



# ADMINISTRATIVE SERVICES DIVISION

The Administrative Services Division (ASD) works ardently to create an environment of professionalism, exceptional customer service, and excellence in law enforcement by providing vital technical and administrative support to the Bureau. This division is comprised of key agency functions such as human resources, fiscal services, protective services, fleet, procurement and warehouse services, auditing, and legal services. Additionally, the Public Affairs Unit, Aviation, Accreditation, and the Special Projects Director are all considered part of the Administrative Services Division.

TBI managers communicate daily with outside agencies, elected officials, the public, the media, and law enforcement agencies. We work diligently to ensure our agencies' services and functions are thoroughly planned, directed, coordinated, and executed appropriately. Division personnel strive to maintain accurate records, manage the Bureau's assets, oversee a balanced budget, and set the Bureau's priorities and goals while implementing and enforcing our agencies' policies and procedures. Leadership in procurement, warehouse, and fleet capitalize on technology with improved security cameras for visibility and security inside and outside of warehouse areas. Office space has been maximized to reclaim floor space for improved sight lines, lighting, and visibility as well as to improve business processes. In addition, the creation of a centralized email address for our warehouse personnel provided a singular point of contact for all Bureau personnel to utilize when assistance was needed. As a result of restructuring within our warehouse unit, there is a positive impact on staff and daily operations.

Since November 19, 1994, TBI has been internationally accredited by the Commission on Accreditation for Law Enforcement Agencies (CALEA) to ensure that the Bureau maintains compliance with CALEA standards. The Bureau has been successful in re-accreditation eight times since 1994. The most recent CALEA onsite review occurred in August 2023.

In addition to CALEA accreditation, TBI is accredited by the Tennessee Law Enforcement Accreditation (TLEA) through the TN Association of Chiefs of Police. The Bureau first achieved accreditation in 2016 and reaccredited in 2020. The next onsite review is scheduled for January 2024.

“We strive to provide an environment of professionalism, customer service, and excellence in law enforcement support. Administrative Services personnel maintain accurate records, manage the Bureau's assets, oversee a balanced budget, and set the Bureau's priorities and goals with an eye on policies and procedures.”

**Richard Moore, Assistant Director**



## FY 2021-2022 PAST CHALLENGES

- Work with the Governor’s Administration and the General Assembly to secure needed positions for Facilities Manager, Fleet Manager, and Protective Services Officers
- Mitigate residual supply chain challenges regarding vehicles and equipment for new hires
- Plan employee position restructuring for more effective support operations

## FY 2022-2023 PRESENT WORK

- Sustain agency infrastructure for effective daily operations for employees and customers, including oversight of fiscal services, procurement processes, warehouse operations, and inventory of state-tagged equipment
- Maintain vehicles and transportation equipment
- Address physical security threats and provide practice skills for employees to prepare for an emergency

## FY 2023-2024 FUTURE OBJECTIVES

- Expand the square footage of the Jackson office to accommodate additional employees and work operations

- Upgrade the current camera in the Pilatus PC-12 with the latest generation Wescam MX-15. This state-of-the-art camera will integrate with the microwave downlink network to provide local, state, and federal public safety officials with real-time situational awareness to assist with a variety of emergencies, for example, missing person searches, Amber alerts, Silver alerts, natural disaster responses, fugitive apprehensions, threats to public safety, and law enforcement operations
- Work with General Services to assess the potential for a new consolidated Knoxville facility
- Pursue position needs such as a facilities manager to address the growing needs of employees and expansion of services
- Seek to expand the Protective Services Unit to all state offices. Increased staffing will fortify services and provide additional security

## HUMAN RESOURCES

The Human Resources Office provides guidance and strategies to align TBI personnel, processes, and organizational structure with the Bureau mission. Management consultation services are provided in the areas of recruitment, onboarding, employee relations, leave and attendance, performance management, classification, compensation, organizational effectiveness, and workforce development. Human Resources also monitors employee education levels.

For more information about the Human Resources Unit, please visit [www.tn.gov/tbi/divisions/administrative-services-division.html](http://www.tn.gov/tbi/divisions/administrative-services-division.html). The following data applies to Calendar Year 2023.

**872**

TRANSACTIONS ENTERED IN EDISON,  
THE STATE'S ENTERPRISE PORTAL

**688**

ACTIVE PERFORMANCE  
MANAGEMENT DOCUMENTS

**19**

NEW POSITIONS ESTABLISHED

**109**

SALARY SUPPLEMENTS PROCESSED

# AVIATION UNIT



The Aviation Unit is a pioneer in new techniques and methods for public safety and covert law enforcement operations. Three full-time pilots and two contract pilots operate the TBI plane to conduct operations for missing person searches, AMBER alerts, Silver alerts, natural disaster responses, fugitive apprehensions, threats to public safety, and other law enforcement operations. To date, the public safety equipment on the aircraft has been credited with numerous instances related to the preservation of life of citizens and law enforcement officers. These missions have resulted in the arrests of suspects involved in drug, homicide, rape, missing persons, and robbery investigations. There has been a recent uptick in assistance requests for the above-mentioned searches as local law enforcement and our sister state agencies have realized the valuable assistance that can be provided by the Bureau's Aviation Unit.

