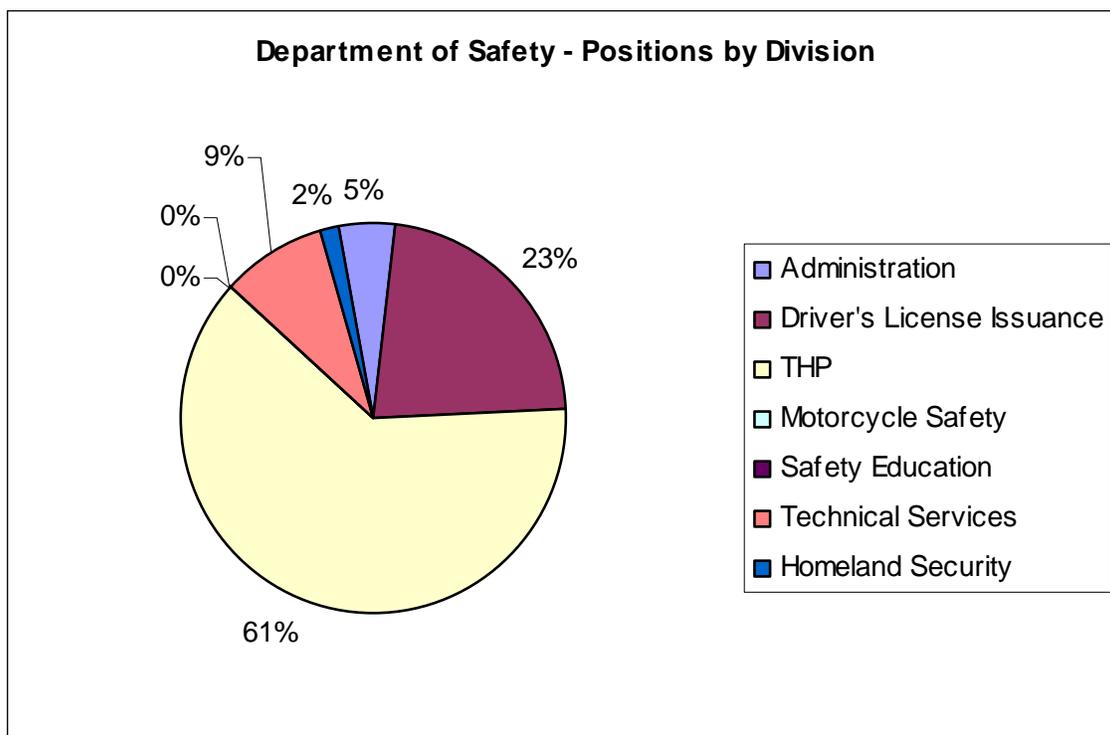
**ADMINISTRATIVE
AND SUPPORT
SERVICES**

ADMINISTRATIVE AND SUPPORT SERVICES

Human Resources

The Human Resources Division is committed to providing reliable, innovative, customer-driven, professional personnel services to all employees in the Department of Safety and protecting the rights of individuals. The Human Resources Division is comprised of two program units: the Administrative and Support Services Unit and the Employee Relations Unit. As of June 30, 2008, this division has 16 staff positions providing human resource management services to 1,719 Employees. The Department of Safety is divided into 955 commissioned and 910 civilian positions.

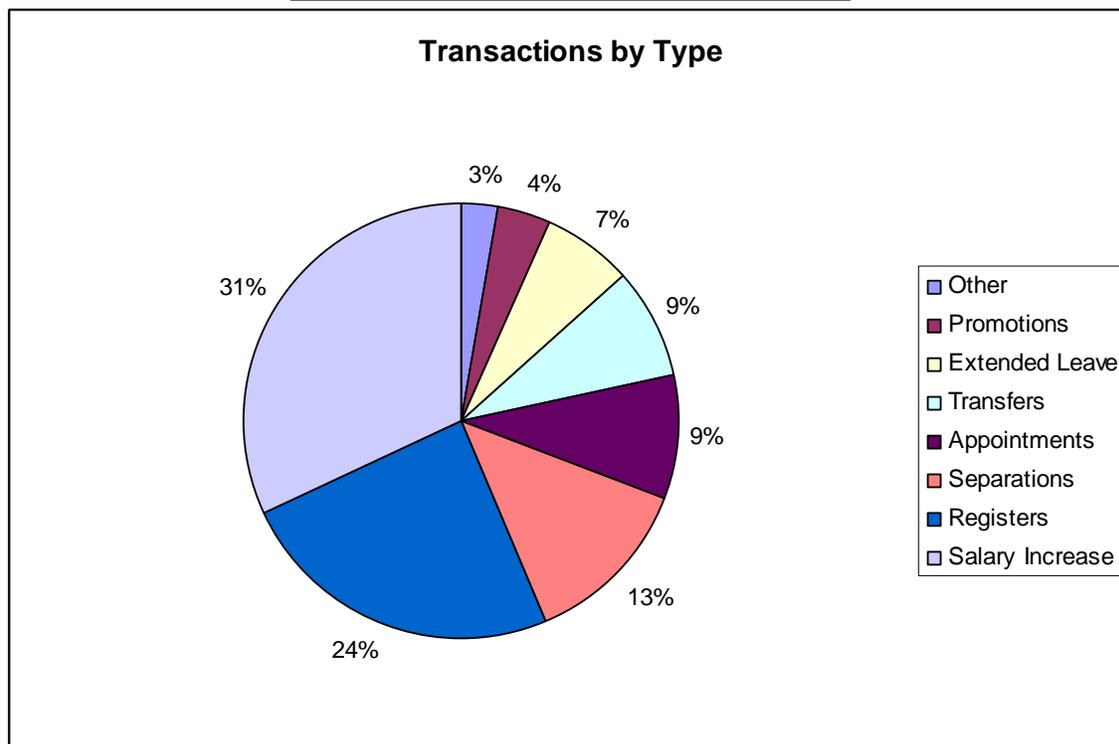
Division	Authorized Positions
Administration (349.01)	89
Driver's License Issuance (349.02)	420
THP (349.03)	1,157
Motorcycle Safety (349.04)	2
Safety Education (349.08)	2
Technical Services (349.13)	165
Homeland Security (349.15)	30



ADMINISTRATIVE AND SUPPORT SERVICES

This unit provides the department with all of the technical services required for appointment, promotion, demotion, transfer, suspension, or separation of employees. This unit is responsible for the interpretation and implementation of the Department of Human Resources' Rules and Regulations. The responsibilities assigned to this unit require constant interaction with all department divisions as well as the Department of Human Resources. In addition, this unit is responsible for administering the Employee Service Awards Program, Employee Suggestion Awards Program, POST Certification, Employee Wellness Program, Inventory, and processing all EEOC complaints.

Transaction Type	Number
Other	85
Promotions	110
Extended Leave	197
Transfers	254
Appointments	270
Separations	375
Registers	725
Salary Increase	952
Total Transactions	2,243



ADMINISTRATIVE AND SUPPORT SERVICES

EMPLOYEE RELATIONS

The responsibilities of the Employee Relations Unit encompass a comprehensive variety of employee oriented programs and areas. This unit administers the following programs and provides direction and assistance to all employees, supervisors, managers and directors in the following areas:

Career Development	MTA Transit Card (Nashville)
Pre-employment physicals and psychological	Americans with Disabilities Act
Strategic Planning (HR)	TN State Employee Parking Pass (Nashville)
Fitness for Duty	Worker's Compensation
Employee Assistance Program Light Duty	New Employee Orientation
Affirmative Action	Retirement Processing
Family Medical Leave Act	Personnel Orders
Fair Labor Standards Act	Contracts (HR Related)
Drug/Alcohol Testing	Participates in Due Process/Grievance Hearings
Sick Leave Bank	Recruitment and Workplace Harassment investigations
Random Drug Testing	
Performance Evaluation	

Actions Coordinated by Employee Relations Unit FY 2007-2008	
Action	Number Coordinated
Pre-Employment Psychological	184
Pre-Employment Physical	324
Pre-Employment Backgrounds	207
Worker's Compensation Cases	133
Recruitment	885 applicants (62% minorities/56% females)
Trooper Cadet Orientation	1
New Employee Orientation	14 (283 employees attended)
Light Duty	47
FMLA	113
Sick Leave Bank	18
Personnel Order	324
Fitness for Duty	10
Extended Leave	12

In addition, numerous programs and projects are accomplished through shared responsibility and team work in both units. These programs and projects include the Annual Report, Annual Strategic Plan, commissioned and civilian salary adjustments, classification compensation, Tennessee Employees Charitable Campaign, Red Cross Blood Drive, CALEA Accreditation, reduction-in-force, reviewing and writing policy and procedures, administering Trooper interview/selection process, and administering Sergeant/Lieutenant testing and participation in New Supervisor Orientation.

