



Annual Report

Fiscal Year 2020/2021

Tennessee Department of Safety & Homeland Security | December 2021





Jeff Long
Commissioner

Bill Lee
Governor

December 2021

Our Fiscal 2020-2021 Annual Report reflects significant progress made in the Tennessee Department of Safety and Homeland Security (TDOSHS); we accept our challenges as opportunities to strengthen our mission.

This past year has been productive for our department. Preparation has paid off for planned and unplanned circumstances, allowing us to respond to situations at a moment's notice. Our staff is always prepared to take on the everyday challenges that we face in public safety. When we respond to situations, it not only allows us to showcase the strengths of our department, but it also allows us to strengthen our partnerships throughout the state.

Due to the continuation of COVID-19 pandemic, our department took extraordinary and decisive measures to keep employees and customers safe. Personal protective equipment (PPE) was provided to continue the operations of all Driver Services Center employees and Tennessee Highway Patrol Troopers. Additionally, the majority of the department's administrative workforce continued to work from home. Despite the on-going pandemic, our department's mission and values haven't changed. We have and continue to look for new and innovative ways to continue serving the citizens of Tennessee while maintaining a safe work environment for employees and customers.

We are proud that the Commission on Accreditation for Law Enforcement Agencies, Inc. (CALEA) awarded the Tennessee Department of Safety and Homeland Security full re-accreditation in December 2021. Re-accreditation ensures that the department meets the highest standards for law enforcement agencies. CALEA requires that we not only meet their standards, but that we also maintain those standards consistently in all facets of our operations.

For the first time in the storied history of the Tennessee Highway Patrol (THP), a regular 16-week trooper cadet class and an eight-week lateral trooper cadet class simultaneously attended law enforcement training. These new troopers confirm Governor Lee's plans to improve public safety. A simultaneous second lateral and cadet class was held again later in the year. We intend to do everything in our power to aggressively recruit the best of the best to the Tennessee Highway Patrol.

The Driver Services division began issuing REAL IDs to the citizens of Tennessee on July 1, 2019. More than 1.7 million REAL IDs have been issued to Tennesseans since that time. The REAL ID Act of 2005 established minimum security standards for state-issued driver's licenses and identification cards and prohibits Federal agencies from accepting for official purposes licenses and identification cards from states that do not meet these standards. Due to the COVID-19 pandemic, the national implementation date was extended from October 1, 2021 to May 3, 2023. You must have a REAL ID compliant credential, passport, or other TSA approved alternative form of identification to board commercial flights within the United States, access federal buildings, or enter nuclear power plants after that date.

In an effort to reduce wait time and maximize our driver services to the citizens of Tennessee, the Shelbyville Driver Services Center re-opened in a new location after COVID-19 closed the previous local government location we were operating in. In addition, a new driver services express center is expected to open in the fall of 2022 in the Blackman community in Rutherford County to help alleviate the growing population boom in Middle Tennessee. We appreciate our participating county Clerk offices across the state that issue REAL IDs, giving customers additional options should they elect to get a REAL ID.

The Tennessee Office of Homeland Security (OHS) continues to receive tips on our Safe TN app that was developed in 2019. In light of recent school shootings, OHS placed a strong emphasis on providing a school safety action plan that has been shared with every school district in Tennessee, ensuring that every child feels safe when going to school. We continue to provide training and recommendations to the school districts. This app is an anonymous reporting system that allows students, faculty, parents, and the general public to easily and confidentially report threats, tips, or concerns to help prevent violence in our schools and communities. Tips can be submitted 24/7 through the mobile app from any compatible device. Our department reviews, assesses, and sends all submissions to law enforcement, mental health crisis response teams, and/or school administrators for intervention based on the information received.

The Tennessee Highway Safety Office (THSO) continues its leadership role in the state's traffic safety efforts. Working together with our federal partners at the National Highway Traffic Safety Administration (NHTSA), the THSO staff developed, executed, and evaluated proven strategies to help save lives. Data dictates our efforts, but the truth is, we must look beyond numbers and realize that behind every injury or death, there is a community of people whose lives have been negatively impacted when a preventable crash occurs. We, too, are a community of people brought together for a common purpose: to end the senseless loss of life on our roadways.

As a public safety leader, I have been honored to serve as your Commissioner. The past year has been challenging and rewarding. I have personally witnessed the dedication of employees in every division and throughout the entire state. I have enjoyed being a part of this department and ensuring that my role as a leader benefits not only our staff but all the citizens in our great state.

Sincerely,

A handwritten signature in blue ink that reads "Jeff Long". The signature is fluid and cursive, with the first name "Jeff" and last name "Long" clearly distinguishable.

Jeff Long
Commissioner & Governor's Homeland Security Advisor

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Mission

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

Agency Overview

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

- Law enforcement
- Commercial vehicle enforcement
- Criminal investigations
- Homeland security
- Safety education
- Driver license issuance, renewal, and replacement
- Handgun permit issuance, renewal, and replacement
- Traffic safety initiatives

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

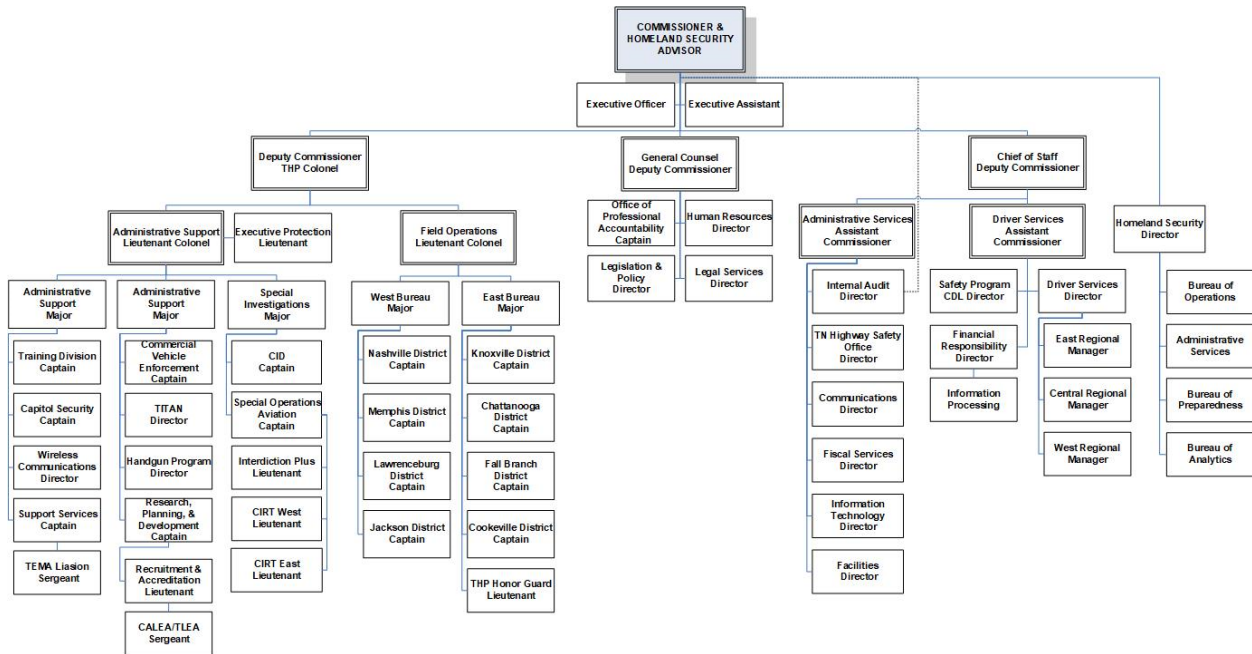
The TDOSHS has undergone various modifications since its creation to ensure it is equipped to meet the needs of Tennessee's citizens. Below is a list of historical highlights for the department.

Historical Highlights

- 1929 The first state police force was patterned after the Texas Rangers;
- 1937 Tennessee became the 32nd state to enact a driver license law;
- 1939 The Department of Safety was formally established;
- 1971 Driver license issuance was established as a function separate from the THP;
- 1972 The THP created its first special operations unit called the "Tact Squad;"
- 1980 The Tennessee Bureau of Investigation (TBI) was removed from the department and established as a separate agency;
- 1984 The first photo license was issued;
- 1996 Commercial Vehicle Enforcement (CVE) was established, which incorporated the Public Service Commission (PSC) functions and Motor Vehicle Enforcement (MVE);
- 1996 Handgun carry permits moved from local sheriff's offices to the department;
- 1999 The department gained international accreditation through the Commission on Accreditation for Law Enforcement Agencies (CALEA);
- 2001 The THP created the Critical Incident Response Team (CIRT);
- 2004 The department's CVE Division merged into the THP;
- 2006 The Title and Registration Division was transferred to the TN Department of Revenue;
- 2007 The Office of Homeland Security (OHS) was merged into the department;
- 2012 The TDOSHS gained accreditation through the Tennessee Law Enforcement Accreditation (TLEA);
- 2016 The Governor's Highway Safety Office (GHSO) became the Tennessee Highway Safety Office (THSO) and was transferred to the TDOSHS;
- 2019 The THP celebrated its 90-year anniversary.

