



Tennessee Department of Safety

Professionalism • Integrity • Pride

Annual Report

Fiscal Year 2005-2006



State of Tennessee
Phil Bredesen, Governor

Department of Safety
Gerald Nicely, Commissioner
Greta Dajani, Assistant
Commissioner
Mike Walker, Colonel

Available online at:
www.tennessee.gov/safety

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“Gone But Not Forgotten.... You Will Be Remembered.”

Trooper Calvin Wayne Jenks



Trooper Calvin Jenks, 24, a loyal and dedicated Tennessee State Trooper, lost his life in the line of duty after being shot and killed while conducting a traffic stop. Both men fled the scene, but were arrested 13 hours later in Nashville, approximately 200 miles from where the shooting occurred. Trooper Jenks is survived by his wife, parents, four brothers, a sister, grandparents, and a large extended family.

GENERAL INFORMATION

Agency Overview

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



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

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

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

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

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

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

Services

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

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

Financial Overview

During the past several years, the department has generated \$300 - \$355 million in revenues, with \$362 million in revenues this current year. Approximately 87% of the revenue generated by the Department of Safety goes to the highway fund and the general fund.

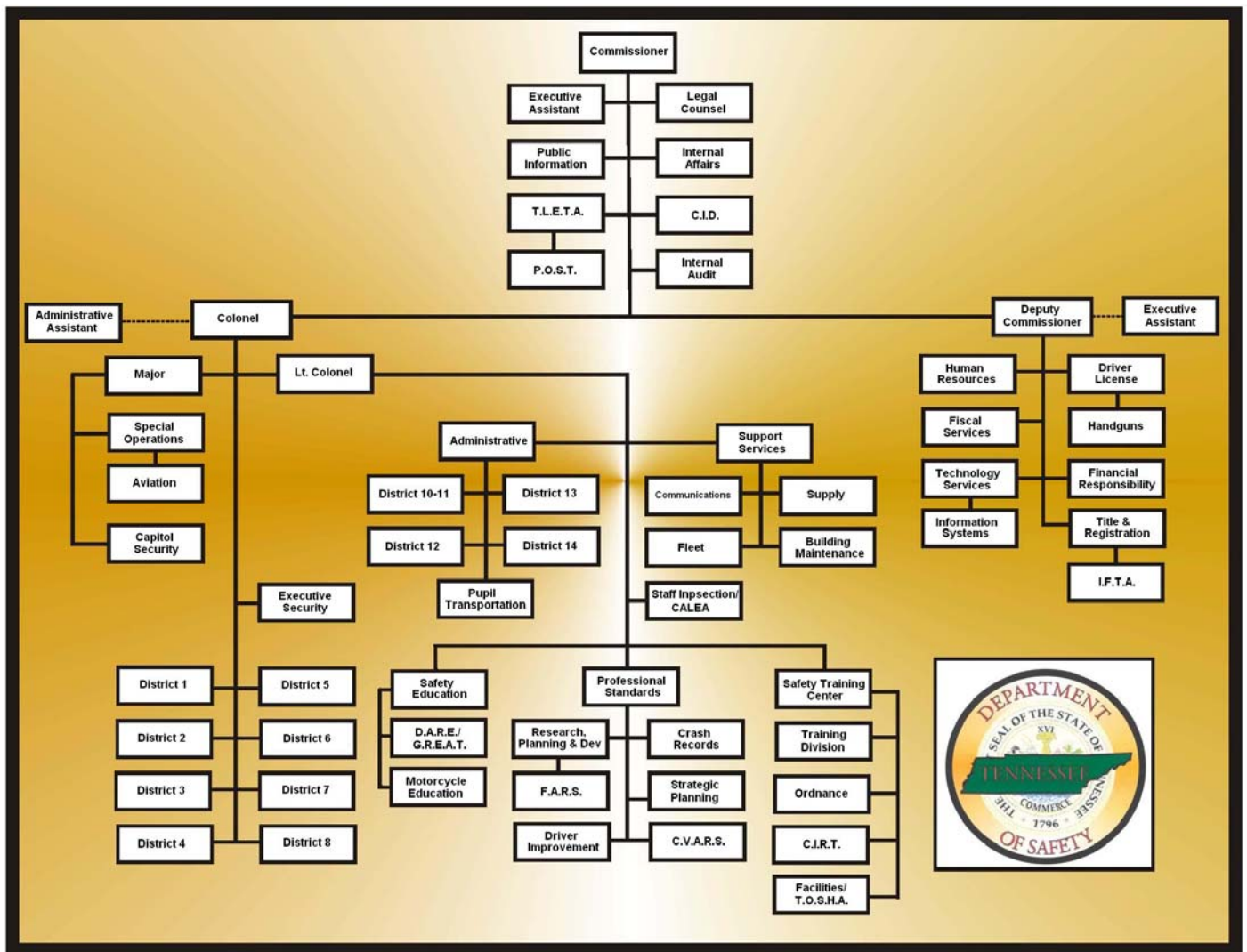
The budget for TDOS for FY 2005-06 was \$191,942,600. Of this amount, 73.5% is funded from state appropriations, 4.0% from federal funds, and 22.5% from current services and interdepartmental revenues. These latter sources of revenue are generated primarily from the sale of motor vehicle reports, driver license reinstatement fees, driver license application fees, handgun permit fees, highway safety grants through the Governor's Highway Safety Office and the Office of Homeland Security, and tuition fees from the Law Enforcement Training Academy.