ADMINISTRATIVE AND SUPPORT SERVICES

Fiscal Year 2007 - 2008 Accomplishments and Highlights

The Human Resources Division was proud to sponsor the annual Employee Service Award Ceremony at the Department of Safety Training Center in December 2007. There were 59 employees recognized at the ceremony with 30+ years of service.

The Human Resources Division in conjunction with the Technology Systems Division developed and implemented an electronic interview process for the position of Trooper. This process now includes the digital recording of the interviews as well as digital pictures of the applicants in an all encompassing database.

The Human Resources Division in conjunction with the Driver Services Division and Technology Systems Division implemented one phase of the Driver Services Division restructure. The Information Processing Center was created in the Technology Systems Division with the Imaging and Records Unit, Ticket Evaluations, THP Ticket Accountability, and Data Entry programs transferred to this center.

The Human Resources Division began supporting 30 employees assigned to Homeland Security, established 36 new driver license examiner positions, 40 new communication dispatcher positions, 8 Trooper positions, and 1 Lieutenant position.

The Human Resources Division coordinated with other departmental divisions to provide Trooper applicants a comprehensive pre-employment polygraph examination in addition to the background investigation, physical, psychological, and agility testing. In addition, background investigations for the hiring of Troopers are now performed by the Tennessee Bureau of Investigation to preserve integrity in hiring. For the 0707 and 1207 classes, a total of 108 background checks were performed. Class 0707 had 50 cadets and class 1207 had 47 cadets.

FUTURE PROJECTS

The Human Resources Division will begin to focus on:

- A new set of strategic issues including how we recruit, develop, motivate and retain our employees. We must also continue to focus our efforts on improving diversity of our workforce.
- Implementation of Edison (HCM Project) with Phase 1 beginning October 1, 2008, and Phase 2 beginning July 1, 2009.
- Real ID as it relates to current employees and applicants.
- Reorganization due to the Voluntary Buy-out Program (VBP).
- Continued efforts and research to improve the salaries of our employees.

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

ADMINISTRATIVE AND SUPPORT SERVICES

Professional Standards

The Professional Standards Bureau is charged with managing the investigative and disciplinary processes for the Department of Safety and with conducting inspections of all organizational components within the department to ensure compliance with departmental policies and procedures. The primary mission of the Professional Standards Bureau is to assure that employees of the department meet the highest standards of professionalism, integrity and ethical performance. The bureau is comprised of the Office of Professional Responsibility and the Staff Inspection Unit and reports directly to the Commissioner.

Professional Responsibility

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

The Office of Professional Responsibility recently purchased a new tracking system IA-PRO that produces statistics and summary reports of the Office of Professional Responsibility's cases and dispositions. In Fiscal Year 2007 - 2008, the Unit opened 183 investigations, of which 7 were not sustained, 108 were sustained, 6 were exonerated and 33 were unfounded.

Fiscal Year 2007 - 2008 Accomplishments and Highlights

- In March of 2007, the Office of Professional Responsibility was established as part of the Professional Standards Bureau, which includes the Staff Inspection Unit. The Office of Professional Responsibility had previously been identified as the Internal Affairs Division. The addition of the new tracking software enables the unit to produce more detailed reports and includes the ability to recognize trends or repetitive complaints. Additionally, this software provides tracking for Crashes, Pursuits, and Use of Deadly Force Incidents with an early warning system.
- Additionally, all new personnel have received extensive specialized training in Office of Professional Responsibility procedures and investigations. The Institute of Police Technology and Management at the University of North Florida and the John E. Reid and Associates Interview School have provided some of the training.

ADMINISTRATIVE AND SUPPORT SERVICES

Staff Inspection

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

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

Accreditation

TDOS is one of only 16 highway patrols or state police agencies in the nation accredited by CALEA. Accreditation bestows recognition on outstanding law enforcement agencies that demonstrate excellence in management and service by meeting an established set of professionally developed criteria. Accreditation requires agencies to meet or exceed 460 applicable standards, which address all areas of administration, operation, and technical support activities. The process includes a thorough self-assessment and a vigorous on-site assessment by a team of CALEA assessors, who carefully review department policies, interview personnel, and seek public input from the community. Upon recommendation by assessors, CALEA officials grant a three-year award of accredited status to the agency contingent on the agency's commitment to maintain compliance with established standards.

The Tennessee Department of Safety was first accredited on November 20, 1999 and re-accredited in November 2002 and 2005. An on-site assessment is scheduled for the week of August 25, 2008. Accreditation reinforces the department's commitment to remaining an outstanding law enforcement organization comprised of highly skilled professionals.

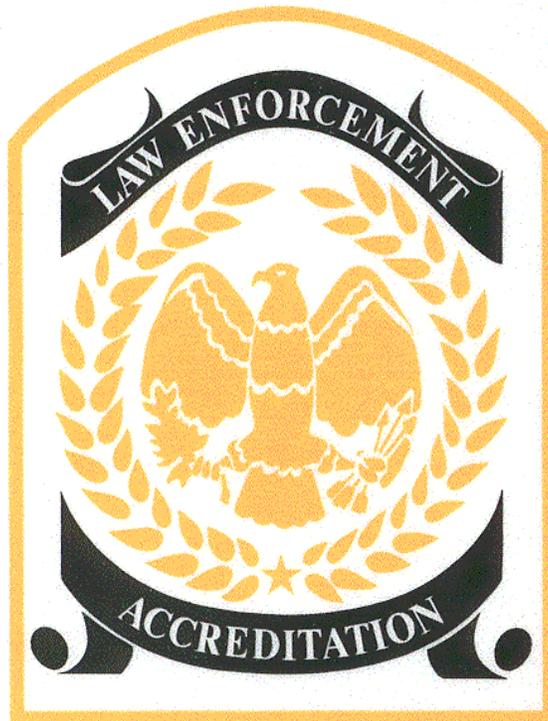
In order to prepare the department for the re-accreditation process, this section must accomplish multiple tasks including but not limited to the following:

- Tracking TDOS compliance with CALEA standards.
- Requesting, tracking, compiling, and filing CALEA proofs of compliance annually.
- Tracking bias based profiling analysis.
- Tracking required training for bias based profiling.
- Tracking and assisting with use of force analysis.
- Tracking required training for lethal and less than lethal weapons.
- Tracking and assisting with pursuit analysis.
- Tracking Incident Command procedures, training, and analysis.
- Tracking recruitment efforts.
- Tracking departmental surveys.
- Conducting CALEA and staff inspection training for all new employees.
- Conducting in-service training for employees.

ADMINISTRATIVE AND SUPPORT SERVICES

Fiscal Year 2007 - 2008 Accomplishments and Highlights

- Participated in two evidence task forces: one for revising evidence policies and developing an evidence procedure manual and the other to implement a new evidence software tracking system for uniform tracking of evidence statewide.
- Assisted with training personnel in the new evidence policy and procedures manual.
- Coordinated efforts with the Internal Audit Division to ensure that the Department of Safety operates in the most efficient and effective manner possible.
- Conducted an inspection of one evidence room.
- Conducted Staff Inspections of two THP Districts.
- Conducted Staff Inspections of four Driver License Districts.
- The unit finalized conversion to CALEA's 5th Edition Standards. This involved the development of over 20 new general orders and revisions to many existing general orders.
- Participated in mock assessment prior to 2008 CALEA reaccreditation process.



ADMINISTRATIVE AND SUPPORT SERVICES

Internal Audit

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

During Fiscal Year 2007-2008, the Internal Audit Division performed aggressive audits to ensure that the department was following policies and procedures. During the fiscal year, Internal Audit increased collaboration with the Office of Professional Responsibility and Staff Inspections to provide more thorough audits and target problem areas.

Fiscal Year 2007 - 2008 Accomplishments and Highlights

- Audited 16 Driver Service Centers.
- Audited two THP District Offices.
- Audited the Computer System Security (RACF-IDs).
- Audited the CID Confidential Fund.
- Audited the Commercial Driver License Program.
- Audited the Cooperative Driver Training Program.
- Audited State Payment Cards.
- Assisted with the annual physical inventory of tagged equipment.
- Assisted with the annual supply inventory.
- Assisted with the department-wide Risk Assessment.
- Audited and/or assisted in several cases with the Office of Professional Responsibility and the Criminal Investigation Division.
- Assisted with response to Comptroller's Office Performance Audit.
- Review of revisions to several policies, procedures and forms.
- Created or revised the following major audit programs:
 - 1) Driver License
 - 2) Commercial Driving License
 - 3) Cooperative Driving Training Program
- Trained CDL Examiners regarding audit procedures and coordinated the scheduling of CDL audits.