Department of Safety & Homeland Security

Organizational Structure



January 2022

Tennessee Highway Patrol

The THP enforces all duties set forth by state law, including motor vehicle laws, investigation of traffic crashes, and assistance to motorists and other law enforcement agencies upon request. The THP includes the special operations unit and the aviation section to safeguard the lives of officers and the public by responding to and controlling emergency situations and unusual occurrences (i.e., disasters and civil disturbances). The THP is the lead state agency in interdicting criminal activities on our highway system. They also investigate numerous categories of crimes, including identity theft.

The THP is responsible for the enforcement of laws, rules, and regulations pertaining to the safe operation of commercial vehicles on the roadways in Tennessee. This includes 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 portable scales along the highways. The pupil transportation section is responsible for ensuring that children are transported safely through driver training and childcare vehicle inspections.

The THP is also responsible for the internal security of the State Capitol, Tennessee Supreme Court Building, and Cordell Hull Building. Additionally, the department is also responsible for the external security of the Legislative Plaza, War Memorial Building, and other state property throughout Davidson County. The THP is accountable for the protection of the Governor and First Family, Lieutenant Governor, Speaker of the House, visiting dignitaries, and the Executive Residence and its grounds. The THP reviews and processes handgun carry permit applications and is responsible for denying, canceling, revoking permits, and certifying handgun safety programs and instructors.

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



Tennessee Highway Patrol



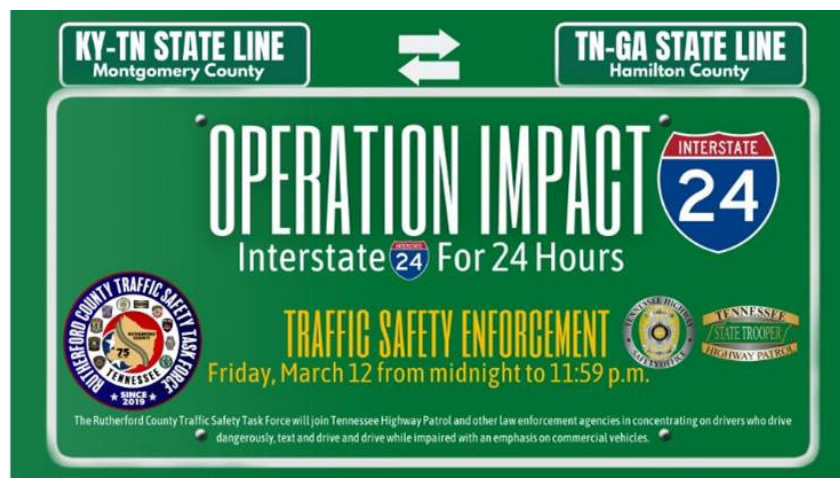
FY 20/21 Highlights

- In FY 2020/2021, Tennessee had the fewest motor vehicle crashes in the last six years;
- Inspectors conducted a total of 79,888 inspections with an Out of Service Driver rating of 6.97% and an Out of Service Vehicle rating of 25.29%;
- Interdiction Plus (IP) seized 102.64 pounds of cocaine, 177 units of ecstasy, 6.75 ounces of heroin, 1,130.11 pounds of marijuana, 120.24 pounds of methamphetamine, 397 units of pharmaceutical substances, and 2.5 pounds (202 units) of fentanyl;
- IP removed more than \$7.3 million worth of narcotics from Tennessee's roadways;
- CIRT also conducted 120 felony investigations, 87 assists to other agencies, 210 internal assists, and conducted 50 training classes;
- Special Operations conducted 26 tactical calls for service and 66 explosive ordnance disposal (EOD) calls for service statewide. These were in addition to several other calls for service;
- Aviation acquired two Bell 407 helicopters from the FBI to update aging aircraft and Unit capabilities;
- The last of the department's current pilots were trained as Pilot In Command of the Bell 429 helicopter;
- The Chattanooga District participated in a multi-jurisdictional enforcement operation called "Operation Whirlwind" that conducted over 700 citizen contacts which resulted in the following enforcement activity: 24 dui arrests, 7 felony drug arrests, 13 other felony arrests, 4 stolen weapons recovered, 408 issued citations, and 287 issued warning citations;
- The Cookeville District participated in Hands Across the Border, which included multiple law enforcement agencies including the Kentucky State Police;
- The Knoxville District planned, coordinated, and implemented a large-scale two-day motor saturation involving 17 motor units from the Knoxville Police Department, 13 motor units from the Knox County Sheriff's Office, and 13 THP motor units. The multi-agency event concluded with 686 citizen contacts resulting in the following enforcement totals: 289 speeding citations, 129 hands-free/texting citations, 82 warnings, 12 due care citations, 169 seatbelt citations, 10 CRD citations, and 1 felony drug arrest;
- The Fall Branch District conducted a saturation during the Bristol Race weekend that resulted in 83 citations;
- The Giles County Scale Complex established a CMV Task Force that had an impact within the district with 13 felony drug arrests, 34 misdemeanor drug violations, and 24 fugitives removed from the streets all while maintaining a 18% out of service driver rate and a 39% out of service vehicle rate;

Tennessee Highway Patrol

FY 20/21 Highlights Continued

- The Nashville District collaborated with the Rutherford County Traffic Safety Task Force and conducted a large-scale multi-agency / multi-district enforcement operation called “Operation Impact 24” that focused on hazardous moving, hands-free, and impaired driving violations with an emphasis on commercial vehicle enforcement. A total of 468 contacts were conducted that included 6 DUI arrests, 9 misdemeanor drug cases, 40 seatbelt/CRD violations, and 46 hands-free/distracted driving violations;
- The Nashville District also conducted a collaborative enforcement effort with the Nashville Metro Police Department, which is commonly referred to as the Roundabout. The operation produced 423 citizen contacts with 258 hands-free violations, 41 seatbelt violations, and numerous other violations;
- The Memphis District utilized the Guardian Angel task force in 2021 to assist in lowering the number of fatal crashes within the city limits of Memphis and Shelby County. A total of 3,895 citizen contacts were conducted, with 1,457 moving violations, 1,036 non-moving violations, and 925 warning citations issued to motorists. Additionally, the task force conducted 85 misdemeanor arrests and 25 felony arrests; and
- The Memphis District also participated in Operation Slow Down Memphis along with the Shelby County Sheriff’s Office and the Memphis Police Department. A total of 2,044 citizen contacts were conducted, 822 moving violations, 943 non-moving violations, and 613 warnings issued to motorists. Additionally, 39 misdemeanor and 12 felony arrests were conducted during the collaboration.



Office of Homeland Security

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

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

Greg Mays serves as the Director of the Office of Homeland Security.

FY 20/21 Highlights

- Homeland Security Special Agents conducted threat, suspicious activity, cyber, and other related investigations, assisted local law enforcement investigations and operations, and trained local law enforcement officers and investigators on the topics of terrorism, suspicious activity, and conducting homeland security investigations;
- Conducted Terrorism Liaison Officer (TLO) training, which added 124 new TLOs in Tennessee;
- Passed through over \$4.6 million in Homeland Security Grant funds to local governments and state agencies;
- Assisted nonprofit organizations across Tennessee in being awarded over \$900,000 in nonprofit homeland security grant funds;
- Participated in national-level data calls, including the National Critical Infrastructure Prioritization Program (NCIPP) and the Special Events Data Call. These data calls drive metrics the DHS uses to calculate its risk assessment, which determines the amount of grant funding received by Tennessee. These data calls also determine Special Event Assessment Ratings (SEAR);
- Continued to support the State's Safe School Initiative by partnering with the Tennessee Department of Education on physical security standards and assessments and school emergency operations planning for the state's 1,800+ schools;
- Managed the SafeTN app, which allows school students, staff, faculty, and the community to report suspicious activity anonymously;
- Partnered with the Tennessee Higher Education Commission by establishing physical security standards for and conducting physical security assessment reviews of Tennessee's Colleges and Universities; and
- Hosted the annual Three Stars of Tennessee Award and First Responders Recognition ceremony September 9, 2020.

Driver Services

The Driver Services Division is responsible for the issuance of driver licenses, processing handgun carry permit applications, and voter registration applications, in addition to handling many other services. The division is continuously working on providing the best possible customer service experience. In addition to the 45 service centers located throughout the state, the division has 47 partners, including county clerks, municipal government entities, and its first public-private partnership. The division offers e-commerce services through its website for the convenience of its customers and has 37 self-service kiosks strategically located throughout the state.

The division is also responsible for coordinating the cancellation, revocation, and suspension actions against driving privileges resulting from crashes, moving violations, weapons violations, child support violations, and failures to appear in court. The division is also responsible for the reinstatement of driving privileges.