Accreditation

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



Dept. of Safety Organizational Structure



ENFORCEMENT SERVICES

Tennessee Highway Patrol

Mandated to ensure the safety and welfare of the traveling public, the Tennessee Highway Patrol (THP) is responsible for enforcing all motor vehicle and driver license laws. The THP has branch offices throughout the state to include eight District Headquarter Offices, five Interstate Inspection Stations and 95 County Posts, located in each of Tennessee's 95 counties. 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 THP include Capitol Security, Executive Protection Detail, and Special Operations. Based on recommendations from a report by the New York based Kroll Inc., the department plans to implement many changes, in the near future, including the creation of three THP Field Bureaus. There will be a Field Operations Bureau – East, a Field Operations Bureau – West, and a Field Support Bureau. A Lieutenant Colonel and Major who report to the Colonel will 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 troopers 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 the 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.

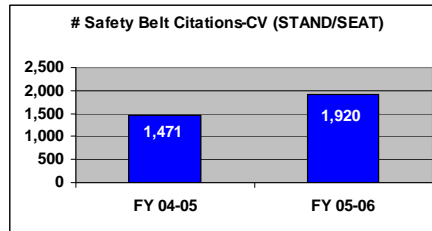
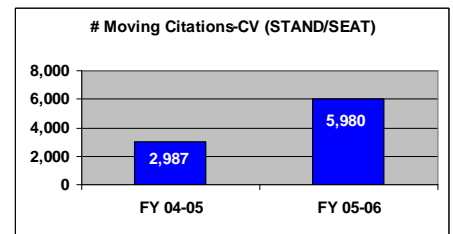
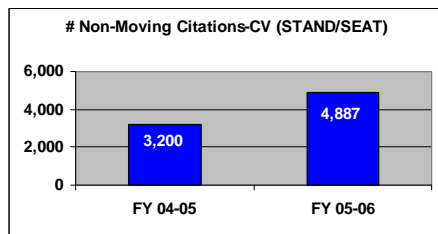
In recent years, the Tennessee Highway Patrol has done an excellent job in the areas of occupant restraint, impaired driving, and reducing speeding on Tennessee highways. The seat belt usage rate in Tennessee has increased each year. From 2004 to 2005, the State of Tennessee had a 2.4% increase in the seat belt usage rate. With the increase in seat belt usage to 74.4%, the state had fewer fatalities attributed to the lack of seat belt restraint use. The seat belt usage rate will continue to increase through THP enforcement and participation in national campaigns such as "Click it or Ticket" and "Buckle Up in Your Truck".

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



STAND/SEAT Programs

The Tennessee Highway Patrol 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 Speeding Trucks and Negligent Drivers (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 Safety Enforcement and Trucks (SEAT) program is to educate and enforce seat belt laws for commercial drivers. Due to the presence of five major interstates, which accommodate a large amount of commercial traffic serving the southeastern U.S., it is apparent that commercial vehicle safety and enforcement is an issue that must be addressed by the Tennessee Highway Patrol. The statistics shown below are based on the Federal Fiscal Year.



Strike Three Program

The Tennessee Highway Patrol is working to reduce the number of traffic fatalities in the state with the help of a federal grant administered through the Governor's Highway Safety Office. 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. In the first six months of the program, the THP wrote 2,633 seat belt violation citations to drivers between 16 and 18 years old. Troopers also wrote 1,672 citations for speeding, 16 for DUI, 255 for child restraint violations and 27 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 Governor’s Highway Safety Office to conduct enforcement blitzes during holiday periods. The Patrol also conducts periodic saturations of urban areas throughout the state. Often, 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. There are nationally sponsored programs that the THP continually supports. The National CARE (Combined Accident Reduction Effort) Program 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. The following table discloses the activities recorded by the THP during the STEP periods during the Federal Fiscal Year:

Tennessee Highway Patrol Activity Selective Traffic Enforcement Programs (STEP) FY 2005-2006	
DUI Arrests	31
Speeding Violations	6,838
Child Restraint Violations	192
Seatbelt Violations	1,925
Total Citations	13,747
Total Crashes Investigated	74
Motorists Assisted	427
Safety Inspections	137
Out of Service Drivers	10
Out of Service Vehicles	10

Construction Accident Reduction (CAR) Program

The THP continually provides assistance to the Tennessee Department of Transportation throughout the state in roadway construction and maintenance zones. Realizing the inherent dangers associated with roadway construction, the THP schedules Troopers to assist with traffic control and direction and motorist assists in these zones. The Troopers’ 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 by the Governor’s Highway Safety Office. The following table discloses the activities recorded by the THP during the STEP periods during the Federal Fiscal Year:

Tennessee Highway Patrol Activity Construction Accident Reduction (CAR) Program FY 2005-2006	
Number of Maintenance Zones Targeted	28
Hazardous Moving Violations	8,342
Non-moving Violations	9,838
Persons Injured in Crashes	33
Fatal Crashes Investigated	0
Total Crashes Investigated	64
Motorists Assisted	409

Members of the THP participate with local, state and federal authorities in the prosecution of criminal cases. Federal Forfeiture Sharing of seized assets provides the department with funding to be used in the purchase of equipment. During FFY 2005/06, the department was awarded \$1,047,971.68 as a direct result of Troopers' efforts in criminal cases.

Total Tennessee Highway Patrol Activity FY 2005-2006	
DUI Arrests	3,995
Speeding Trucks	9,803
Other Moving Violations	7,887
Child Restraint Violations	8,925
Seatbelt Violations	52,330
Other Non-Moving Violations	83,765
Total Citations	472,465
Property Damage Crashes Investigated	20,955
Injury Crashes Investigated	13,601
Fatal Crashes Investigated	614
Total Crashes Investigated	35,170
Felony Arrests	2,452
Warnings Issued	11,688
Total Trucks Weighed	10,976,172
Overweight Assessments	5,847
Safety Inspections	77,303



Future Plans for the THP

In an effort to gather valuable information that can be used to further improve the department, the department plans to launch two new online customer satisfaction surveys by July 2006. One survey is devoted to the Tennessee Highway Patrol, while the second survey is devoted to Driver License Issuance. These surveys will provide the public a forum to share their experiences and recommendations with the department. Both surveys address everything from employee demeanor to facility amiability. Results will be gathered frequently and sent to the appropriate divisions for review. Suggestions will allow officials to see the customer's point of view when trying to improve services in the future.