ADMINISTRATIVE AND SUPPORT SERVICES

Fiscal Services

The Fiscal Services Division prepares the annual budget request to the Department of Finance and Administration. It also maintains, processes, and accounts for all expenditures and revenues, ensuring fiscal stability for the Department of Safety. With 27 employees, the Fiscal Services Director is responsible for the two operating offices of this division: Budget - Accounting and the Cashier - Revenue Units.

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

Budget - Accounting Unit

All phases of the budgetary process are performed in this office. The Budget - Accounting unit is responsible for the coordination of the budget presentation for the Commissioner to the various committees of the General Assembly. Upon approval by the General Assembly, this unit monitors expenditures to make certain the Department of Safety operates within its appropriation.

Goods and services are procured in this division and all departmental expenditures are processed through this unit. It is the responsibility of this office to ensure that all invoices and travel claims are audited and paid promptly in accordance with state law. Payroll and timekeeping functions are performed in this unit. During Fiscal Year 2007 - 2008, the Budget - Accounting Unit processed \$158,532,400 in payroll and operational expenses. This unit also projects the fiscal impact of all legislation affecting the Department of Safety.

TDOS Expenditures FY 2007 - 2008		
349.01	Administration	\$7,772,400
349.02	Driver License Issuance	28,960,100
349.03	Highway Patrol	97,511,700
349.04	Motorcycle Safety Education	339,100
349.06	Auto Theft Investigations	67,800
349.07	Motor Vehicle Operations	9,698,100
349.08	Driver Education	326,000
349.12	Major Maintenance	505,000
349.13	Technical Services	10,728,900
349.15	Office of Homeland Security	2,623,300
TOTAL EXPENDITURES		\$158,532,400

ADMINISTRATIVE AND SUPPORT SERVICES

Cashier - Revenue Unit

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

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

During the Fiscal Year 2007 - 2008, this unit processed revenues for \$83,482,482, which included \$9,462,966 in reimbursements from federal grants.

TDOS Revenue Sources FY 2007 - 2008	
Driver License Fees	\$24,498,976
Fines and Fees	10,096,848
Sale of MVRs	10,610,535
Restoration Fees	15,653,126
Application Fees	3,809,491
Handgun Permits	4,474,856
Overweight Assessments	1,033,750
Sale of Crash Reports	121,571
Cost Bonds	440,240
Drug Fund	551,822
Sale of Vehicles	18,732
Overtime Reimbursement	1,418,805
Sale of Computer Records	28,290
Miscellaneous Current Services	384,940
Interdepartmental (Other)	153,759
Interdepartmental (Grants)	3,767,189
Direct Federal Grants	5,695,777
Driver Education Reserve Fund	306,355
Motorcycle Rider Safety Fund	417,420
TOTAL REVENUE	\$83,482,482

ADMINISTRATIVE AND SUPPORT SERVICES

Research, Planning, and Development

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



The Research, Planning, and Development Division serves every facet of the Department of Safety. Analytical studies, report preparations, presentations, and policy and procedure development are only a few of the tasks performed by this division. This division also manages grant procurement and implementation of associated tasks. Continual monitoring and reporting of activities during grant periods is an on-going process involving numerous agencies and project directors. In Fiscal Year 2007 - 2008 alone, the RPD Division was responsible for managing 13 grants allocating millions of dollars to the Department of Safety. Grants managed by RPD have been used for special enforcement efforts, overtime pay, in-car cameras, mobile data terminals, and other essential law enforcement equipment. Legislative analysis is routinely performed to determine the effectiveness and feasibility of various laws and initiatives proposed by the state legislature, as well as their potential impact on departmental operations. RPD prepares and designs the framework for new programs that are mandated by legislation. The division serves as a repository and contact for both public and private entities. Duties performed range from assisting high school students with term papers to providing specialized reports to the federal government. In addition, this division is responsible for general planning and research, including the development and analysis of statistical reports and activity summaries regarding all operational aspects of the THP.

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

Office of Records and Statistical Management

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

ADMINISTRATIVE AND SUPPORT SERVICES

This past fiscal year, the office began work on development of GIS applications to better assist law enforcement and the general public address traffic safety issues and concerns. A GIS Coordinator was hired and is now responsible for developing Interactive internal and web applications, as well as conducting spatial analysis of traffic crash data, citation data, driver license data, and other TDOS data. These tools have, and will continue to, greatly benefit the Legislature, GHSO, general public, THP, local law enforcement agencies, and all TDOS internal customers.

Fiscal Year 2007 - 2008 Accomplishments and Highlights

- Continued to develop policies and enforcement procedures and guidelines for numerous nation-wide special enforcement efforts
- Developed and distributed the Commissioned Personnel Allocation Study to be used for assignment of future Troopers
- Assisted in the preparation of the Department of Safety's Annual budget request
- Managed the inventory and control of 386 forms and 16 publications
- Developed and distributed the All Hazards Plan for responding to natural and man-made disasters and other emergency situations
- Implemented electronic distribution of departmental policy and procedures
- Developed and distributed the Policy and Procedural Manual for Evidence Tracking
- Developed and distributed Dispatcher Operational Manual
- Developed and distributed the Tennessee Safety Belt Usage Report
- Developed and distributed the Department of Safety's Annual Report
- Revised the Towing Services Standards Manual (Wrecker Manual)
- Represented THP on the TDOT Work Zone Safety Committee
- Responded to numerous requests for statistics from the general public, other law enforcement agencies, other state agencies, the legislature, and the media
- Managed 13 grants
- Evaluated 52 bill analyses
- Revised/Created and distributed 31 General Orders
- Developed guidelines and conducted testing for the Department's evolution to digital patrol car video cameras from the current analog systems in use
- Implemented Ignition Interlock Program
- Developed and distributed the Department of Safety's Physical Inventory Procedural Manual

Current Projects for RPD

- Revise the Trooper Activity Reporting System
- Revise the Traffic Crash Investigation Manual
- Publish *Tennessee Traffic Crash Fact Book*
- Develop policy and procedures for the Polygraph Unit
- Develop policy and procedures for the Strike Teams
- Develop policy and procedures for Identity Theft Crimes
- Develop Pursuit/Use of Force Database and Tracking System
- Respond and revise General Orders as required by CALEA and the Comptroller's Office
- Plan and conduct the State and Provincial Police Planning Officer's Section National Conference
- Manage the purchase and installation of In-Car Digital Cameras
- Modify existing DUI and Drug Vehicle Seizure Policies

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, 41 performance measures have been instituted and are tracked by this office. During Fiscal Year 2007 - 2008, the agency met or exceeded 51% of the performance measure targets established in the strategic plan.

OSP began reviewing the department's performance measures this year with a focus on creating more measures that were outcome, rather than output, based. The office assisted Fiscal Services with the preparation of the annual budget request by providing data linking the budget with the department's performance measures, and by collecting and reporting activity data from all divisions throughout the agency. OSP staff created an updated customer comment form for distribution in the Driver License stations, while continuing to administer the online surveys for THP and Driver Services. OSP continued to administer the Employee Suggestion Program. This program allows employees to submit recommendations, suggestions, comments, and complaints to executive management. OSP receives this feedback and passes it on to the appropriate members of management, thus helping to ensure the anonymity of staff.

The Director of OSP currently serves as the TDOS representative on the Governor's Commission on National and Community Service. In January 2008, OSP absorbed the department's Property Officers and assumed control of the department's physical inventory procedures.

In the coming year, the Office of Strategic Planning will be involved in a wide range of activities. Staff will continue to serve as facilitators in the restructure of the Department of Safety and make recommendations for improvements to better serve the citizens of Tennessee.

Other upcoming projects include serving as liaisons during Phase I implementation of the Edison project and preparation for Phase 2, continuing the administrative responsibility for the Driver License Issuance division's customer comment card data, and participation as members of the REAL ID steering committee, which is responsible for the planning and implementation of REAL ID in the state of Tennessee. OSP has also been assigned responsibility for completing the Title VI compliance report for FY 2007-2008.