Paula Shaw serves as the Assistant Commissioner of the Driver Services Division.

FY 20/21 Highlights

- The division received the American Association of Motor Vehicle Administrators (AAMVA) Community Service Award for Driver Service's response to the Davidson County Tornado;
- The division received the AAMVA Improvement Through Efficiencies Award for adding online services during the COVID-19 pandemic to assist individuals with a Commercial Driver License (CDL);
- The division assisted the citizens in Humphrey County with obtaining driver licenses and photo identification licenses during the August 2021 flood;
- The department re-established its International Driver Examiner Certification (IDEC) program;
- The division implemented Virtual Skills Testing for non-commercial driver license skills testing at four driver service centers;
- The division established a new Back Office review team of five Driver License Examiners for processing compliance documents and managing the department's mobile unit events;
- The division implemented a new online service for citizens to upload their REAL ID compliance documents for review and approval prior to visiting a driver services center for processing;
- The division implemented a new online service to allow the public to upload their reinstatement compliance documents for review, approval, and to have their driver license re-issued online;
- The division was awarded a new card issuance contract to issue driver licenses, photo identification licenses, and handgun carry permits;
- The division implemented the Q-Anywhere queuing system at all 46 driver license service centers;
- The department resumed the issuance of licenses on the department's two mobile units;
- The division implemented a new phone system in the Financial Responsibility Division's call center;

Driver Services

FY 20/21 Highlights Continued

- The division established a new Entry Level Driver Training (ELDT) program in the Commercial Driver License unit; and
- The division re-opened the Shelbyville Driver Service center in Bedford County.



Tennessee Highway Safety Office

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

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

FY 20/21 Highlights

- In FFY 2021, the THSO awarded 388 grants to 345 different agencies;
- Tennessee’s observed seatbelt usage rate remains above 90%, at 90.12%. This annual survey is conducted through a grant agreement with the University of Tennessee Center for Transportation Research;
- The THSO and its partners successfully completed four enforcement campaigns that encouraged seatbelt use and decreased impaired driving with 100% grant reporting;
- Twelve data-driven media campaigns garnered over 96,000,000 impressions to encourage seatbelt use, prevent impaired driving, promote pedestrian safety, promote safety around motorcycle riders, and prevent distracted driving during FFY 2021;
- Due to the alarming trend in speed-related crashes, Tennessee created a new campaign, “Slow Down Tennessee,” to encourage individuals to adhere to the posted speed limits. This campaign was held throughout the month of April;
- Throughout FFY 2021, the THSO saw an increase in earned media engagements to 331,090 from 255,983. This was due, in part, to a rescheduled Click It or Ticket Campaign from the previous fiscal year;
- A total of 99 training classes were hosted by the THSO statewide training program with a 92.82% attendance rate;
- Over 1,800 individuals were trained in numerous disciplines of highway safety, including field sobriety testing, child passenger safety, and RADAR/LIDAR instruction;
- In conjunction with AAA, the THSO offered and awarded the second annual Reduce TN Crashes Scholarship award of \$3,000 to Ashlyn Drewry, a McKenzie High School student;
- THSO was incredibly excited to host the 33rd annual Tennessee Lifesavers and 17th annual Law Enforcement Challenge in person due to 2020 being canceled. 2021 had over 520 individuals registered to attend;
- The Tennessee Lifesavers Conference offered 15 breakout sessions focused on traffic safety, including new drug trends, pedestrian safety, and legislative updates;
- During the 2021 Director’s Awards Luncheon, seven individuals were awarded for their exceptional efforts in all fields of traffic safety. These awards were created to recognize outstanding efforts by the partners of the THSO in a wide variety of disciplines;

Tennessee Highway Safety Office

FY 20/21 Highlights Continued

- The Tennessee Law Enforcement Challenge program provides law enforcement agencies with an opportunity to demonstrate how they promote traffic safety initiatives in the communities they serve. This year, 45 Law Enforcement Challenge Applications were submitted with 30 different agencies recognized for their exemplary work in traffic safety;
- The THSO's first-ever educationally-based enforcement grants for pedestrian and bicycle safety were awarded to educate individuals on the dangers of not utilizing a crosswalk and being aware; and
- The Tennessee Impaired Driving Advisory Council approved its newest three-year strategic plan on December 14, 2020.



Administrative Divisions

Commercial Vehicle Enforcement Administration

The Commercial Vehicle Enforcement Administration oversees all grants assigned by the Federal Motor Carrier Safety Administration (FMCSA) and ensures all guidelines have been met. This division serves the department as liaison to the trucking industry and local law enforcement agencies, providing crucial training, insight, and guidance in order to promote safer Tennessee Highways.

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

Kim Ogle serves as the Captain of the Commercial Vehicle Enforcement Administration.

Communications

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

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

Wes Moster serves as the Director of the Communications Division.

Criminal Investigations Division

The Criminal Investigations Division's (CID) primary mission is to provide investigative support to the uniform division of the Tennessee Highway Patrol and other department divisions. Additionally, the CID is the state investigative agency responsible for investigating crimes related to Auto Theft, Odometer Fraud, Identity Theft, and Insurance Fraud.

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

Troy Human serves as the Captain of the Criminal Investigations Division.

Administrative Divisions

Facilities Management

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

Mike Boshers serves as the Director of Facilities.

Fiscal Services

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

Sonya Hadley serves as the Director of Fiscal Services.

Handgun Permit Unit

The Handgun Permit Unit issues, denies, suspends, and revokes handgun carry permits. Per statute, background rechecks are run every 4 years for 8-year permits and every 5 years for Lifetime permits. The unit also regulates handgun safety schools and instructors to ensure state and federal law compliance. This unit is governed by federal and state law and directed by promulgated rules, policy, and departmental procedures.

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

Human Resources

Human Resources provides service and support to the divisions of the department in all processes impacting the staffing of the department and providing strategic support for the organization.

Kerri Balthrop serves as the Director of Human Resources.

Information Technology Services

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

Chris Dowell serves as the Executive IT Director with the TN Department of Finance and Administration.

Administrative Divisions

Internal Audit Division

The Internal Audit Division provides for independent consulting services designed to add value and improve TDOSHS operations. The division's mission is to enhance and protect organizational value by providing risk-based and objective assurance, advice, and insight. The division helps TDOSHS accomplish its objectives by bringing a systematic, disciplined approach to evaluate and improve the effectiveness of governance, risk management, and control processes.

Russell Shoup serves as the Director of the Internal Audit Division.

Learning and Development

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

Shannon Geames serves as the Director of Learning and Development.

Legal Services

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

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

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

Roger Hutto serves as the Deputy Commissioner/General Counsel of Legal Services.

Office of Professional Accountability

The Office of Professional Accountability (OPA) is responsible for documenting compliments and investigating complaints against employees and processes all employee disciplinary actions. OPA ensures that the department's employees maintain the highest standards of integrity, ethical performance, and professional standards.

Chris Ray serves as the Captain of the Office of Professional Accountability.

Administrative Divisions

Protective Services Division

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

The Capitol Protection Unit is responsible for the internal and external security operations at the State Capitol, the Cordell Hull Building, and the TN Supreme Court. This unit is staffed with specially trained State Troopers, including three explosives detection K-9 teams. The unit also responds to and investigates calls for service at any other state facility in the downtown Nashville area.

The Facility Protection Unit is responsible for the state contract to provide armed protection services through a limited commission authority. The responsibilities include reviewing the state contract on an annual basis, writing post orders, establishing the training curriculum, conducting security assessments of state facilities, and conducting site visits to ensure the state's interests are met in accordance with the contractual agreement. The contract currently has 60 officers assigned to 23 facilities across the state which requires extensive statewide travel and oversight.

Tommy Fyke serves as the Captain of the Protective Services Division.



Administrative Divisions

Research, Planning, and Development

Research, Planning, and Development (RPD) assists in creating and providing policies and procedures to all TDOSHS employees. They administer programs, including the ignition interlock device and digital in-car camera initiatives. They are also responsible for the management of the TDOSHS's grants, forms, publications, and working with the department's legislative liaisons on various laws and initiatives.

The Recruitment Unit within RPD oversees the strategic goals and objectives of increasing the THP's applicant pool, focusing on recruiting, attracting, and retaining Troopers into law enforcement career paths for the department. They are also responsible for the Citizens Trooper Academy (CTA) and the Explorer Program.

The Accreditation Unit ensures the department complies with standards promulgated by the Commission on Accreditation for Law Enforcement Agencies (CALEA) and the Tennessee Law Enforcement Accreditation (TLEA).

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

Travis Plotzer serves as the Captain of Research, Planning, and Development.

Special Operations

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

All Special Operations Unit members are trained in the special weapons and tactics (S.W.A.T.) discipline. Their duties consist of conducting high-risk search/arrest warrant service, resolving barricaded and hostage incidents, and providing security for foreign and domestic dignitaries. They also provide assistance to all Federal agencies, fellow state agencies, and city and county agencies statewide with prison riots or escapes, felony manhunts, and man-made or natural disasters.