The Tennessee Highway Patrol has long been a staunch advocate of ensuring school zone safety. As August marks the beginning of a new school year in most areas of the State, the Tennessee Highway Patrol has developed a comprehensive "Safe Schools" Enforcement Plan to fortify our commitment to safe school zones. Partnership with local authorities is a fundamental key to the success of this plan. Each THP District will seek assistance and solicit input from municipal and county law enforcement agencies, public school system officials, transportation directors, local school boards, and any others that have a stake in ensuring the safety of school zones. It is the Department's intent to be responsive to the needs of Tennessee's school systems and provide resources to meet those needs whenever possible. The Tennessee Highway Patrol's efforts will continue throughout the school year.

Commercial Vehicle Safety Inspections FY 2005-2006		
Inspections	All CMV's	CMV's – Hazardous Materials
Level I	15,582	737
Level II	19,474	1,054
Level III	35,655	1,201
Level IV & IV	1,017	108
Motor Coaches	201	N/A
Total Safety Inspections	71,929	3,100

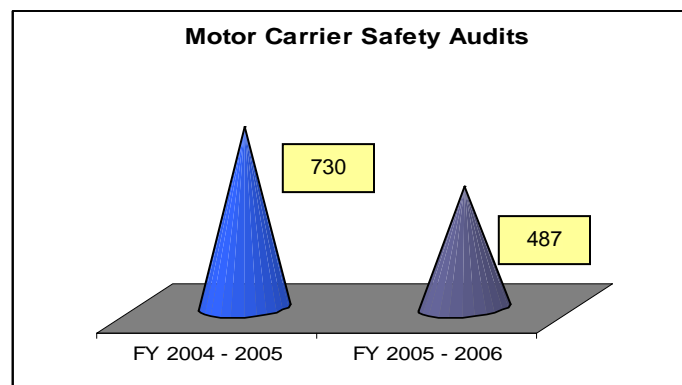


New Entrant Program

The New Entrant Program is responsible for conducting safety audits on new motor carriers. The purpose of this audit is to make certain the new companies are in compliance with all Federal Motor Carrier Safety Administration Rules and Regulations, before the company's U.S. DOT number is activated. There were 1,302 New Entrant Carriers from July 2005 – June 2006. In addition, 302 New Entrants had no contacts or inactivations that were revoked or changed.

New Entrant Auditors review:

- Compliance with Drug and Alcohol testing programs
- Driver Qualification Files
- Maintenance files for equipment
- Complete inspections as necessary
- Review Hours of Service Compliance
- Assist carriers with questions concerning hazardous materials, weight requirement, over-dimensional movements, registration of vehicles and International Fuel Tax laws.



Compliance/Assessment Unit

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

Executive Protection Detail

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

Providing residential security is a high priority of the detail. Since visitors frequent the Executive Residence daily for tours, meetings, banquets and other activities, the need for proper identification exists. The Executive Protection Detail identifies each visitor to the residence and escorts him or her to 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 execution of the assignment. The Executive Protection Detail also provides security to the Lieutenant Governor, Speaker of the House, and State Attorney General. In addition, the unit provides a staff member to the Office of Homeland Security.



Capitol Security

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

Responsibilities include protection of:

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

Other duties include:

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

Capitol Security Activity FY 2005-2006	
Larceny	18
Burglary - Building	10
Burglary - Auto	8
Auto Theft	4
Robbery	0
Vandalism	27
Other Investigations	29
Arrests	1
Armed Bank Escorts	769
Vehicles Towed	62
Warning Citations Issued	498
Parking Citations Issued	39
Safety Training Hours Completed	2,080
Traffic Crashes Worked	35
Court Time Hours	19

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.



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

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

Explosives

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

Special Operations FY 2005-2006		
Activity	Calls	Hours
Explosives	86	1,782.5
Protection/V.I.P. Security	8	355
Public Relations	2	36
Dive Assignments	5	427
Tactical Assignments	9	507
Class Instruction	5	54
Training	44	1,975
Marijuana Task Force	n/a	3,365
Search & Rescue	5	493
Other/Miscellaneous	17	814



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

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 four Jet Ranger Helicopters and one Huey UH-1H, this unit assists in searches, rescues, speed enforcement, location of stolen vehicles, and marijuana searches. Pilots are stationed in Nashville and Fall Branch.

Canine Unit

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

There were 31 drug detector dogs working for the Tennessee Department of Safety for the 2005-2006 Fiscal Year.

Governor's Task Force on Marijuana Eradication

The Department of Safety is one of several agencies that make up the Governor's Task Force on Marijuana Eradication. Safety provides helicopters, ground personnel and bomb technicians to assist with the eradication of marijuana throughout the State. Other agencies on the Task Force are the Alcoholic Beverage Commission, Tennessee Bureau of Investigation, Tennessee National Guard and the Tennessee Wildlife Agency. This year the Task Force's activities in which the department was involved included eradicating 483,271 plants, locating 3,208 plots, and making 25 arrests.



Pupil Transportation

The Pupil Transportation Section ensures that school children throughout the state are transported safely to and from school. Currently, there are approximately 8,230 school buses in operation in the State of Tennessee. This section is responsible for overseeing all school bus inspections in the state and determining whether public school bus systems are in compliance with the safety requirements set forth in the Tennessee Code. Pupil Transportation duties are accomplished through five primary areas: Bus Driver Training, Bus Inspection, Records Administration, Child Care Vehicle Inspection, and Child Care Driver Training.

Bus Driver Training

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

are conducted whereby the school bus endorsement is removed from a driver license for failure to attend a training session. During FY 2005-2006, 1,762 school bus drivers were downgraded. Downgrade information is forwarded to the Transportation Director for the county or school system in which the school bus driver employed.