ADMINISTRATIVE AND SUPPORT SERVICES

TDOS Performance Measure Report FY 2007 - 2008		
Performance Measures for Agency Wide Goals	Target	Final
Number of fatalities per 100 million Vehicular Miles Traveled	1.64	1.68
Number of key customer groups/stakeholders, for whom baseline survey information has been collected	6	5
Percentage of crash and Tennessee court records transmitted electronically rather than with paper	75%	49%
Turnover rate for all TDOS employees, including voluntary and involuntary separations, and retirements	10%	17%
349.01 Administration	Target	Final
Number of services available by Internet	12	9
Yearly volume of Internet service transactions	2,600,000	2,689,027
Percentage of phone calls to the Financial Responsibility call center handled by the automated phone system	49%	53%
Percent of hearings held within 60 days of point-suspension letter.	82%	70%
Percent of complaints concerning TDOS employees resolved within 60 days.	75%	95%
349.02 Driver License Issuance	Target	Final
Percent of non-test applicants issued license within 15 minutes after examiner pulls record	93%	82%
Percent of non-test applicants called for service within 30 minutes of being issued a ticket from the queuing system	55%	67%
Percent of DL issuance transactions conducted via Internet or mail	36%	30%
Percent of non-test driver license field transactions conducted at county clerk offices	26%	18%
Average number of days to issue handgun carry permits	45	37
349.03 Highway Patrol	Target	Final
Number of highway fatalities in Tennessee	1,200	1,022
Number of rural highway fatalities in Tennessee.	720	658
Percent of time that THP is able to respond to crashes within 15 minutes	50%	48%
Number of DUI arrests	4,150	3,586
Fatalities involving large trucks	130	102
Rate of fatalities involving large trucks per 100 million Commercial Vehicular Miles Traveled	2.20	2.05
Average number of days to upload commercial motor vehicle inspection data to federal database	20	10
Average number of days to upload commercial motor vehicle crash data to federal database	90	65
Ratio of school buses to school bus inspections	1:1.5	1:1.13
Number of DARE presentations held to promote drug-free schools	1,600	1,314
Number of law enforcement officers receiving DARE training & assistance	1,100	6,503
349.04 MREP	Target	Final
Number of students enrolled in a certified MREP course	7,000	8,073
Ratio of sites to site visits	1:2	1:1.7

ADMINISTRATIVE AND SUPPORT SERVICES

TDOS Performance Measure Report FY 2007 - 2008		
349.06 CID Auto Theft	Target	Final
Percent of operational expenses for auto theft investigations funded through the sale of seized property	10.5%	8.3%
349.07 Motor Vehicle Operations/Fleet	Target	Final
Percentage of pursuit vehicles operating with mileage in excess of 85,000 miles	25%	30%
349.08 Driver Education	Target	Final
Number of safety education presentations held to promote safe highways	5,700	2,774
Number of law enforcement officers receiving safety education training and assistance	1,000	436
349.12 Major Maintenance	Target	Final
Number of communication sites maintained	41	41
Ratio of communication sites to maintenance inspections	1:1	1:2
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	8	8.5
Percentage of Tennessee court records received electronically	70%	72.6%
Percentage of crash reports received electronically	25%	12%
349.15 Office of Homeland Security	Target	Final
Cumulative number of public safety entities and private industries trained in risk/vulnerability assessment.	200	213
Number of public safety officials trained annually in terrorism awareness and prevention.	250	973
Cumulative number of volunteer Citizens Emergency Response Teams (CERT) trained in Tennessee.	57	48
Cumulative number of trained registered users on the Homeland Security Information Network (HSIN).	1,500	2,643



ADMINISTRATIVE AND SUPPORT SERVICES

Legal

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

Asset Forfeiture Section

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

Summary Of Asset Forfeiture Cases FY 2007 - 2008		
Property		
Type of Property	Total Seized	Total Forfeited
Cars	3,761	4,744
Trucks	2,298	1,602
Motorcycles	112	67
Boats	18	9
RV'S & Vans	193	164
MISC. (pagers, jewelry, etc.)	1,123	900
Real Estate	0	0
Other Major	91	77
TOTALS	7,596	7,563
Currency		
Currency	Dollar Amount Seized	Dollar Amount Forfeited
Money Seized	\$18,841,696.38	
Money Forfeited		\$17,248,325.80
Drug Fund Settlement Payments		\$1,591,019.00
TOTALS	\$18,841,696.38	\$18,839,344.80

In Fiscal Year 2007 - 2008, the Legal Division opened 10,249 cases and closed 10,168 cases.

ADMINISTRATIVE AND SUPPORT SERVICES

Driver Improvement

This section evaluates the driving records of Tennesseans, based on crashes and/or convictions of traffic violations, in order to identify and keep track of high-risk drivers and establish procedures for their rehabilitation. Adults who accumulate 12 points within a year are given an opportunity to attend a hearing. If they fail to request a hearing, their driving privileges are suspended for a period of six to 12 months. Drivers under 18 who accumulate six or more points within a year are required to attend an administrative hearing with a Department of Safety hearing officer, where the driver and the driver's parent or legal guardian are required to appear. Driver Improvement also conducts hearings concerning financial responsibility and other driver license issues. Hearing officers are located throughout the state in seven offices. In addition to holding the hearings in person, phone hearings are offered for out-of-state drivers. In most cases, when a driver attends a hearing, he or she is given the opportunity to attend a defensive driving class in order to eliminate or reduce the suspension.

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

Hearing Officer Activity FY 2007 - 2008			
District	Hearings Scheduled	Hearings Conducted	MVRs Issued
1	324	270	0
2	1,478	1,137	481
3	2,437	2,026	0
4	1,179	932	20
5	288	262	0
7	1,267	1,043	0
8	1,204	972	0
Total	8,177	6,642	501

Driver Improvement Activity FY 2007 - 2008				
Type Hearings	Upheld	Withdrawn	Failure to Appear	Total
Driver Imp. Points	5,908	322	1,309	7,539
Financial Resp.	239	124	128	491
Medical	65	8	26	99
Other	10	4	5	19
Total	6,222	458	1,468	8,148

Medical and Re-Examinations Complaints FY 2007 - 2008			
Medicals	Number	Re-Examinations	Number
Complaints Received	1,206	Complaints Received	406
Incoming Reports	1,697	Passed	341
Approved	762	Failed	58
Approved for Re-Examination	148	Passed After Failing Prior	31
Disapproved	236		

ADMINISTRATIVE AND SUPPORT SERVICES

Public Affairs

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

Communication of the department's policies and initiatives are accomplished through the development and dissemination of news releases, media advisories, and departmental reports. The Office also facilitates interviews, press conferences, and public presentations. Additionally, the Public Affairs Office creates various electronic media to communicate with its various audiences, as well as oversees the ongoing review and update of the department's website.

Media Relations

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

In Fiscal Year 2007-2008, the Public Affairs Office issued more than 100 news releases and media advisories regarding improved driver license services, special enforcement initiatives, and homeland security funding activities among other issues. Two public information officers provided and/or coordinated daily interviews with news outlets across the state, while simultaneously providing departmental statistics and data to reporters.

The Public Affairs Office led the department's public awareness efforts for a variety of statewide law enforcement initiatives. This included the coordination and cooperation with various state department and agencies, including the Department of Transportation, the Governor's Highway Safety Office and local law enforcement agencies. High visibility enforcement programs promoted by the Office in the 2007-2008 fiscal year included: Back to School Safety, Bonnaroo, Christmas, Cinco de Mayo, Deals Gap, Halloween Safety, July 4th Holiday, Labor Day, Memorial Day, New Year's, St. Patrick's Day, Super Bowl Weekend, Take Back Our Highways, and Thanksgiving.

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

ADMINISTRATIVE AND SUPPORT SERVICES

Community Outreach

The Public Affairs Office was highly active in a variety of community outreach initiatives in order to further promote Department of Safety goals and objectives. Through its community outreach activities, the Public Affairs Office strives to develop relationships, establish interaction, and provide resources that address the issues and concerns specific to Department of Safety activities. To facilitate these activities, the Community Affairs Coordinator serves as a liaison between the department and its many partners, providing guidance, direction, and support to departmental personnel across the state regarding community outreach issues.

Some of the organizations the department worked with on community outreach initiatives during the 2007-2008 fiscal year include: AAA, Administrative Office of the Courts, Donate Life Tennessee, the Motorcycle Awareness Foundation of Tennessee, State Farm Insurance, Tennessee Association of Chiefs of Police, Tennessee Immigrant and Refugee Rights Coalition, Tennessee Sheriffs Association, Tennessee State Court Clerks Association, and Tennessee Tech Business Media Center among others.