# PROTECTIVE SERVICES UNIT

The Protective Services Unit is responsible for the security of facilities and addressing threats to employees, guests, and property. Protective Services has an administrative assistant to support a total of 14 officers, two sergeants, and one lieutenant. TBI officers are viewed as "the face of the Bureau," as they are the first point of contact when entering the buildings. Staff is responsible for public interactions with walk-in guests, phone inquiries, and background investigations on new applicants for TBI positions, along with high-level positions in the Executive Branch, Department of Safety and Homeland Security, and the Tennessee Education Lottery Corporation. In FY 2022-2023, the Unit received 388 requests for background investigations.



# INTERNAL AFFAIRS

Internal Affairs (IA) conducts investigations into allegations of misconduct of employees. For FY 22-23, IA received a total of 12 complaints. In addition, one use-of-force matter was investigated.

Of the 12 complaints, seven were handled administratively. One written reprimand was issued, one coaching session occurred, and five were classified as unfounded.

Five internal investigations were conducted, which produced the following results:

- Two cases were classified as unfounded and the employees were exonerated.
- One case was classified as improper conduct with the employee receiving a written reprimand.
- Two cases were classified as improper conduct with one employee resigning in lieu of termination and the other employee retired.

One use-of-force investigation was conducted and the employees were found to have conducted themselves properly.

For more information about Internal Affairs, please visit [www.tn.gov/tbi/divisions/administrative-services-division.html](http://www.tn.gov/tbi/divisions/administrative-services-division.html).

# FLEET & PROCUREMENT

Employees in this unit handle a variety of key support functions, including the purchasing of all goods and services necessary for TBI to operate effectively. This unit also manages all TBI vehicles and transportation equipment and conducts an annual inventory of all TBI state-tagged equipment.

Updates to TBI's warehouse in this fiscal year included a new mural to showcase the Bureau's motto.



THAT GUILT SHALL  
NOT ESCAPE NOR  
INNOCENCE SUFFER

# PUBLIC AFFAIRS

The TBI's Public Affairs Office represents the Bureau and its mission and responsibilities to external audiences, such as the media and the general public. Public affairs officers also seek to internally connect employees across the state. This team consists of two public affairs officers, a senior public affairs officer, and the Bureau's communications director, who oversees media relations, crisis management, social media, and video production. This unit is a key part of other vital efforts, such as recruitment and fostering relationships with the Bureau's law enforcement partners across the state. The unit issued 250 news releases during FY 2022-2023.

This team coordinates community outreach events and conducts awareness campaigns for critical public safety needs, such as AMBER and Silver Alerts related to missing Tennesseans. Public Information Officers champion the Bureau's unique mission and impact on public safety. In the coming year, this team hopes to establish a TBI Speakers Bureau, to provide community and school groups exposure to the Bureau's subject matter experts on key topics, such as human trafficking, cybercrime, and forensic science.

“The Bureau explores new ways to harness the power of social media as a communications tool, to share news about TBI cases, urgent public safety alerts, job opportunities, and behind-the-scenes photos, videos, and stories. In the future, the Bureau plans to expand its presence on social media, especially with recruitment-focused platforms, such as LinkedIn, to support the agency's reinvigorated focus on recruitment and employee retention.”

**Josh DeVine, Communications Director**



# TBI ONLINE



**10,860**  
Followers



**174,039**  
Followers

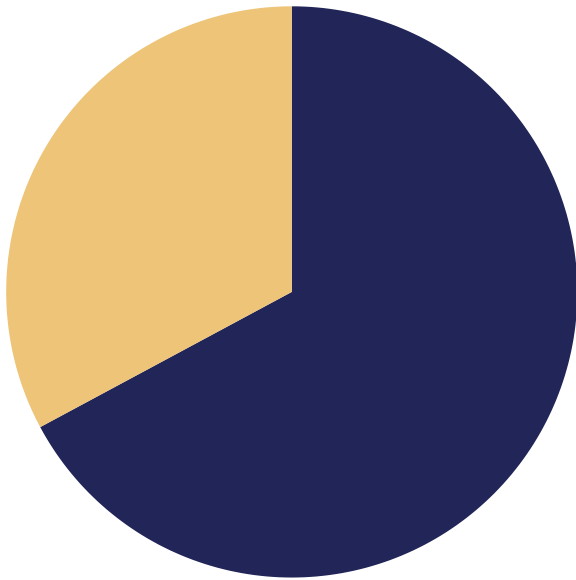


**222,032**  
Likes

Connect with TBI on these platforms at  
**@TBIInvestigation.**



# FY 2022-2023 EXPENDITURES & FUNDING



## OPERATIONS

**\$16,276,910**

## SALARIES

**\$7,962,021**

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**TOTAL: \$24,238,931**

For more information about the Administrative Services Division, please visit  
[www.tn.gov/tbi/divisions/administrative-services-division.html](http://www.tn.gov/tbi/divisions/administrative-services-division.html).