School Bus Drivers Trained	
FY 2005 – 2006	
East Region	2,836
Middle Region	4,363
West Region	2,729
Total	9,928

Bus Inspection

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

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

During the 2005-2006 school year, school bus inspections were conducted in 137 systems statewide. (This does not include complimentary inspections.) As a result of these inspections, approximately 1,600 buses were placed out-of-service. Ninety-nine percent (99%) of the buses placed out of service were re-inspected within 30 days and cleared for safe operation.

School Bus Inspections FY 2005-2006				
Class	East Region	Middle Region	West Region	Total
#1 – Annual Inspection	2,361	3,819	2,251	8,431
#2 – Extended Utilization	274	321	279	874
#3 – Spot Inspection	32	39	31	102
#4 – Comp. Inspections	8	22	7	37
Total	2,675	4,201	2,568	9,444

Child Care Vehicle Inspections

Beginning January 1, 2004, the division became responsible for the inspection of child care vehicles. These vehicles range from 15 passenger vans to motor coaches. During FY 2005–2006, approximately 900 child care vehicle inspections were completed.

Child Care Driver Training

Beginning January 1, 2004, the division also became responsible for providing in-service training for child care vehicle drivers. During FY 2005-2006, approximately 1,100 child care drivers completed training.

Records Administration

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

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



Accreditation/Staff Inspection

Accreditation

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

The Tennessee Department of Safety was first accredited on November 20, 1999 and re-accredited in November 2002 and 2005. 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 Captains, Directors, Sections Heads, Recruits, Trooper In-service, CID In-service, Dispatcher In-service and D.L. In-service

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

Staff Inspection

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

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

2005-2006 Accomplishments and Highlights

- The Department of Safety was awarded re-accreditation in November 2005.
- Members of the Staff Inspection Unit conducted numerous mock on-site assessments for city police departments and county sheriff's departments to assist them in becoming accredited.
- The preparation has begun to fill vacancies in the unit and to begin conducting Staff Inspections.
- The unit will also have the daunting task of converting to CALEA's 5th Edition Standards. This will involve developing over twenty new general orders and revisions to many existing general orders.



Criminal Investigations Division

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

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



CID Activity FY 2005-2006	
Regular Investigations Opened	389
Internal Affairs Cases Worked	1
Number Of Informants Registered	26
Number Of Individuals Arrested/Indicted	101
Assists to Other Agencies	1,032
Number Of Searches Executed	95
Intelligence Reports Submitted	438
Vehicles Seized - Auto Theft (Altered VIN, Stolen)	121
Seizures other than vehicles	7
Citations Issued	8
Regulatory Inspections Of Reconstructed Vehicles	2,522
Salvage Yard Audits	70
Drive Out Tag Audits	22
Odometer Complaints	2
Odometer Complaints Closed/Unfounded	3
Drivers License Complaints	64
Officers Receiving Training	824

EDUCATION AND TRAINING SERVICES

Training Center

All of the Department's educational services are located at the Tennessee Department of Safety Training Center. The center serves as the operations hub for the Training Division, Critical Incident Response Team (CIRT), Ordnance, Safety Education, Drug Abuse Resistance Education (DARE), Gang Resistance Education and Training (GREAT), Motorcycle Rider Education Program (MREP), civilian training, and the Media Production Unit.

During fiscal year 2005-2006, the Training Center offered 118 classes to commissioned and civilian employees. Numerous officers, deputies, and civilians from across the country have taken advantage of the diverse training offered here. In the past year, more than 4,100 people attended class at the Training Center.

Northwestern University conducted its 7th School of Police Staff and Command, Class 215. These classes are taught by instructors from Northwestern University and the students are from across the United States. This is the second year of a five-year contract, with three more classes scheduled in the next three years.

More than 100 Troopers attended T.R.A.C.S. training. The course orientates Troopers on laptop computer utilization, especially for crash investigation.

Annual in-service training was conducted by the Training Division for the more than 900 commissioned members of the Department of Safety. These sessions were 40 hours in length and were conducted in 34 sessions. Use of force, defensive tactics, firearms, and crash investigation are just a few of the topics covered. Every member is required to attend one 40-hour in-service every year.

A great demand has been placed on the Training Center since the merger of Commercial Vehicle Enforcement and the Tennessee Highway Patrol. To facilitate the additional training needed to certify Troopers for commercial enforcement, the Training Center conducted two North American Standard (part A) classes and one part B.

The Training Center offers their shoot house to local and federal agencies. This year the U.S. Marshals Service, the Internal Revenue Service, Metro Nashville S.W.A.T., the United States Army 551st Military Police, and the Tennessee Law Enforcement Academy are just a few of 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.

Due to the number of school and work place shootings, the Training Center has taken a proactive role with the "Active Shooter" program. Forty-four Troopers received three days of intense training addressing the topics of building and room entry clearing, low light operations, team movements, and apprehension of suspects.



2005-2006 Accomplishments and Highlights

- Reviewed and updated all lesson plans in preparation to comply with P.O.S.T. (Police Officer Standards and Training) requirements beginning July 1, 2006.
- In response to the passage of Federal House Resolution 218, the Law Enforcement Officer's Safety Act (LEOSA), the Training Division conducted two training schools to train 94 retired Troopers.
- The Ordnance Division was called to three separate shooting incidents involving departmental employees in an effort to assist CID with the investigation of the shootings. The involvement of the Training Division is to check for proper function of the weapon, ammunition, and adherence to policy and procedures as outlined in our General Orders. We further utilize these call-outs to review our training criteria.
- Initiated the purchase of 140 new handguns for upcoming cadet classes and procured parts and refurbished 55 shotguns for those classes.
- Scheduled classes for civilian staff to attend at the Training Center and to utilize the Department of Personnel on-line training.
- Publicized and delivered DOP training services to Department of Safety employees, both commissioned and non-commissioned.
- Coordinated DOP activities for the Driver License Issuance Division and other non-commissioned groups.
- Developed and revised training materials and tests for in-house training.