The department hosted a variety of public events to educate citizens about important department initiatives and programs. From anniversary celebrations to tri-state safety initiatives, the Public Affairs Office was responsible for preparing the information and coordinating all activities. A sample of the events during the 2007-2008 fiscal year include: 30th Anniversary of Tennessee's Child Restraint Law, 70th Anniversary of the Tennessee Driver License, Donate Life Organ & Tissue Donation Campaign, DUI Enforcement with Mother's Against Drunk Driving (MADD), Motorcycle Safety Awareness, and Take Back Our Highways Tri-State Safety Initiative.

The Public Affairs Office also helped promote a number of other events and issues from Trooper promotional ceremonies to driver license program announcements that included: reinstatement offices moving to driver license services centers, driver license centers accepting credit cards, the D.A.R.E. International Conference, Cadet Class 1207 graduation, Trooper of the Year, and Highway Dedications to Troopers killed in the line of duty.

Internal Communications

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

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

The Public Affairs Office also produced various other written tools to further communicate its responsibilities. The Tennessee Department of Safety 2008 Guidebook, a new publication, outlining the structure, mission, and goals of the agency and providing information with regard to the agency's history, executive leadership and divisional activities was among the documents produced.

ADMINISTRATIVE AND SUPPORT SERVICES

Media Production

The Media Production Unit within the Public Affairs Office is responsible for the development of various multimedia products, including video, audio, photographic, and electronic presentations. The unit assists in the documentation of media and community events in which the department is involved. The video footage is formatted and distributed in various methods including DVD production and streaming video for inclusion on the department's website. Specific activities for the unit during the 2007-2008 fiscal year include: Driver License Anniversary video, Temporary Driver License video, THP's memorial, promotion and graduation ceremonies, THP recruitment video and brochure, TDOS training videos, staff pictorials, Between the Barrels safety education video, Move Over Law public service announcement and brochure, motorcycle safety brochure, and duplication of videos and posters.

Website

The Office of Public Affairs oversees the on-going development and maintenance of the Department of Safety's website. Through the internet, the department provides a wealth of departmental information and a variety of valuable public services, including driver license renewals and paying reinstatement fees. Visitors to the department's website (www.tennessee.gov/safety) can also find information on how to obtain or replace a driver license, how to obtain a gun permit, and other major departmental initiatives and announcements. The webmaster maintains over 2,000 web pages on the Department of Safety website. During Fiscal 2007-08, the following new pages and links were added: "Going the Extra Mile" features positive letters and comments about TDOS employees; "THP" advises the motoring public how to get help when stranded on the highway; "Safety Education" provides information on how citizens and groups can contact Safety Education Officers across the state who are knowledgeable about traffic safety topics and techniques; "Facts, Figures & Statistics" links internet users to a wealth of state and national data; "Property Asset Forfeitures" is a link to frequently asked questions (FAQ) and information outlining the state laws and TDOS policies regarding law enforcement seizure of property; and "Public Affairs" provides the public with contact information, news release archives, and Public Service Announcements.

ADMINISTRATIVE AND SUPPORT SERVICES

Information Systems

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

Infrastructure Support

Mainframe/Production Support

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

Network/Desktop Support

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

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

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

Mainframe Transactions FY 2007 - 2008	
Driver License Renewal Transactions	764,224
Driver License Original Transactions	206,239
Driver License Other Transactions	795,131
Trooper Citations Document	380,721
Court Abstracts	84,738
Crash Reports (Operators)	174,274
Other Driver & Misc. Documents	321,585
Correspondence Received and Prepared	654,402
MVRs	2,174,092
Micrographic Documents	4,764,697
Grand Total	10,320,103

ADMINISTRATIVE AND SUPPORT SERVICES

Administrative Support and Procedures

The Administrative Support and Procedures section provides administrative support to the division's management, programming and support for systems developed for the MS Windows environment and the division's AS400 environment, management and maintenance of the Department Of Safety Internet and Intranet web sites, and Records Officer duties.

Administrative Support and Procedures compiles the annual Information Systems Plan. It gathers the information and completes the annual Records Holding Report and spearheads the annual Operation Roundfile work, and the annual Office of Information Resources (OIR) Resource Budget.

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

Project Management

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

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

Computer Aided Dispatch and GIS Support

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

Technical Support

- Responsible for regularly scheduled preventive maintenance work and necessary updating of the CAD system to ensure reliability and efficient performance.
- Design, develop, implement, and modify information system technologies comprising CAD System.

Operations Support

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

ADMINISTRATIVE AND SUPPORT SERVICES

Geographic Information Services (GIS)

- Map maintenance and distribution.
- AVL and GIS Integration.

Fiscal Year 2007 - 2008 Accomplishments and Highlights

Administrative Support and Procedures

- Compiled and submitted the annual Information Systems Plan for TDOS.
- Gathered information, compiled, and submitted the annual Records Holding Report.
- Completed the annual Operation Roundfile work.
- Completed and submitted the annual OIR Resource Budget.
- Set up Microsoft Sharepoint sites for various uses within the department.
- Met the initial deadline for the Governor's Internet page redesign initiative.
- Provided support for the Driver License Call Center system.
- Provided support for the various vehicle accident system frontend systems and backend databases.
- Redesigned the Trooper Activity System to utilize web based connectivity and data entry.
- Developed a new Microsoft Infopath system to report and analyze school bus inspections that will speed up recording of the inspections by approximately 60 days and free up many hours of work processing the inspections manually.

AS400 System Accomplishments

Besides the Help Desk and general support requests, 12 RFS and four major requests (not submitted as RFS) were filled including:

- Provided several specialized Seizure Reports for PIO and/or General Council for budget proposals, annual reports, and statistical reports for media or public agencies.
- Completed Six Requests For Service for programmatic changes to the Asset Forfeiture System.
- Began major re-documenting project for the Asset Forfeiture System to bring system documentation up to date with current system operations.

Mainframe / Production Support

- Modified Driver Improvement program logic to greatly reduce the number of juvenile hearings.
- Provided requested information for 171 Request-for-Services.
- Began accepting SR22/SR26 data electronically from three insurance companies.
- Began accepting traffic violations electronically from Coopertown City Court.
- Began analysis on replacement of the DL cashiering system with iNovah (Edison).
- Purge of old data from Driver License Database.
- Began producing a monthly and weekly organ donor file for Tennessee Donor Services.
- Began analysis on AAMVA Digital Image Interface.
- Implemented temporary driver license, sex offender, and traffic court notification logic.
- Streamlined AAMVA name formatting and corrected various CDLIS programs to eliminate edit errors returned by CDLIS/PDPS.

ADMINISTRATIVE AND SUPPORT SERVICES

Network / Desktop Support

- Resolved 10,025 Remedy Help Desk tickets.
- Implemented Titan Toolbar on all THP laptops.
- Installed and tested laptops for THP new car builds for over 300 vehicles.
- Trained over 100 THP Officers in CAD usage.

Project Management

- Established Tennessee Integrated Traffic Analysis Network (TITAN) website to view crash data.
- Completed 5000i Scanner upgrade project.
- Created views between TITAN and Tennessee Roadway Information Management System (TRIMS) databases to allow TDOT to receive crash data from the TITAN database.
- Purchased 810 mobile printers and mounts for patrol vehicles.
- Completed development and THP implementation of the TITAN Project.
- Implemented Handgun portion of the FileNet Project.
- Completed analysis on the DL portion of the FileNet Project.
- Completed Driver License Call Center IVR Project.
- Completed RFS for Driver License Business Process Reengineering Project.
- Upgraded THP to TraCS version 7.3N Patch 5.
- Upgraded TCRASH2 TraCS form for THP and Local Enforcement Agencies.
- Completed updates to TennCars website.
- Implemented Power DMS (General Order Application).
- Updated the data import and export process to/from Safety And Fitness Electronic Records (SAFER), which is part of the Commercial Vehicle Information System and Networks (CVISN) federal program.
- Completed TITAN Resource Management Workbook.