Members of the Special Operations Unit are certified Public Safety Bomb Technicians, having completed the FBI's Hazardous Devices School in Huntsville, Alabama. Their duties require them to locate and render safe explosive devices and or components that could potentially harm them or the citizens of Tennessee. This duty also calls for Bomb Technicians to properly dispose of old and unstable explosives located across the state.

The Special Operations Unit also has members trained as rappel masters, ready for deployment when called upon to perform search and rescue missions either by the helicopter hoisting system or rappelling.

Administrative Divisions

Special Operations *Continued*

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

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

The Interdiction Plus (IP) Unit is responsible for combating criminal activity and providing assistance in cases that include, but are not limited to: terrorism; drug trafficking; firearm and explosive violations; human trafficking; immigration violations; fraudulent document detection; terrorist and/or gang-related activity; fugitive apprehension and any other organized criminal activity. The IP Program provides assistance to Members of the department and other agencies in cases where the Commissioner, Colonel, or their designee determines the services of IP are needed.

Steven Lowery serves as the Captain of the Special Operations.



Administrative Divisions

Support Services

Support Services is responsible for acquiring, preparing, and delivering all vehicles to departmental personnel. They are responsible for receiving, stocking, and distributing all equipment and supplies, and they are also responsible for the department's physical inventory.

George (Billy) Smith serves as the Captain of Support Services.

Tennessee Advanced Communications Network

The Tennessee Advanced Communications Network (TACN) is comprised of four divisions, P-25 (statewide radio system), THP Dispatch, Statewide Interoperability Coordinator (SWIC), and Public Safety Broadband. The P-25 radio section provides support for the statewide radio system, THP, other state agencies, and local agencies.

THP Dispatch operates out of four consolidated centers, located in Jackson, Nashville, Knoxville, and Chattanooga. They communicate with the public and other state and local agencies and coordinate THP responses to calls for service.

The SWIC provides statewide coordination between state and local entities concerning interoperable communications needs, and serving as the point of contact works with emergency response leaders across all levels of government to implement a statewide strategic vision for interoperability.

The Broadband Communications Section serves as the single point of contact for the National Public Safety Broadband Network (NPSBN) within the State of Tennessee. They also are the managing piece of the Mission Critical PTT (MCPTT) connectivity for state and local users on the P25 radio system, and state subscribers on the FirstNet broadband network.

Peter Rogers serves as the Wireless Communications Director for TACN.

Tennessee Integrated Traffic Analysis Network

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

Chris Osbourn serves as the Director of the TITAN Unit.



Administrative Divisions

Training

The Training Center is committed to providing a unique educational experience for the Members of the TDOSHS. Using traditional teaching techniques and innovative technology, we continue to see a sizeable increase in the number of personnel utilizing our services. The Training Center continues to develop courses that are pertinent to the basic application of fundamental practices within law enforcement and advanced courses that give members the opportunity to specialize in certain areas to meet the goals and mission of the agency. Through the development and offering of new leadership courses that challenge each supervisor to transition their mindset from supervisor to leadership with an emphasis on mentoring, the Training Center continues to encourage personal and professional growth.

The Ordnance Division is housed within the training center. Ordnance is responsible for all activities pertaining to firearms for TDOSHS. 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 obtained by TDOSHS as a result of confiscation and/or criminal prosecution. The staff also generates the required specifications for all the department's weapons and ammunition and evaluates and tests gun holsters and ballistic vests.

Captain Wesley Stafford serves as the Director of the Training Center.



Administrative Divisions

FY 20/21 Highlights

- The Communications Division has a total of six Facebook pages, 12 Twitter accounts, three Instagram accounts, two YouTube accounts, one LinkedIn account, and one Flickr account that represent the department on social media. Collectively, the department's social media accounts have more than 271,500 followers and continue to grow;
- The Communications Division produced an international award-winning video from the American Association of Motor Vehicle Administrators (AAMVA) on behalf of the Driver Services Division to highlight the division's response to the deadly March 2020 tornadoes in Middle Tennessee;
- Human Resources partnered with the Tennessee Highway Patrol and completed two Trooper interview sessions annually;
- Human Resources processed over 5,600 Zendesk tickets, 1,474 employee transactions in Edison, and over 700+ cases of COVID leave;
- Human Resources partnered with THP and Driver Services to review the agencies reporting structure and implemented the Workforce Management Plan;
- Human Resources worked with DOHR and Payroll to process two Pay for Performance increases and THP salary increases;
- Human Resources assisted with testing 60 employees for the Lieutenant promotional exam and 141 employees for the Sergeant promotional exam;
- The Learning and Development Division trained over 1,700 people after a successful transition to online training;
- Learning and Development oversaw 14 Fraud Detection and Remediation (FDR) training classes available in Edison, and approximately 912 individuals completed the FDR training online;
- During the 20/21 reporting year, a total of 1,088 attended training courses at the Training Center. From July 1, 2020, to June 30, 2021, the Training Center offered 32 classes to commissioned and non-commissioned employees;
- The Training Division has conducted annual In-Service training for the more than 900 Members of the patrol;
- THP Cadet Class #921 began on June 27 and ended on September 2, 2021;
- THP Cadet Class #1021 began on June 27 and ended on October 15, 2021;
- The Training Center offers its shoot house to local and federal agencies (e.g., Metro Police Department, Wilson Co. Sheriff's Department, Hendersonville Police Department, FBI, US Postal Inspector, and Mt. Juliet Police Department);
- The DOSHS moved the Motorcycle Rider Education Program (MREP) back into a Commissioned position within the department;
- The Training Division hosted interactive events including LEOSA, Cadet Class #1021 Group Psych, DARE Officer Training, Honor Guard Training, Northwestern School of Police Staff and Command, IDEC Certification Ceremony, and various specialized training classes;
- The Recruitment and Accreditation Unit participated in 16 college career fairs, nine military career fairs, several virtual job fairs and open houses, three civilian career fairs, and two law enforcement career fairs;
- Internal Audit created, performed, and/or reviewed 29 risk assessments that covered every operational area within the TDOSHS;

Administrative Divisions

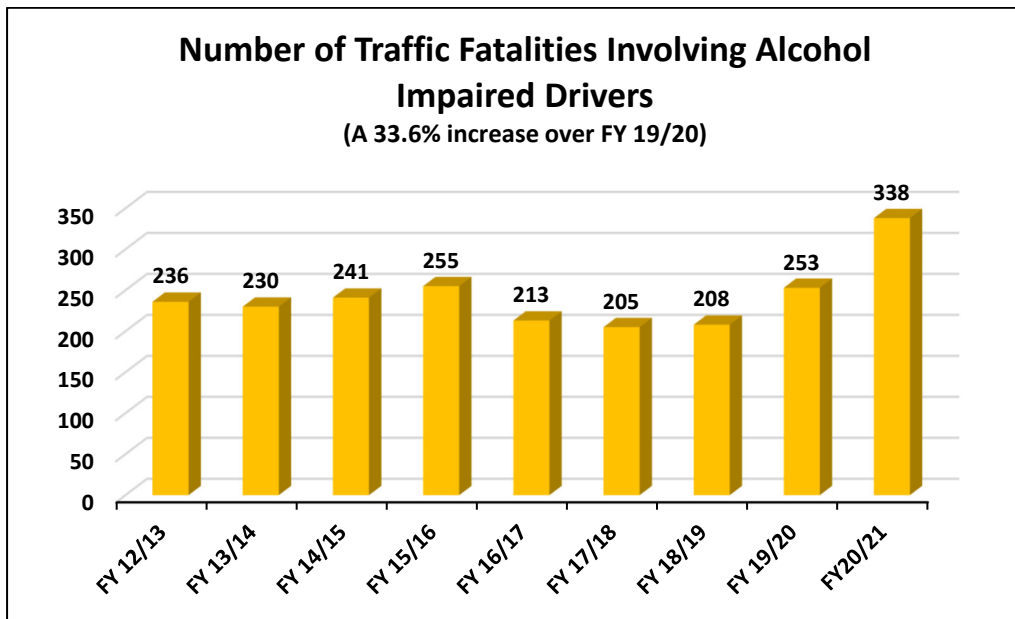
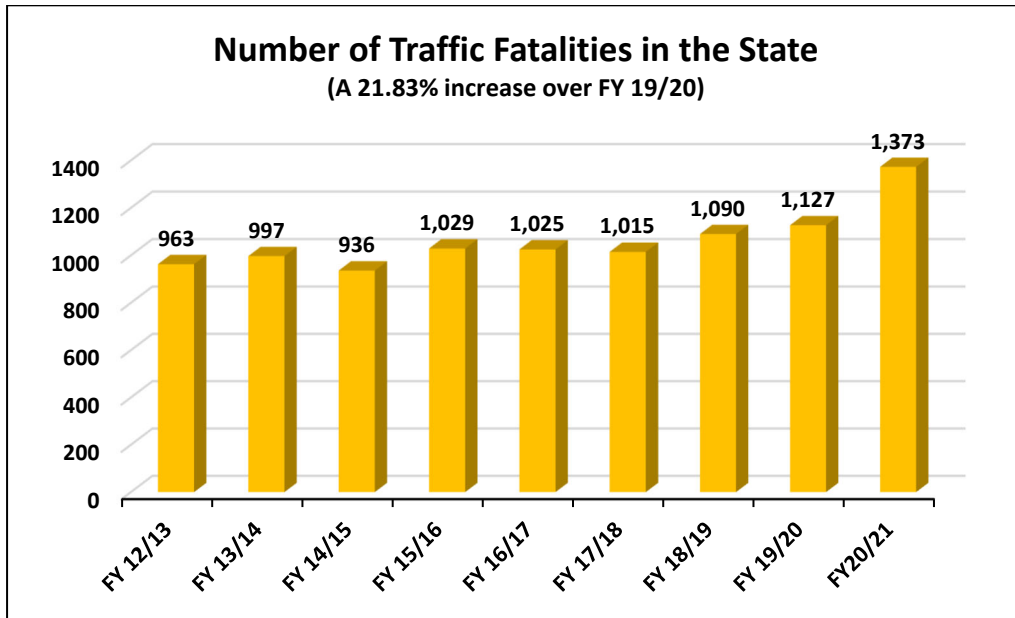
FY 20/21 Highlights Continued