Media Production

The Media Production Unit is responsible for the production of audio-visual presentations for the Department of Safety. This includes video, audio, PowerPoint presentations, print, and internet programs. The Media Production Unit furnishes streaming video for inclusion on the department's internet web site as well as DVD production for other divisions in Safety and the media. Its duties include photography and video documentation of all the THP's cadet classes, staff pictorials, production of videos for training, public service announcements for commercial and on-air viewing, public media access, and the duplication of videos and posters. Further responsibilities include the maintenance of classroom equipment and duplication of videos and posters. The Unit supervises the set-up and maintenance of all presentation and computer equipment in the Training Center's four main classrooms. In the past year the Media Production Unit has updated and upgraded its equipment to High Definition and has replaced its old video editing equipment with new equipment that is current with industry standards.

For Fiscal Year 2005-2006, the following activities and productions took place:

- Photographing of the Northwestern School of Police Staff and Command class as well as making the composite graduation class picture.
- Video taped the graduation ceremony of the Northwestern class.

- Development and production design of the updated recruitment brochure for the Department of Safety and the Tennessee Highway Patrol.
- Developed a new brochure for the Motorcycle Rider Education Program office including all the photographs, layout, and design.
- Developed and produced the *Move Over* print and video campaign. This included the poster layouts, poster designs, and the television spots for public-service announcements.
- Produced a motorcycle instructional video for the MREP.
- Filed and produced a video in conjunction with the D.A.R.E. Unit for Hollywood celebrity Retro Bill. This included PSA spots filmed in Gatlinburg and school assemblies in Byrdstown, TN.
- Photographed various classes for the Tennessee Law Enforcement Training Academy (TLETA).
- Produced videos for CIRT (Critical Incident Response Team) in conjunction with the death of Trooper Todd Larkins. This entailed case recreation and speed analysis from in-car video cameras.
- Filmed and produced a video for the Special Operations Division to use in court cases. The video is entitled "Six Sticks of Dynamite."
- Videos of the promotion of the new management team for the Tennessee Highway Patrol.
- Videos of the Law Enforcement Memorial Day including streaming video for the department's web site.
- Coverage of the press conferences regarding the new command structure for the THP.



Ordnance

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

Throughout the year, Ordnance conducted qualification activities during both THP and CID In-Service training. Specialized schools were conducted for the Executive Protection Detail and Homeland Security. The Ordnance staff also assisted the United States Inspector General's Office in obtaining ranges for specialized training. There were two Advanced Handgun Schools conducted as well as assisting in the firearms portion of two Officer Survival Schools.

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

Firearms Activity FY 2005 - 2005	
Handgun Qualifications	2,162
Shotgun Qualifications	991
Rifle Qualifications	910
Off-Duty Weapons	907
Special Schools Conducted	4
Handgun Annual Inspections	958
Shotgun Annual Inspections	952
Handguns Repaired	14
Shotguns Repaired	52
Rifle Inspections	884
Confiscated Weapons Received	75
Confiscated Weapons Destroyed	0



Critical Incident Response Team (CIRT)

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

The C.I.R.T. Unit consists of four teams statewide, each covering two of the eight THP districts. A Lieutenant is responsible for overall command of the unit. Each team has one Sergeant, who serves as the Team Supervisor. All 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, digital and 35 mm cameras for the documentation of evidence
- Generators and External Lighting devices
- Air compressors and tools to aid in the examination of vehicles
- Fingerprint equipment to lift both latent and inked prints
- Computers that collect, store, communicate, and retrieve all of the Unit's information



Since the inception of the C.I.R.T. Unit in April 2001, members have assisted in over 1,924 cases throughout Tennessee, including 353 this fiscal year. The table on the following page identifies the THP district location of calls for service during FY 2005-2006.

While primarily responsible for internal investigations, C.I.R.T. has also assisted many local and federal law enforcement agencies as well as other state agencies. C.I.R.T. is also responsible for the investigation of all criminal homicides investigated by the Highway Patrol. During FY 2005-2006, 72 criminal homicide cases were opened and processed.

CIRT Cases by District FY 2005-2006	
1	44
2	45
3	77
4	28
5	52
6	56
7	21
8	30
Total	353

C.I.R.T. CASES

July 1, 2005 thru June 30, 2006
by District
Total 353



2005-2006 Accomplishments and Highlights

C.I.R.T. members provided instruction in At Scene Crash Investigation, Speed Analysis, Vehicle Kinematics, and Crash Data Retrieval Systems. C.I.R.T. members were also guest speakers at the Association of Professional Surveyors Convention and the Tennessee District Attorney Generals Conference and assisted numerous federal, state, and local agencies. In addition, the C.I.R.T. Unit taught a special segment on how high school physics applies to crash reconstruction at the request of a mid-state high school physics teacher. Unit members also attended specialized training sessions that included:

- Forensic Mapping & Analysis
- Special Problems in Crash Reconstruction Conference
- Strategies for Cross Examination of Defense Experts in Vehicle Homicide Trials
- Intoximeter EC-IR II Operation
- North American Standards Level I



TOSHA

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

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

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

This division is staffed with one Administrative Services Assistant IV, one Administrative Secretary 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.

2005-2006 Accomplishments and Highlights

- Hearing tests for all Firing Range Officers
- New Responsibility Program

TDOS TOSHA Facts and Figures FY 2005-2006	
Number of Reportable Injuries	70
Number of Other Illnesses	17
Total Number of Days of Job Restrictions	627
Total Number of Days Away from Work	808



Safety Education

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

During FY 2005-2006, this division has sponsored, conducted, or participated in 3,570 programs promoting driver safety and serving 79,393 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 develops appropriate safety messages and safety training events. Proper use of Child Restraint Device (CRD) demonstrations, rollover simulations, and fatal vision goggle demonstrations were held at schools, malls, fairs, and other special events throughout the state to promote driver safety issues. By partnering with the Governor's Highway Safety Office, the division has been able to launch intensive DUI campaigns. Other partnerships, such as that with Vanderbilt University Medical Center for CRD demonstrations, were formed to get driver education messages out to a wide-ranging audience.