CAD and GIS Support

- Deployment of THP mobile data, remote CAD interface (I/Mobile) system.
- Continuing to utilize both Safety's private 800 MHz radio data network and commercial wireless data network.
- 355 THP users are now trained and equipped with the I/Mobile application configured for 800 MHz radio modems or commercial wireless data Air Cards that provide remote connection to CAD operations. This I/Mobile access enables THP users to update CAD events and initiate wanted persons and license checks at roadside.
- Current deployments include:
 - THP District 2 – Chattanooga: 52 units
 - THP District 3 – Nashville: 120 units
 - THP District 4 – Memphis: 76 units
 - THP District 5 – Fall Branch: 1 unit
 - THP District 6 – Cookeville: 25 units
 - THP District 7 – Lawrenceburg: 4 units
 - THP District 8 – Jackson: 77 units

ADMINISTRATIVE AND SUPPORT SERVICES

Crash Analysis

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

Crash Reports Processed FY 2007 - 2008		
# of Reports Scanned	# of Reports Keyed	# of Reports Scan Edited
138,095	534,370	69,239

Fiscal Year 2007 - 2008 Accomplishments and Highlights

- Accepted 71,612 crash reports submitted electronically via TennCARS.
- Accepted 1,777 crash reports submitted electronically via TITAN.
- Acquired continuance of federal grant funding from Governor's Highway Safety Office for contractor crash report data entry services.
- Achieved goals set for contractor data entry services of 400,000 reports keyed between September 2007 and March 2008.
- Reduced the number of injury and property damage over \$400 crash reports not keyed from 412,350 in June 2007 to 11,531 in June 2008.
- Completed data entry and editing of year 2004, 2005, 2006, and 2007 original and supplemental crash report documents.
- Implemented a scanning schedule utilizing teams.
- Provided extensive staff training on crash validation rules and editing.
- Completed TITAN User Training.

ADMINISTRATIVE AND SUPPORT SERVICES

Fatality Analysis Reporting System

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

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

Fiscal Year 2007 - 2008 Accomplishments and Highlights

- Renewed Cooperative Agreement to support the National Highway Traffic Safety Administration (NHTSA), Fatality Analysis Reporting System (FARS) program during the period of 2007 through 2011.
- Two new employees in the FARS Unit completed NHTSA's required FARS New Analyst Training.
- Completed final 2006 FARS data updates.
- Completed installation of 2008 FARS MDE System and Early Notification System.
- Renewed off-site FARS case coding project to code year 2007 cases.
- Achieved the 2007 FARS Annual Assessment File goal of 100% cases entered with a 100% quality rating. Improved the quality rating of previous year cases entered by May from 60% last year to 100% this year.
- Provided FARS reports to NHTSA as requested for special study areas.
- Provided assistance to others in research and crash data compilation for reports and studies.

FARS Activity FY 2007 - 2008	
FARS Forms Coded & Keyed	
Crash Level	1,110
Vehicle/Driver Level	1,667
Person Level	2,556
Data Gathered	
Driver Inquiries (In-State)	1,404
Driver Inquiries (Out of-State)	239
Driver Inquiries (Other)	24
Vehicle Inquires (In-State)	1,412
Vehicle Inquires (Out of-State)	201
Vehicle Inquires (Other)	54
Emergency Medical Services	51
Toxicology	1,942
Death Certificates	1,486
Roadway Location	1,110
Messages Received	1,504
Messages Sent	1,140

ADMINISTRATIVE AND SUPPORT SERVICES

Commercial Vehicle Analysis Reporting System

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

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

Indicators of performance measure Tennessee's crash data. The evaluations encompass the completeness of fatal crashes along with the timeliness and accuracy of pre-determined criteria. TDOS closed Fiscal Year 2007 - 2008 with an overall status rating of "GREEN", the highest rating given to any state.

CVARS Activity FY 2007 - 2008	
# of Reports-State Reportable	12,340
# of Reports-Federally Reportable	3,821

Fiscal Year 2007 - 2008 Accomplishments and Highlights

- Renewed Cooperative Agreement to support the Commercial Vehicle Analysis Reporting System (CVARS) program.
- CVARS assisted FMCSA in identification of reasons for non-match carriers in crashes resulting in a MCMIS report programming revision.
- Achieved a non-match report rate reduction from a high of 21.08% to 0.00%. This rate reduction had a positive impact on the number of Data Q cases.
- Established a plan for reaching agencies that contain a high value to our reporting percentages utilizing pursuit teams focusing on high volume crash agencies that currently utilize TraCS. These agencies will be the first to integrate into the new TITAN system.

ADMINISTRATIVE AND SUPPORT SERVICES

Communications

The Communications Section is responsible for the design, procurement, installation, and maintenance of the statewide 800-Megahertz Mobile Data System. The system now has 23 data sites on the air in the mid-state and west Tennessee, and activation of ten more data sites is expected by February 1, 2009. THP cars equipped with computers and modems now have secure roadside access to Tennessee Crime Information Center and National Crime Information Center files, departmental reports, and car-to-car messaging. The Communication Section maintains the primary VHF-low band, secondary VHF-high band, 110 800MHz voice radio, and mobile data radio networks and microwave systems. Communications personnel issues and tracks cell and blackberry phones, and maintains all mobile and portable radios, video systems, radars, and all other electronic equipment used by the Department of Safety. The THP has eight district headquarters and dispatch centers, which cover the entire geographical area of the state.

During Fiscal Year 2007 - 2008, service was provided the following internal and external customers:

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

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

Communications is staffed with two Administrative Services Assistant 2 positions, Stores Manager, Radio Systems Analyst, Radio Technician Supervisor, seven radio technicians in the Nashville Shop, and one radio technician in each of the district service shops located at Fall Branch, Knoxville, Chattanooga, Jackson, Memphis and Lawrenceburg.

ADMINISTRATIVE AND SUPPORT SERVICES

Support Services

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

Supply

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

Facilities Management and Building Maintenance

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

The following projects are either in the planning stage or the construction stage:

- DL Station White Haven, TN
- Security cameras for DL stations
- Security cameras for THP District Headquarters
- Remodel of the THP District Headquarters front counter area in Cookeville
- Remodel of the Jackson CID Office
- Replace HVAC Units at various Tower sites

ADMINISTRATIVE AND SUPPORT SERVICES

Fleet

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

All vehicle purchases are based on functional use, safety, performance, and comfort. Since 1993, all vehicles have been purchased and disposed of by the Motor Vehicle Management Division of the Department of General Services. Motor Vehicle Management also maintains service records for each vehicle. Preventive maintenance is performed by the Department of Transportation. The following table lists vehicles leased from General Services during FY 2007-2008.

Vehicles Procured FY 2007 - 2008		
Vehicle	Number	Cost
THP Marked Pursuit (Ford)	145	3,415,954.95
THP Unmarked Pursuit (Ford)	14	310,301.74
Dodge Durango Unmarked	7	161,197.05
Dodge Durango Marked	5	107,390.75
Chevrolet Van Uplander	8	127,789.84
Chevrolet Tahoe Marked	8	245,058.72
Chevrolet Tahoe Unmarked	3	82,257.57
Chevrolet Silverado	2	36,744.00
Chevrolet Impala Pursuit Unmarked	5	97,231.50
Chevrolet Impala - Civilian	1	15,069.72
THP Civilian Crown Vic	1	19,765.00
Polaris ATV	6	34,566.00
Ford F250	8	164,360.00
Total	213	4,817,686.84

APPENDICES

Federal Grants FY 2007 – 2008

Motor Carrier Safety	\$3,578,608
Marijuana Task Force	515,472
Commercial Vehicle Crash Reduction	59,490
Commercial Driver License Improvement	143,566
Homeland Security ODP	912,869
CVARs	109,933
Commercial Vehicle Information Systems and Networks (CVISN)	106,453
Project CAR	196,537
CVARs Pilot	131,100
FARS	115,339
STEP	172,852
Virtual Inspection Station	407
Mobile Printers	199,920
Vehicle Disabling Technologies	124,677
Performance Based Brake Testing	139,105
Compass Pilot Program	9,105
New Entrants Audits	903,946
Strike Three	235,112
Traffic Records Improvement	323,834
Knoxville CMV Traffic	11,129
Infrastructure Terrorism Training	279,677
Deals Gap Enforcement	64,695
Commercial Vehicle Traffic Techniques	15,077
Specialized Law Enforcement Training	9,789
Crash Data Management	6,484
Shady Valley US 41 Enforcement	11,202
Operation Desert Snow	123,750
Law Enforcement Management Training	35,400
Integrated Crash Records System	423,059
Crash Reporting	436,224
High Visibility Campaign	26,717
High Intensity Drug Trafficking Area (HIDTA)	41,438
TOTAL GRANTS	\$9,462,966