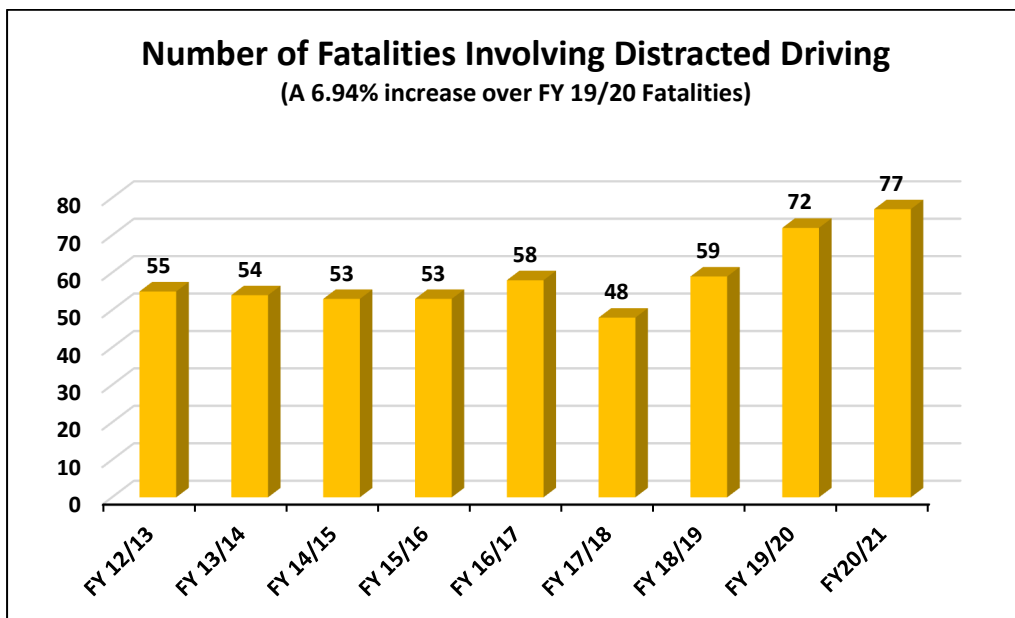
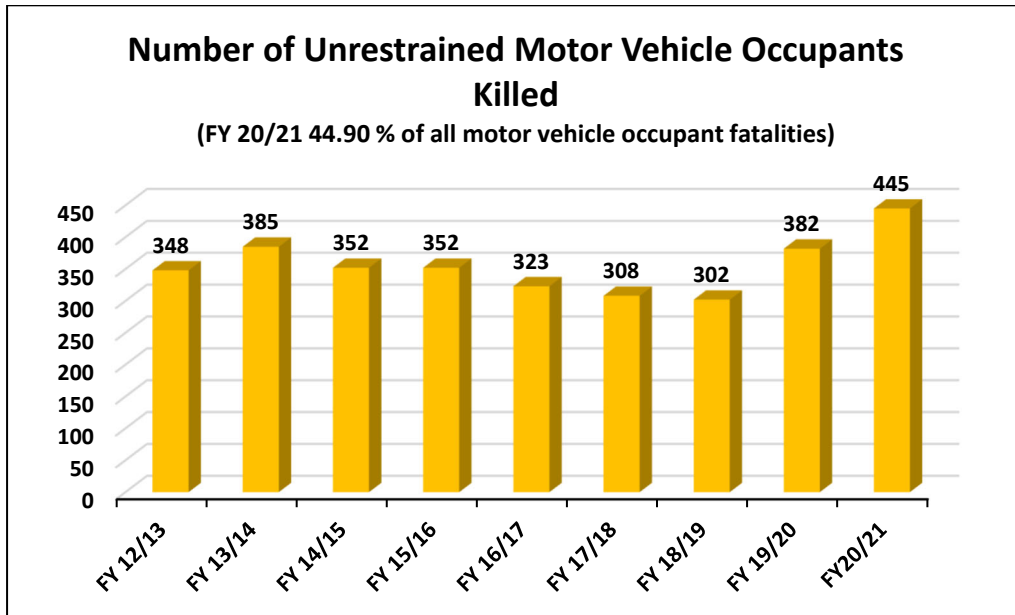
- The Research, Planning, and Development Division assisted in the deployment and oversight of the body-worn camera program and the pilot program for Axon TASERS;
- The Research, Planning, and Development Ignition Interlock Program assisted in the revision of the program's rules and regulations;
- The Office of Professional Accountability administrative investigations for unsatisfactory job performance violations in THP decreased by 12.44% from the previous year;
- The Office of Professional Accountability administrative investigations for behavioral/conduct violations in Driver Services decreased by 80% from the previous year;
- Departmental Citizen complaint cases decreased by 42.85% from the previous fiscal year;
- Overall Information Review (IR) cases decreased by 39.6% from the previous fiscal year;
- The CID opened 184 criminal cases during FY20/21, which resulted in 402 indictments and 87 felony arrests;
- CID responded to requests for investigative assistance from other divisions within the department and local, state, and federal partners resulting in 684 assist cases;
- During FY20/21, CID recovered 95 stolen vehicles and conducted 146 background investigations during FY20/21;
- As part of their regulatory function, CID conducted 12 audits of salvage yards across the state to ensure proper record keeping as required by Title 55, Chapter 5 of the Tennessee Code Annotated;
- CID completed 147 polygraph examinations and 72 search warrants;
- TACN personnel assisted in facilitating communications between local and state agencies following the Christmas Day 2020 bombing in downtown Nashville;
- TACN personnel, in coordination with Cybersecurity and Infrastructure Security Agency (CISA) and state TERT coordinators, planned, hosted, and facilitated a tabletop exercise during the TENA conference as the final super-session of the agenda;
- TACN facilitated virtual hosted statewide courses presented by CISA: Incident Center Manager (INCM) class in April 2021;
- TACN dispatch personnel were deployed to Baldwin County, AL, as part of two separate Telecommunicator Emergency Response Taskforce (TERT) deployments to assist during the aftermath of Hurricane Sally in September 2020;
- Replaced every Driver License (DL) Examiner workstation in Driver Service Centers with a new solid-state computer running Windows 10 and the latest web-enabled software platform;
- Began the update and testing of the DL Core System (ALIST) to FAST version 12 for enhanced capability, stability, and security, with full deployment to be completed in January 2022;
- Replaced all Safety IT Team workstation hardware to improve support capability for Safety customers; and
- Deployed and replaced over 100 THP workstations that drastically reduced obsolete hardware and the unsecure Windows 7 operating system.