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



Litter Control

Another responsibility of this division is the coordination of Litter Control educational activities and the THP's eight Litter Control Troopers. The Litter Control unit educates the general public about litter problems and the state laws related to this issue. Activities of the litter enforcement personnel are submitted to the Safety Education office each month to compile statistical data. During FY 2005-2006, litter enforcement personnel sponsored, participated, or conducted 3,207 programs that served approximately 16,841 people.

Alternative Commercial Enforcement Strategies (ACES)

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

The ACES program performs many functions, but its main priority is education of all interested parties. During FY 2005-2006, this division has sponsored, conducted, or participated in 3,633 programs promoting driver safety and serving 178,520 individuals in Tennessee and the surrounding areas.

ACES Troopers:

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

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



D.A.R.E.

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

The reputation of the Department's D.A.R.E. unit is well recognized and appreciated throughout the state, nation, and the world. Since January 1990, the number of officers trained by the D.A.R.E. unit has increased to approximately 1,076 statewide. The unit also is frequently called upon to assist D.A.R.E. America and D.A.R.E. International in its national and international trainings and certifications, and consistently has requests from schools to provide in-service training to staff and faculty on Meth and Generation X'ers and how they are influenced by today's media.

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

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



2005-2006 Accomplishments (State)

- Two 80-hour basic D.A.R.E. Officer Trainings (November 2005 and June 2006), resulting in a total of 56 new local city, county D.A.R.E. Officers being certified to instruct the elementary and middle school D.A.R.E. curricula. These officers were also trained as school-based law enforcement officers, commonly referred to as School Resource Officers or SRO's. Included in the newly trained officers were officers from Colorado, Florida, Ohio, and Virginia.
- Conducted a specialized, 24-hour D.A.R.E. Senior High School training in Gatlinburg in July, 2005. During this training event, thirteen current D.A.R.E. instructors from Tennessee law enforcement agencies were certified to teach the D.A.R.E Senior High School curriculum in the public schools.
- Coordinated and supervised training for the Tennessee D.A.R.E. Officers Conference and In-service in Gatlinburg from July 26-28, 2005. Approximately 130 Tennessee D.A.R.E. Officers and classroom teachers were in-serviced with D.A.R.E. curriculum enhancement, school safety techniques, and school-based policing instruction.
- Instructed 12,452 fifth and sixth grade students, 4,860 middle school students, 2,503 senior high school students, and approximately 6,280 K-4th graders in the D.A.R.E program.
- Instructed 6,851 seventh and eighth grade students in the G.R.E.A.T. Middle School program.
- In August 2005, the D.A.R.E. Unit set up and manned a display at the Wilson County Fair in Lebanon, Tennessee. This fair is the largest 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.



2005-2006 Accomplishments (National/International)

- One 80-hour basic D.A.R.E. Officer Training was taught by six members of the D.A.R.E. Unit in Port of Spain, Trinidad WI at the request of D.A.R.E. International and the United States State Department. The training occurred in January 2006. Thirty-three officers from the Royal Trinidad & Tobago Police Force were certified to teach D.A.R.E. in their local provinces. During this training, the D.A.R.E. Unit also trained and recertified six Caribbean mentors from various countries to run their own trainings in the future.
- Provided one instructor to assist D.A.R.E. America in an 80+ hour D.A.R.E. Officer Training in Beverly Hills, California. During this training event 16 officers from throughout the State of California were trained to teach D.A.R.E. in their respective communities.

Motorcycle Rider Education Program (MREP)

The Tennessee Motorcycle Rider Education Program (MREP) is responsible for establishing standards and administering the motorcycle rider education program for Tennessee residents who currently ride or those interested in learning to ride motorcycles safely. Motorcycle rider safety courses are available to all persons 14 years of age or older. Continuing a five-year trend, the MREP experienced a significant growth in program participation. In FY 2005-2006, 7,604 students enrolled in one of the two rider education curriculums offered at sites across the state. This represents a 10.7% increase in program participation over the previous fiscal year.

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

This program is also responsible for recruiting, training, certifying, and evaluating new instructors as well as developing new training sites. Currently there are 28 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.



2005-2006 Accomplishments and Highlights

- The program opened new sites at Smoky Mountain Harley Davidson, Murfreesboro Central Middle School, Smyrna Rehab Center and Cumberland County High School in Crossville. In addition, Harley Davidson Riders Edge Programs were started at Boswell's Harley Davidson in Nashville and Bumpus Harley Davidson Murfreesboro.
- Applied for and have been notified that we will be awarded a \$117,000 NHTSA motorcycle awareness and safety education grant. This grant will be used to start an in school motorcycle safety and awareness program aimed at high school students. The funds will also be used to reach the older retiring individuals who are beginning to reenter motorcycling or are buying their first motorcycle. Motorcycle fatality rates in both groups are rising rapidly and these funds will be targeted at reversing these trends.
- The program trained some 53 new Rider Coaches across the state and did retraining; updating for 183 Rider Coaches at the yearly update.
- New rules that allow the program administration more latitude in the expenditure of state funds and allocation of state resources were submitted and will go into affect in December 2006 after completing the required legal process.
- New forms for record retrieval concerning students who drop out of classes or are "coached" out due to inability were developed and are being used. This provides a paper trail for the settlement of any complaint arising from these situations.
- A new pamphlet was developed to better advertise the program and its benefits. These are currently displayed in motorcycle dealers across the state.