**DARE Activity
FY 2007 - 2008**

Classes/Meetings	YTD	Time Accrued	Attended
Core Classes	590	767	11,828
Grades K-4	217	174	4,073
Middle School Classes	380	488	8,260
Senior High School Classes	120	178	3,422
Parent Education	2	2	50
School Personnel Meetings	173	251	488
PTO/PTA Meetings	2	4	30
Civic/Community/Churches	10	24	203
City Police Departments	58	101	95
Sheriffs' Departments	89	144	175
Preparation		222	
Training			
Instructor	31	1,002	540
Student	34	713	
Other	7	134	215
Observations			
Elementary	103	221	103
Junior High	6	9	6
Senior High	1	1	1
Applicant Interviews	24	43	32
Other – DARE	148	6,896	8,403
Total	1,836	9,481	35,529
Other - Departmental		7,920	
Mileage	105,569		

MREP Enrollment FY 2007 - 2008		
Training Site	FY 2007 - 2008	
	Basic Rider Course	Experienced Rider Course
Austin Peay-Montgomery Co.	374	0
Bumpus / Rider's Edge - Memphis	301	0
Bumpus/H-D - Murfreesboro	162	0
Chattanooga - Cleveland	357	12
Chapel Hill	18	0
Bumpus H-D Jackson	198	0
Cookeville	184	23
Crossville	61	0
Dyersburg	48	0
Fort Campbell, Ky.	823	191
Jackson State CC	190	10
Karnes High School - Knoxville	391	108
Kingsport	421	23
Motlow CC - Tullahoma	61	0
MTSU-Murfreesboro	0	0
Nashville Tech.	686	127
Nashville Super Speedway	274	51
Pellissippi- Knoxville	284	0
Pellissippi State 2	278	0
Southwest Community College	231	9
TLETA-Donelson	486	83
Walters State CC-Knoxville	306	23
Volunteer State	250	23
Smokey Mtn. H/D	208	8
Smyrna Rehab Ctr.	270	6
Central Middle School / M'boro	360	28
Boswell's H/D	112	6
McDhee Tyson ANG	26	0
118 TAW Nash	0	0
Total	7,357	731

Driver License Activity
Summary of Licenses Issued By Type Of Transaction
FY 2007-2008

	CDL	Non-CDL	Total Drivers	Total Plus IDs	% Overall Activity	FY 2006 – 2007	% Change Prev Year
NEW DRIVERS	14,514	188,766	203,280	253,118	15.3%	247,235	2%
Originals, CDL Conv	9,342	73,940	83,282	128,204	7.7%	113,612	13%
New Residents	3,274	91,504	94,778	98,494	5.9%	107,113	-8%
Returning Residents	1,898	23,322	25,220	26,420	1.6%	26,510	0%
RENEWALS	34,039	686,609	720,648	764,224	46.1%	744,347	3%
DUPLICATES	8,716	258,110	266,826	310,004	18.7%	310,658	0%
PROBLEM DRIVERS	2,519	85,272	87,791	88,371	5.3%	82,462	7%
Reinstatements-Adlt	2,491	74,995	77,486	77,806	4.7%	72,692	7%
Reinstatements-Juv	0	1,786	1,786	1,804	0.1%	1,448	25%
Rest. Licenses-Adlt	28	8,491	8,519	8,761	0.5%	8,322	5%
CHANGE/ADD TO CLASS	10,624	157,618	168,242	208,704	12.6%	199,784	4%
Reclass, Exch/Upgr	783	121,276	122,059	162,516	9.8%	155,293	5%
Add permit, class end	9,841	36,342	46,183	46,188	2.8%	44,491	4%
FREE	3,563	27,582	31,145	33,378	2.0%	47,678	-30%
Total Licenses Issued	73,975	1,403,957	1,477,932	1,657,799	100.0%	1,632,164	2%

Driver License Activity
Summary of Licenses Issued By Card Type and Outlet
FY 2007-2008

	Total Plus IDs	FY 2006 - 2007	% Overall Activity	% Change Prev Year
Field Issued Photo	1,333,273	1,529,831	79.5%	-13%
Internet Photo	121,906	122,520	7.3%	-1%
Field Issued NonPhoto	5,378	0	0.3%	N/A
Internet NonPhoto	5,824	5,922	0.3%	-2%
Mail/Batch Renewal Photo	70,087	58,115	4.2%	21%
Mail/Batch Renewal NonPhoto	45,466	0	2.7%	N/A
Self-Service Kiosk Photo	93,849	74,814	5.6%	25%
Self-Service Kiosk NonPhoto	334	0	0.0%	N/A
Total	1,676,117	1,791,202	100.0%	-6%

Driver License Activity
DL Applicant Services Received in Field
FY 2007-2008

LICENSE ISSUANCE ACTIVITY = 54.5%

	2007 - 2008	2006 - 2007	% Field Activity	% Change Prev Year
Total Licenses Issued In The Field	1,424,080	1,410,156	85.0%	1%

EXAM ACTIVITY = 31.2%

Exam Type	CDL	Class D/H	Class M	2007 - 2008	2006 - 2007	% Field Activity	% Change Prev Year
Vision	25,138	314,387	23,707	363,232	411,106	15.7%	-12%
Knowledge	19,966	213,287	16,152	249,405	276,652	10.8%	-10%
Skills	4,797	89,399	15,627	109,823	108,450	4.7%	1%
Total Exams	49,901	617,073	55,486	722,460	796,208	31.2%	-9%

SPECIAL PROGRAM AREAS = 14.3%

	2007 - 2008	2006 - 2007	% Field Activity	% Change Prev Year
Handgun Carry Permits, Processed by Field Offices	45,886	44,457	2.0%	3%
Voter Registration Applications	157,972	114,997	6.8%	37%
MVRs Sold Over the Counter	40,895	33,741	1.8%	21%
360 Reinstatement Advice Letters printed	44,700	29,496	1.9%	52%
DL Field Reinstatements	41,138	9,835	1.8%	318%
Total Field Special Program Activity	330,591	232,526	14.3%	42%
Total Services Provided in the Field	2,317,996	2,274,632	100.0%	2%

**Financial Responsibility Division
Revocation, Suspension, Cancellation Actions
FY 2007 - 2008**

Non-Commercial Actions		Non-Commercial Actions (cont.)	
*DUI 1st Offense	15,726	Failed to Appear for Re-examination	N/A
DUI 2nd Offense	3,094	Re-examination Failed	N/A
DUI 3rd Offense	947	Failure to Pay Child Support	7,149
DUI 4th Offense Felony	677	Susp. Installment Agreement Default	430
DUI Not Stated	6,476	Other Revocations/Susp./Cancellation	3,095
DWI Adult 2nd of Subsequent Offense	0	Rev. Fatal Crash - GDL Program	10
Driving While Impaired (16-21)	454	Susp. For Crash/Seat Belt GDL	0
Implied Consent	2,818	Rev. Fraudulent Document GDL	0
DUI By Allowing	48	Total Non-Commercial Offenses	313,966
TOTAL DUI OFFENSES	30,240	Commercial Actions	
Manslaughter/Vehicular Homicide	65	DUI	39
Driving While License Susp./Revoked	40,711	Manslaughter/Vehicle Homicide	0
Drag Racing	50	Driving on Revoked License	54
Leaving Scene of Crash	249	Drag Racing	0
Leaving Scene of Crash Death Felony	8	Leaving the Scene of a Crash	6
Fraud Applying For or Using DL	204	Fraudulent Use of a Driver License	1
2 Cases of Reckless Driving	50	Felony With an Automobile	0
Felony With An Auto	128	Allowing Intoxicated Person to Drive	0
Habitual Offender	562	Contributing to a Fatal Crash	0
Driving After Conviction Habitual Offender	896	Implied Consent	3
Crash Suspensions	9,088	Suspension on 2 Serious Violations	147
Crash Revocations	9,854	Suspension on 3 Serious Violations	28
Unsatisfied Judgment	2,907	Aiding or Abetting Prostitution	0
Contributing to Fatal Crash	0	CMV Felony Involving Controlled Sub.	0
Failure to File Insurance After Mov. Viol.	N/A	Violated Out of Service Orders	18
Re-Revocation (Cancelled SR-22)	5,861	Susp.-Fail to stop at RR crossing	4
Conviction of Failure to Provide FR	33,065	Unatt. Veh. Cont. Med./Hz waste	0
License Cancelled in Lieu of Bail	1	Total Commercial Actions	300
Failure to Satisfy Citation-Other State Crt	3,295	Total Non-Commercial Actions	313,966
Failure to Satisfy Citation TN Court	83,625	GRAND TOTAL	314,266
Failure to Satisfy Citation-Non-Mov. Viol.	73,241	Misc. Commercial Offenses	
Child Endangerment By Vehicle	0	Serious Violations	2,013
Reckless Endangerment by Vehicle	131	Fail to stop school bus @ RR Cross	N/A
Vehicular Assault	89	Rail Road Crossing Violations	N/A
Cancelled/Withdrawn License-Other State	785	Other Violations in CMV	6,818
Truancy (Compulsory Attendance)	5,828	Rept. Of Violation Under CDL – CMV	29
Drug Free Youth Act	1,905	Rept. Of Violation under CDL - PV	13
18-20 Year Old Violation	333	Serious Offender Warning Letter	1,731
Juvenile Possession of Weapon	111		
Frequent Traffic Violations (points)	N/A		
Disability	N/A		