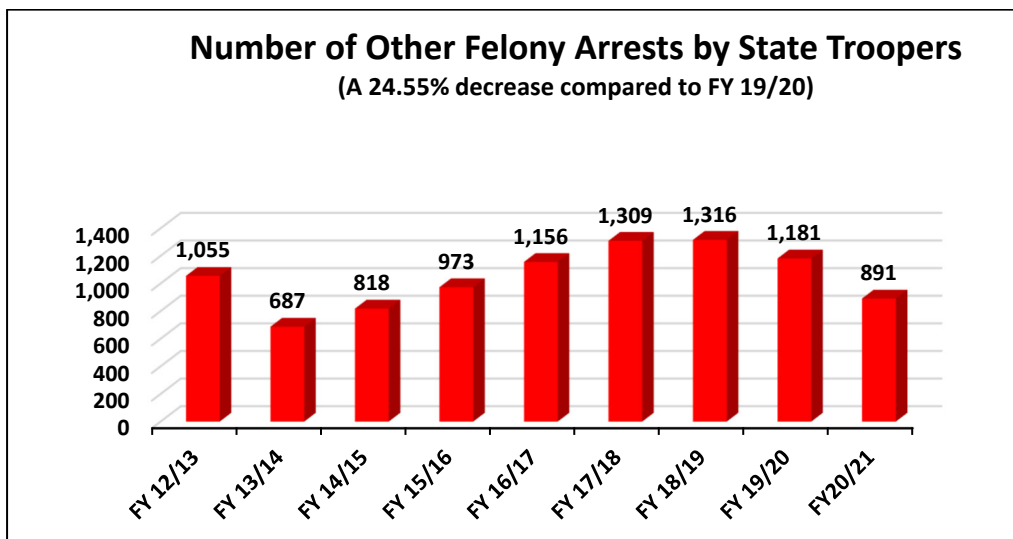
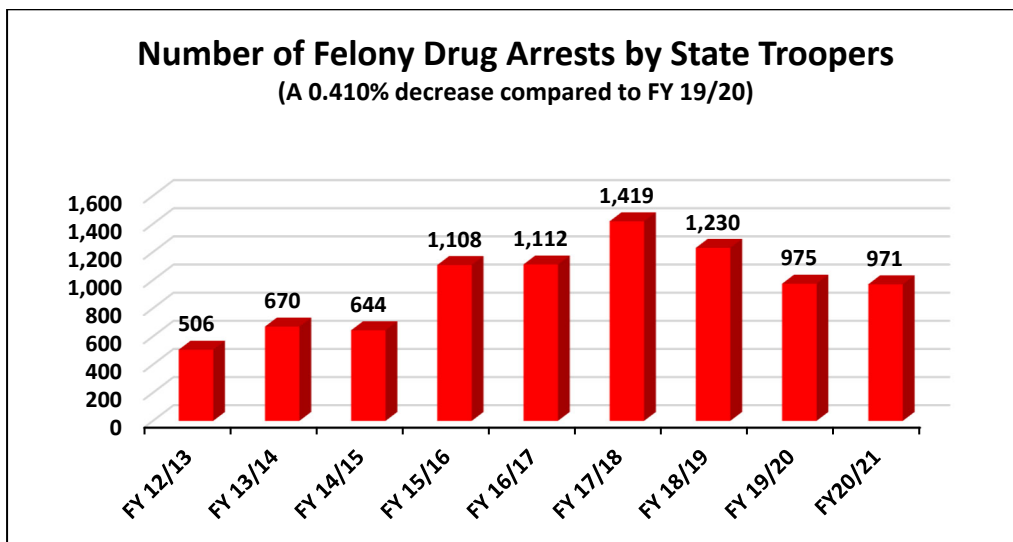
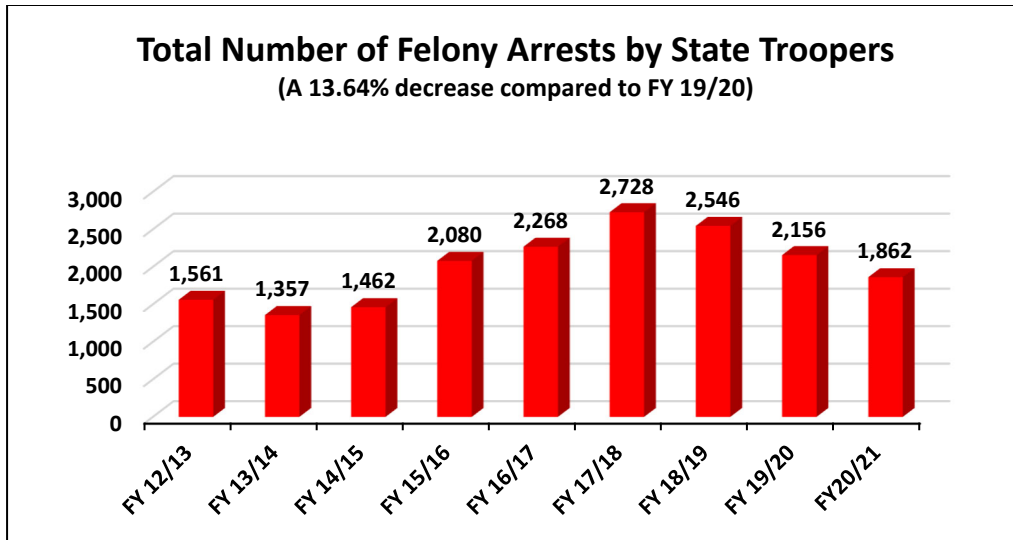
FY 2020/2021 Annual Report