Tennessee Law Enforcement Training Academy (TLETA)

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

TLETA strives to:

- Provide service to government agencies through police science and administrative education programs for officers at all levels of responsibility;
- Provide timely and relevant information to officers who attend these training programs, which increases their capabilities to better serve their departments and the citizens of the State of Tennessee;
- Be the center of law enforcement training for all law enforcement officers.



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

2005-2006 Accomplishments and Highlights

- **Basic Recruit Training** – The academy conducted five (5) basic police schools (420 hours, 10 weeks each) during which 383 recruits were trained.
- **Specialized Training** – Approximately 1,168 officers received specialized training and 1,325 were trained through different grants and local agency programs. TLETA plans to continue to meet the future needs of the law enforcement community by offering sophisticated training in more specialized areas, as well as in the basic classes. The academy conducted a total of 47 specialized schools this fiscal year, including 22 through different grants and local agency programs. The opening of the TLETA Annex building has enabled the academy to greatly increase its course offerings.
- **Firearms Training** – Advanced firearms training was offered in addition to instruction for new officers. Firearms' training continues to be enhanced by the use of the Firearms Training Simulator (FATS). This fiscal year the academy was able to add Simunitions Training equipment to its basic and specialized curricula. This equipment allows instructors to measure the action and reaction responses of the officer.

P.O.S.T. Commission

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

2005-2006 Accomplishments and Highlights

- **Certifications of Police Officers** – During FY 2005-2006, 1,566 certification applications were processed.
- **Certifications Issued** – P.O.S.T. certified 915 officers during fiscal year 2005-2006. P.O.S.T. decertified 18, suspended eight officers during the same period.
- **Salary Supplement Pay** – During the 2005 calendar year, salary supplement income for each officer was \$518.70. Total amount paid to 11,799 officers was \$6,119,622.60.
- **P.O.S.T. Certification Examination** – The P.O.S.T. Commission Administrative Office proctors the examination. In 2005-2006, 98 officers took the examination, with an average score of 78 percent.



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. Using diversified program offerings, the division is able to provide various services to Tennessee citizens. While our primary focus remains testing for and issuance of driver licenses to qualified applicants, our services have broadened to include many additional customer conveniences including:

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



The Driver License Division is staffed with more than 325 employees. Of this number, over 300 work in the field at 46 locations across the state.

Examiner Workload

During FY 2005-2006, the statewide average number of customers served per examiner decreased slightly to just under 30 customers per day (29.6). This may, in part, be attributed to the expanded number of County Clerk sites that have now contracted with Driver License to provide express duplicate and renewal services. Also a factor is the inclusion of approximately 30+ temporary phone/camera clerks and summer interns in the calculation this year. Without these temporary positions the activity per examiner would have remained constant at approximately 34.4 customers.

However, eight of the 46 locations (17%) still remain at higher levels between 38 and 62 customers served per examiner daily. The express stations in Shelby and Davidson counties had the highest customers served per examiner rate at 61.8 and 61.7 each respectively. It should also be noted that there were a total of five other locations with relatively high customers served per examiner rates of 45 to 49. In descending order these locations were Roane County-Rockwood (49.2), Carter County-Elizabethton (48.8), Davidson County-West Nashville (47.6), McMinn County - Athens (45.6), and Putnam County - Cookeville (45.1).

Customer Volumes

Statewide the Driver License Issuance Division served approximately 7,500 customers daily during FY 2005-2006. Our "top ten" locations continue to average over 200 customers per day. A large percentage (35%) of this activity continues to be concentrated in the four major urban counties across the state. For the third year in a row, the three highest volume locations in the state are the Summer Avenue-Memphis site in Shelby County with 275 customers per day, the West Nashville site in Davidson County with 270 customers per day, and the Bonny Oaks Chattanooga site in Hamilton County at 250 customers daily.

The table shown at right does not include customers served at County Clerk offices in these counties. The Knox County Clerk averages another 200 customers daily at its three Clerk locations, while Hamilton County averages 50 customers per day at its single downtown location.

County	Average # Customers Daily	% of Statewide Average
Shelby	1,000	15%
Davidson	700	11%
Knox	300	5%
Hamilton	250	4%

County Clerk Partners

The Driver License Division ended FY 2005-2006 with a total of 36 active County Clerk locations through contracts with 33 County Clerks (Knox and Anderson Counties have multiple locations). The County Clerk locations statewide average a daily total of 800 customers. This volume ranges from low averages, such as two customers per day at rural clerk locations in Lake and Clay counties, to a high volume of 130 customers daily at the Knox County mall location.

Issuance Rates

During FY 2005-2006 the division issued 1,711,655 driver licenses/photo ID's, a 27% increase from the previous year. Among the total driver licenses/photo ID's issued about 60%, or 1,341,862 of these transactions, were conducted by field offices consisting of Driver Testing Centers and County Clerk sites. Of this amount, 36 County Clerk locations processed 139,999 customers.

The Internet Renewal Program continued to grow with a steady increase in usage over the previous year. Approximately 110,475 Tennessee citizens renewed their driver licenses "on-line" instead of standing in line at a station. This encompasses approximately 14% of the 782,799 renewals processed last year.

The duplicate on-line program also continued to grow in FY 2005-2006 following its launch in FY 2004-2005. These duplicates included address changes and replacement of lost/stolen cards. However, no significant informational changes such as name, date of birth or social security number are allowed by Internet. During the first year of the program, 24,539 duplicates were processed via Internet. This year, 44,503 regular duplicates and 55,220 changes of address transactions were processed. This activity accounted for approximately 24% of the 420,859 duplicates issued during the past fiscal year. Tennessee citizens were able to conduct approximately 30% of all non-test transactions outside a driver license office through the County Clerk sites and the Internet Services now available. This percentage reflects a small but steady increase over the previous fiscal year.