**Financial Responsibility Division
Other Activities Processed
FY 2007 - 2008**

Driving While Impaired Adult 1st. Off.	N/A
Crash Reports (Operators)	174,274
Correspondence Received	542,168
Correspondence Mailed	112,234
Other Documents Handled	412,019
Notices Issued	565,671
Driver License Surrendered	22,564
Driver License Confiscated	15,187
Reinstatements (Fee Required)	211,576
Reinstatements (No Fee)	12,453
Reinstated Under Payment Plan	1,094
SR-96 Notice of Susp./Installment	751
# Fees-Failure to Surrender DL/Tags	30,984
# Certifications Fines/Cost Satisfied	36,132
Seatbelt Violation (Driver)	69,516
Seatbelt Violation (Passenger)	2,113
Seatbelt Violation (Minor 16-17)	65
Seatbelt Violation (Minor 4-15)	1,560
Seatbelt Viol. 2nd Off. (Minor 4-15)	4
Seatbelt Viol. Child Ticketed (16-17)	812
Seatbelt Viol. Child Ticktd 2nd (16-17)	2
Child Restraint Violation	3,608
Officer Reports Sold from HQ	30,458
MVRs Administrative (NO FEE)	52,621
MVRs Commercial (\$5.00 Each)	55,812
MVRs Internet	2,065,659
Abstracts	84,738
Miscellaneous Documents Processed	43,605
THP Tickets (Citations)	247,650
THP Tickets (Dispositions)	133,071
Miscellaneous Suspension Filmed	1
Documents Microfilmed	4,764,697
# Calls Handled by automated system	541,671
# Calls Handled by examiners	417,637
Total # of calls handled	959,308
Misc. Other Tickets Processed	321,585
# Drivers Paid Reinstatement Fee Internet	24,478
# Drivers Checked Req. Internet	200,947
# Drivers to T&R stop tag renewal	27,456
# Drivers to T&R to clear tag renewal	10,739
# Drivers Requiring Interlock Device	1,644
Drug Free Youth Act - Denials	2,654
Drug Free Youth Act - Withdrawals	1,248

**Financial Responsibility Division
Fiscal Statistics
FY 2007 - 2008**

Restoration Fees Received	\$16,030,959
Restoration Fees Refunded	50,705
Accrued Money From Restoration Fees	15,980,254
Officer Reports Fees Received	122,451
Officer Reports Fees Refunded	16
Accrued Money From Officer Reports	122,435
MVR Fees Received	10,579,094
MVR Fees Refunded	340
Accrued Money From MVR	10,578,754
Miscellaneous Fees Received	6,200
Miscellaneous Fees Refunded	90
Accrued Money From Miscellaneous Fees	6,110
**F/R Affidavit Fees Received	5,771
**F/R Affidavits Fees Refunded	85
Accrued Money From **F/R Affidavit Fees	5,686
\$25.00 Fees to Law Enforcement Agencies For Confiscated Driver License	106,825
\$10.00 Fees Refunded to Court	285,380
Contingent Revenue Received	151,983
Contingent Revenue Refunded	192,555
Driver License Fees Refunded	9,336
Total Accrued Money from All Fees	\$26,301,035

**Office of Professional Responsibility
FY 2007 - 2008**

Primary Complaint	Not Sustained	Sustained	Exonerated	Unfounded	Other
Absence from Duty	0	0	0	0	0
Abuse of Leave	0	3	0	0	0
Abusive Behavior	1	1	0	0	0
Acts that would endanger lives or property of others	0	0	0	0	0
Betrayal of confidential information	0	0	0	1	0
Careless, Negligent Use of State Property	0	4	0	0	0
Damage or Destruction of State Property	0	0	0	0	0
Disability	0	0	0	0	1
Discharge of Firearm	0	1	0	0	0
Dispute of Accident Report	0	0	0	0	0
Dispute of Citation	0	0	0	0	0
Excessive Force	1	0	1	0	1
Fail to maintain license required by law for employee	0	1	0	0	0
Failure to Obey Orders	0	4	0	0	0
Failure to appear in court	0	0	0	0	0
Falsification of official document	0	2	0	1	0
Gross Misconduct or Conduct Unbecoming	0	3	0	0	0
Harassment	0	0	0	0	0
Illegal Search	0	0	0	0	0
Inefficiency or incompetency performing duties	0	0	0	0	0
Improper Procedures	2	31	1	6	9
Information Only	0	0	0	0	7
Misuse of State Time	0	0	0	0	0
Negligence in Performance of Duties	0	2	0	0	0
Patrol Vehicle Accident	0	25	0	0	0
Political Activity	0	1	0	0	0
Refused to accept assignment of supervisor	1	0	0	0	0
Report to Work Under Influence	0	0	0	0	0
Rudeness	0	2	0	1	0
Shooting Incident	0	1	1	0	1
Theft of Money	0	4	0	2	1
Threading	0	0	0	0	0
Trespassing	0	0	0	0	0
Unprofessional Conduct	1	23	2	20	8
Violation of General Order or TCA	1	4	1	2	1
Willful abuse of state funds, property or equipment	0	0	0	0	0
Total	7	108	6	33	29

Mobile/Portable/Test Equipment FY 2007 - 2008

Description	State Total	Units Reinstalled	New Installations
Mobile Radios Vhf-Low	1,223	0	0
Mobile Radios Vhf-High	873	0	0
Mobile Radios Uhf	873	0	0
Mobile Repeaters Vhf-High	873	0	0
Vehicle Warning Systems	0	0	300
Portable Radios Vhf-High	1,300	0	0
Vehicle Chargers	1,323	0	0
Portable Radios Uhf	6	0	0
Computers & Mounts	1,150	0	300
Modems 800-Mhz.	258	0	0
Portable Radios 800-Mhz.	65	0	0
Radar Detectors	15	4	0
Radar, Laser	90	0	0
Radar, Eagle	690	0	0
Radar, Hand Held	62	0	0
Radar, Stalker	578	60	70
Mobile Video Equipment	1,162	0	0
Suitcase Repeaters Vhf	3	0	0
Pentax Printer	0	0	400
Cellular Telephones	938	30	95
Nextel Phone/Radios	56	5	0
Blackberry Data Phone	175	87	6
Analog Service Monitors	16	0	0
Digital Service Monitors	2	0	0
Phone/Microwave Circuit Tester	5	0	2
ThruLine Watt Meters	16	0	1
Bird Site Analyzers	6	0	3
Anritsu Cable Fault Analyzers	1	0	0
Fluke Multimeters	18	0	1
Vocar Radar Calibration Units	2	0	0
Selective RF Level Analyzer	1	0	0
PRO-TECT Police Radar Certification System	7	0	6

Communications Infrastructure FY 2007 - 2008

Fixed Equipment Dispatch Sites	State Total	Units Replaced	New Installs
Dispatch Consoles	21	0	0
Call Check/Recall Recorders	16	0	0
VHF Base Stations	102	0	0
VHF Mobile Relay Stations	68	0	0
VHF-UHF Control Stations	55	0	0
800-MHz. Data Stations	25	0	2
Microwave Radio Stations	0	0	0
Communication Towers	40	0	1
Emergency Power Generators	39	1	0

Building Maintenance Expenditures FY 2007 - 2008

Dandridge Post	\$494.18
Sullivan's Ridge	1,312.17
Crestview Heat	329.43
Knoxville THP	975.77
Colonel's Office	212.48
Communications Site Work	2,318.06
Building Maintenance	3,473.42
Special Operations	308.33
Nashville Dispatch	73.70
Newport Substation	157.61
Safety Training Center	1,461.65
Multi Purpose Bldg.	476.28

Tennessee Department of Safety Fiscal Year 2007 - 2008 Annual Report

Prepared By:

Tennessee Department of Safety
Research, Planning, and Development Division
Menzler-Nix Building, 1150 Foster Avenue
Nashville, TN 37243
615-687-2400