Statistical Information







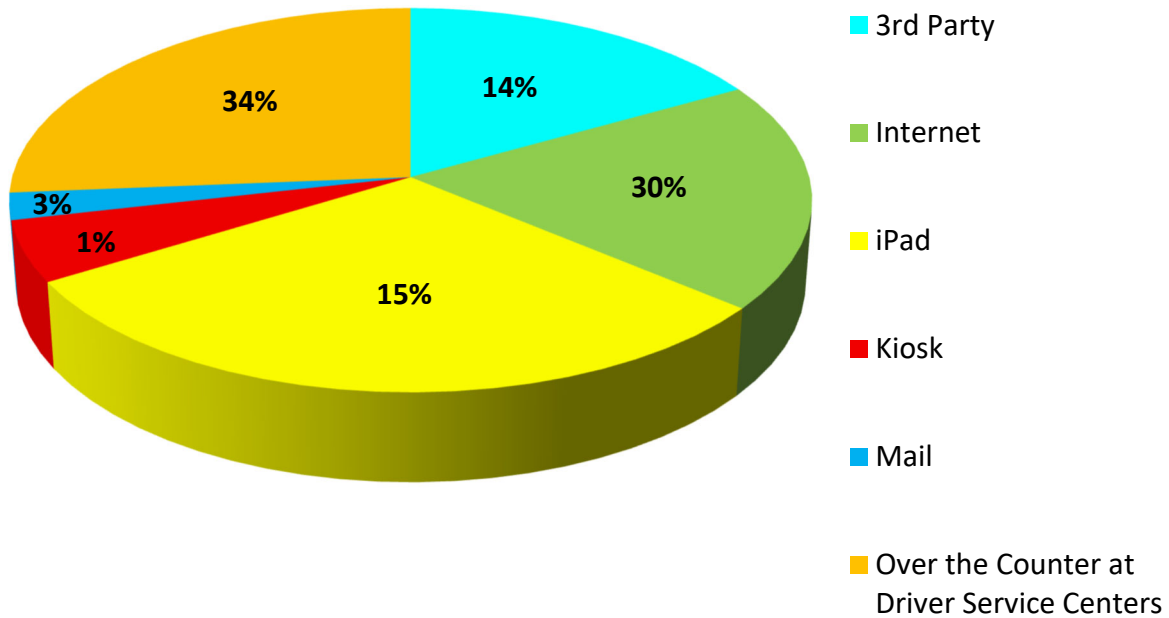




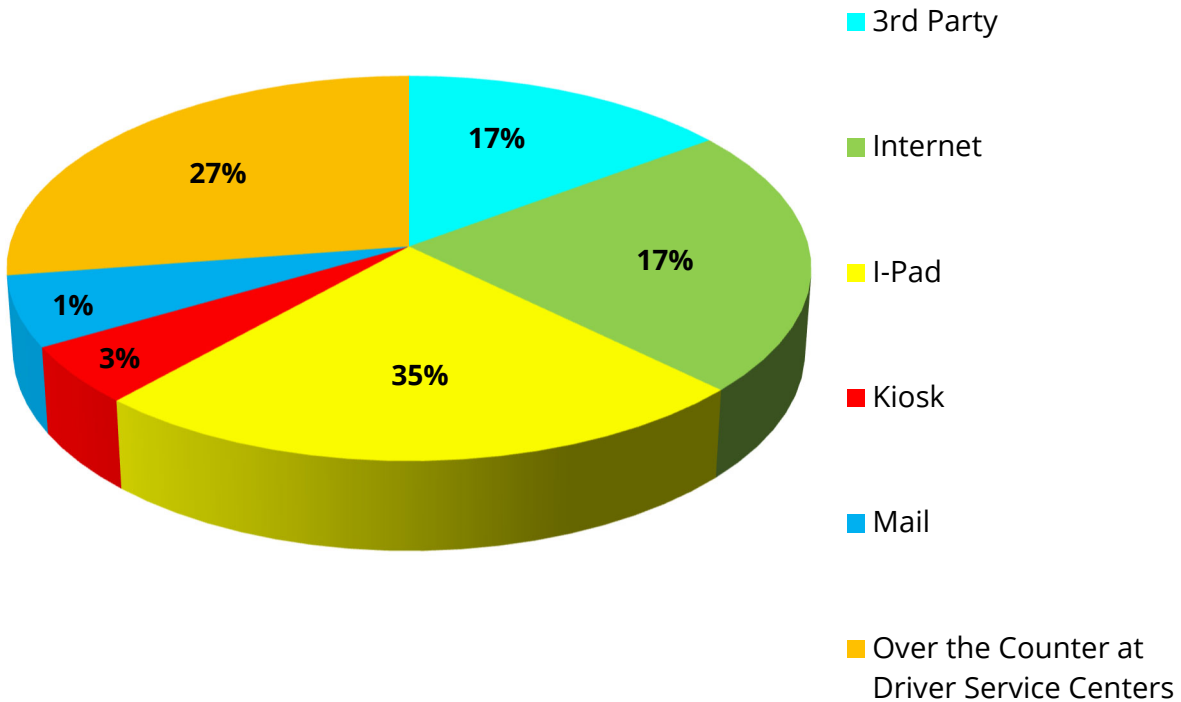
Major Federal Homeland Security Grant Funding Received by Tennessee				
Year	State	Memphis UASI*	Nashville UASI*	Non-Profit Security
2003	\$40,058,000.00	\$6,071,695.00	\$0.00	\$0.00
2004	\$42,111,000.00	\$10,008,079.00	\$0.00	\$0.00
2005	\$28,070,941.00	\$0.00	\$0.00	\$0.00
2006	\$8,260,000.00	\$4,200,000.00	\$0.00	\$0.00
2007	\$14,140,000.00	\$4,590,000.00	\$0.00	\$0.00
2008	\$12,880,000.00	\$4,452,500.00	\$1,783,500.00	\$0.00
2009	\$11,844,500.00	\$4,166,500.00	\$2,836,900.00	\$0.00
2010	\$11,036,637.00	\$1,110,503.00	\$757,545.00	\$0.00
2011	\$5,518,319.00	\$0.00	\$0.00	\$0.00
2012	\$2,801,316.00	\$0.00	\$0.00	\$0.00
2013	\$3,459,364.00	\$0.00	\$0.00	\$0.00
2014	\$3,978,000.00	\$0.00	\$0.00	\$0.00
2015	\$3,978,000.00	\$0.00	\$0.00	\$0.00
2016	\$3,978,000.00	\$0.00	\$0.00	\$0.00
2017	\$3,962,000.00	\$0.00	\$0.00	\$0.00
2018	\$3,980,000.00	\$0.00	\$0.00	\$200,000.00
2019	\$4,077,500.00	\$0.00	\$0.00	\$350,000.00
2020	\$4,287,500.00	\$0.00	\$0.00	\$1,100,000.00
Total	\$208,421,077.00	\$34,599,277.00	\$5,377,945.00	\$1,650,000.00

*Urban Areas Security Initiative (UASI)

Percentage of Renewal and Replacement Transactions Handled by Various Channels (FY 20/21)



Percentage of Renewal and Replacement Transactions Handled by Various Channels (FY 19/20)

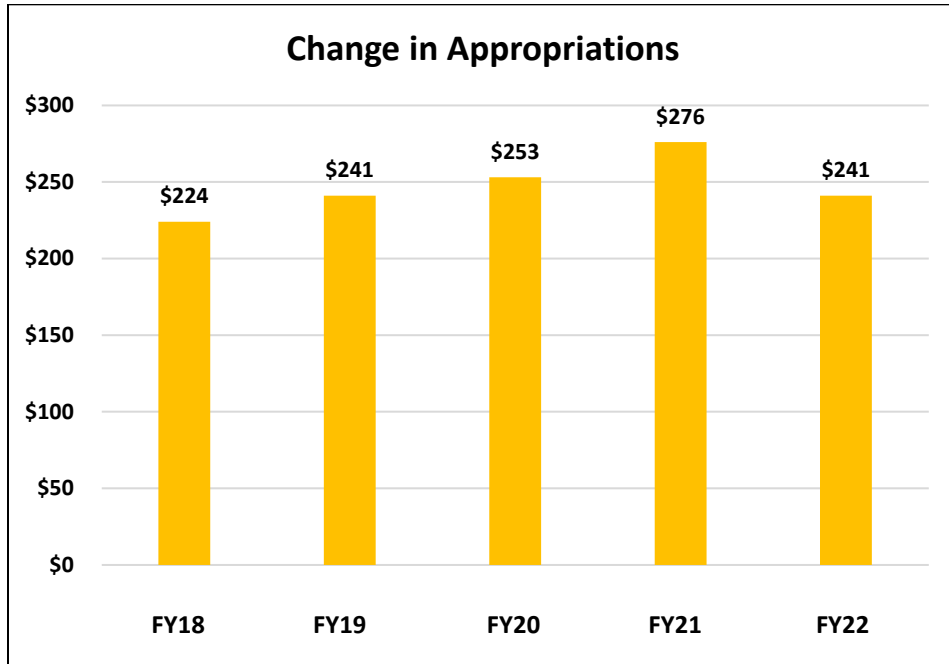


Statistical Information **Tennessee Highway Safety Office**

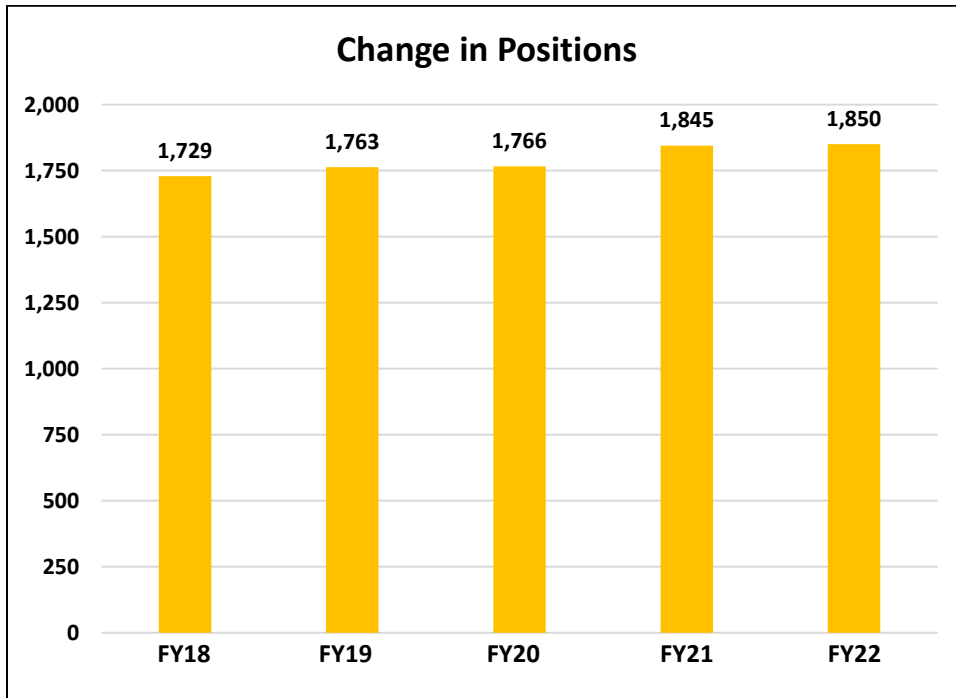
Tennessee recognizes that traffic crashes are preventable. Approximately 94% of crashes are behavior-related. The THSO and its partners are committed to reducing the number of fatalities, injuries, and economic losses resulting from these crashes. National, state, and county-level crash data, and other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

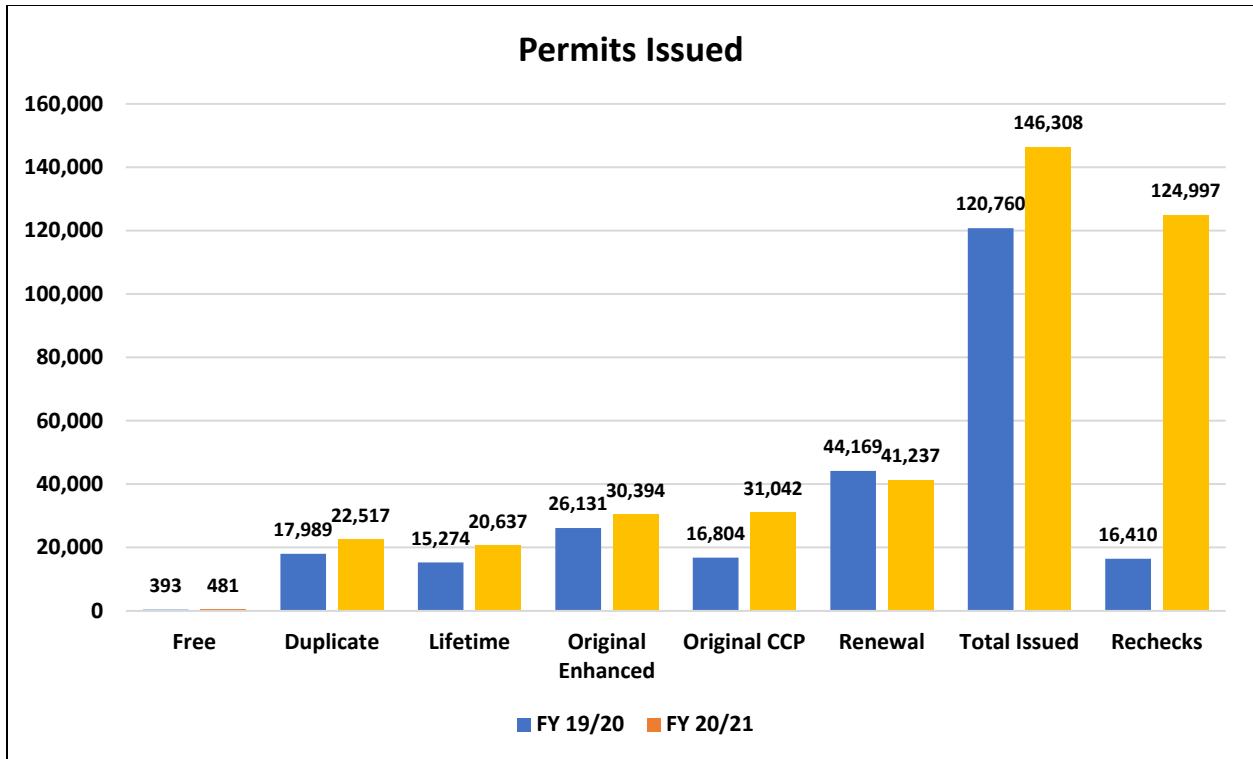
The specific highway safety problems that grantees choose to address must be data-driven. Consequently, grantees are required to identify an intervention focus that represents a statistically demonstrable category of a heightened traffic safety problem. To assist agencies in this effort, they can request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

Year	Number of Grants	Total Funding
FY 2013	405	\$18,337,263.47
FY 2014	440	\$23,826,725.94
FY 2015	459	\$24,237,918.41
FY 2016	433	\$20,381,874.56
FY 2017	409	\$19,656,301.16
FY 2018	393	\$20,944,397.19
FY 2019	363	\$19,745,999.57
FY 2020	341	\$20,027,114.53
FY 2021	383	\$22,760,140.93



* Figures are represented in Millions





Handgun Permits Issued by Gender and Age FY 20/21			
Age	Female	Male	Total
18-20	9	109	118
21-25	4,518	8,997	13,515
26-30	5,597	9,053	14,650
31-35	5,559	8,878	14,437
36-40	5,685	8,392	14,077
41-45	5,682	8,111	13,793
46-50	6,543	9,466	16,009
51-55	6,184	8,881	15,065
56-60	5,371	8,637	14,008
61-65	4,385	7,652	12,037
66-70	3,036	6,165	9,201
71-75	1,528	4,234	5,762
76+	715	2,921	3,636
Total	54,812	91,496	146,308

Tenn. Code Ann. § 40-33-216 requires the reporting of asset forfeiture information based on the calendar year. The annual report covers a state fiscal year. Numbers will vary due to the time period being reported.

Seizure Cases	Calendar Year 2020 (Jan. 01, 2020 - Dec. 31, 2020)	Fiscal Year 20/21 (July 01, 2020 - June 30, 2021)
Total Number of Cases Opened*	4,759	5,255
Total Number of Cases Closed	3,977	5,113
Total Number of Cases that Resulted in Forfeiture**	3,415	4,521
Cases Resulting in Forfeiture Because No Petition For A Hearing Was Filed***	2,650	3,750
Total Currency Seized	\$15,152,769.41	\$17,947,811
Total Currency Forfeited****	\$8,434,639.34	\$14,920,724

*The total number of cases opened is the number of cases entered into the case management system. A case may be opened during the period being reported but may not be closed until a later year.

**Cases resulting in forfeiture may have been opened prior to the period being reported but closed during the period being reported.

***Of the total number of cases, this number resulted in forfeiture because no petition for a hearing was filed; the remaining cases of the total number of cases resulted in forfeiture through a contested case order (Administrative Law Judge Order) or Settlement Order (settlement between the parties).

****The currency forfeited includes money from cases opened prior to the period being reported but closed during the period being reported.

TOTAL Seizures by Vehicle Subtype						
Type of Vehicle	Calendar Year 2020 (Jan. 01, 2020 - Dec. 31, 2020)			Fiscal Year 20/21 (July 01, 2020 - June 30, 2021)		
	Quantity Seized 2020	Quantity Forfeited 2020	Quantity Returned 2020	Quantity Seized 20/21	Quantity Forfeited 20/21	Quantity Returned 20/21
Aircraft	0	0	0	0	0	0
Boats	1	1	0	2	0	1
Campers/Motorhomes	2	0	0	51	39	8
Motorcycles	41	25	12	58	41	20
Passenger Cars/Sedans	196	718	438	1,540	981	498
Recreational Vehicles/ATVs	12	9	5	6	16	6
Trucks/SUVs/Vans	180	386	237	635	432	241
Tractor Trailers	0	0	0	1	0	0

TOTAL Seizures by Property Subtype						
Type of Property	Calendar Year 2020 (Jan. 01, 2020 - Dec. 31, 2020)			Fiscal Year 20/21 (July 01, 2020 - June 30, 2021)		
	Quantity Seized 2020	Quantity Forfeited 2020	Quantity Returned 2020	Quantity Seized 20/21	Quantity Forfeited 20/21	Quantity Returned 20/21
Bank Accounts/Investment Accounts/Stocks/Prepaid Credit/Debit Cards/Cashiers' Checks/Money Orders/Gift Cards	9	11	0	2,554	1,059	0
Building Materials (drywall, lumber, etc.) and Tools	71	67	1	47	115	0
Camping/Hunting/Fishing/Recreational/ Sports Equipment	51	18	2	46	14	40
Communication Devices (cell phones, mobile phones, pagers, etc.)	96	87	13	66	110	6
Clothes/Furs/Purses/Hand bags/Wallets	1,249	609	20	411	286	159
Collections/Collectibles	28	27	0	979	28	0
Computer/Hardware/Software and Recordings Audio/Visual (CDs/DVDs) and Radios/TVs/VCRs/Cameras	70	84	6	29	49	8
Counterfeit Currency	0	0	0	0	0	0
Documents/Personal or Business (affidavits, applications, certificates, pawn shop slips, patents, blueprints, bids/proposals, U.S. mail; no identity documents)	0	2	0	0	1	0
Drones/Remote Control Vehicles	1	1	0	0	1	0
Firearm Accessories	36	10	2	121	110	7
Firearms	170	74	4	102	168	13
Gambling Equipment	0	0	0	0	0	0

TOTAL Seizures by Property Subtype (continued)						
Type of Property (continued)	Calendar Year 2020 (Jan. 01, 2020 - Dec. 31, 2020)			Fiscal Year 20/21 (July 01, 2020 - June 30, 2021)		
	Quantity Seized 2020	Quantity Forfeited 2020	Quantity Returned 2020	Quantity Seized 20/21	Quantity Forfeited 20/21	Quantity Returned 20/21
Household Goods/Appliances	452	19	0	459	49	419
Jewelry/Precious Metals	59	33	37	43	52	21
Lawn/Farm/Construction Equipment	16	17	2	14	21	1
Medical/Medical Lab Equipment	0	0	0	0	0	0
Motorized Transportation Parts/Accessories (aircraft, vehicle, watercraft parts/accessories)	6	4	1	8	2	4
Musical Instruments	0	1	0	0	0	0
Office Equipment/Safes/Digital Scales	3	3	1	5	6	0
Trailers	9	5	2	8	7	0
Weapons (other than firearms)	0	0	1	0	0	0

DRIVER IMPROVEMENT

Hearing Officer Activity FY 20/21		
District	Hearings Scheduled	Hearings Conducted
1	402	342
2	325	255
3	491	421
4	297	246
5	358	296
Total	1,873	1,560

Medical and DL Re-Examination Referrals FY 20/21			
Medicals	Number	Re-Examinations	Number
Medical referrals on drivers received from officers, citizens, physicians, etc.	1,449	DL re-examination referrals received from officers, citizens, physicians, etc.	122
Incoming medical reports received from drivers or their physicians	1,356	DL suspended for failure to appear for DL re-examination	76
Incoming medical reports approved by Driver Improvement - DL remains valid	343	Passed DL re-examination - DL remains valid	69
Incoming medical reports approved by Driver Improvement subject to passing DL re-examination	162	Passed DL re-examination after failing prior DL re-examination - DL reinstated	17
Incoming medical reports disapproved - DL suspended	159	DL re-examination failed - DL suspended	14



Prepared by:

Tennessee Department of Safety and Homeland Security
Research, Planning, and Development Division



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