In an effort to help reduce wait times and examiner workloads, the Driver License Division continued to expand the use of "self-service" computer kiosks to all driver license stations. Customers needing simple duplicate or renewal transactions (without significant information changes) may use their credit/debit card and process their own transaction using the kiosk in a processing environment that mirrors the Internet Renewal application. The difference here is that even those customers who were "not eligible" for Internet Renewal because of needing an updated photo can do the "self-service" transaction in the testing center locations. The customer basically processes their own request and payment; then they are directed to the camera station where an examiner or clerk completes the transaction by obtaining a new photo and signature. Over 5,000 self-service transactions have been conducted at kiosks in the driver license stations.

Driver's License Issuance Activity FY 2005-2006				
Total Licenses Issued	Issued by Field Offices	Issued By Mail	Issued by Internet*	% Field
1,711,655	1,341,862	146,969	154,978*	60%

*Includes Internet duplicates as well as renewals.

Activity Figures

As detailed in the appendices, total field activities provided during FY 2005-2006 exceeded the two million mark for the fourth year running. These activities include citizens taking vision, knowledge, and road skills examinations and receiving voter registration, MVR's, Handgun Carry Permit and reinstatement services in addition to the previously noted issuance rate. There was a 4% increase over the previous year in the total number of tests administered from 960,162 to 999,074. This included 865,824 Class D tests, 57,426 Class M, and 75,824 CDL tests. Seventy percent (70%) of our trained Commercial Driver License Examiners, 53% of our current regular Examiner staff, and over 97% of field supervisors have received American Association of Motor Vehicle Administrators (AAMVA) recognition as Certified Driver Examiners (CDE), a nationally recognized professional certification.

Motor Vehicle Records

The Division experienced an 8% decrease from the previous fiscal year in MVR's sold at field offices with 31,833 records generated. Driver License stations issued approximately 29,966 reinstatement advice letters to citizens requesting specific information on how to reinstate their driving privileges. This total is also a 10% decrease from the previous fiscal year. Both decreases may, in part, be attributed to the expanded Internet Services now available online through the DOS Financial Responsibility Section.

Voter Registration

Voter registration applications handled by field offices dropped by 16% with a total of 86,318 applications processed by our DL offices.

Reinstatements

Driver License field reinstatement offices provided Financial Responsibility reinstatement services to over 16,000 residents at eight selected offices located throughout the state in Dyersburg, Jackson, Columbia, Cookeville, Chattanooga, Cleveland, Knoxville and Blountville. This total includes both "fee required" reinstatements as well as "compliance only" and juvenile reinstatement activities. During FY 2005-2006, reinstatement activities decreased approximately 30% from the previous year. Again, this may be a reflection of the Internet reinstatement services now available.



Commercial Driver License Third Party Testing

At the conclusion of this fiscal year, there were over 60 Commercial Driver License (CDL) organizations consisting of 89 third party examiners authorized to conduct CDL skills tests. This reflects an increase in both the number of organizations and actual third party examiners.

During FY 2005-2006, the Division's eight CDL Centers conducted a total of 4,476 commercial skills tests. When compared to the 11,309 original-new CDL drivers licensed in Tennessee during the past year, this illustrates that over half of all CDL skills tests were conducted through our CDL Third Party partners. It also provides a glimpse of the large workload taken on by the division's 23 CDL Examiners as opposed to the 89 Third Party CDL Examiners. Without the continued success of the Third Party Program, the Division would be unable to meet the statewide demand for commercial driver testing solely with Division personnel. In the past fiscal year the average wait for obtaining an available appointment time at one of the eight CDL Centers was 15 business days.

The CDL Program Manager routinely audits the CDL Third Party Testers with statewide audit teams comprised of specially trained CDL Examiners and CDL Branch Supervisors who have received audit team training. During FY 2005-2006 all CDL Third Party Companies were audited by these teams.

Through the continued use of a federal grant awarded to the division, the CDL program has been able to greatly enhance the CDL program through covert audits, CDL testing center redesigns, and training for the staff. The audit process for Third Party companies and schools was enhanced by partnering with the Criminal Investigation Division (CID) to conduct covert audits. Several covert audits were performed eventually leading to the arrest and prosecution of a third party tester for fraudulent activities. Five of the division's eight CDL Centers were redesigned to allow greater efficiency and customer friendly service. Over 25 Driver License Branch Supervisors and Examiners received "train-the-trainer" training conducted by AAMVA in Fraudulent Document Recognition (FDR) and Customer Service Delivery (CSD).

Cooperative Driver Third Party Testing Partners

There are over 40 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 over 180 CDTP third party instructors. CDTP partners include public high schools and private agencies. As with the CDL partners, all CDTP agencies were audited by the Division's Audit Teams during the last fiscal year.

Handgun Carry Permits

During this past year, the driver license field offices processed 33,795 applications for Handgun Carry Permits, including duplicates, renewals, and originals. This represents a 6% increase over last year. The field offices continue to experience this consistent level in handgun application activity now that renewals of the handgun carry permit can be obtained by mail. During FY 2005-2006, 1.3% of all field activity consisted of handgun application processing. This represents a slight increase over the previous year's activity.

The Handgun Carry Permit Unit, headquartered in Nashville, reviewed and processed over 65,000 applications. The Handgun Permit Office issued 64,089 handgun carry permits with the overwhelming majority of these being renewal applications. The unit also denied, cancelled, or revoked over 400 permits. This unit is also responsible for certification of Handgun Safety Programs and Instructors. In FY 2005-2006, there were 157 valid schools and 605 valid certified instructors. Through the combined efforts of the Handgun Office and THP Inspections, several handgun programs were audited last year, which included inspection of the program's classroom facilities and firing ranges.

2005-2006 Accomplishments and Highlights

- Implemented several recommendations of the FEDEX Business Process Study conducted during the Spring of 2005:
 - ❖ Expanded self-service kiosks to all driver license stations
 - ❖ Instituted time limits for knowledge examinations
 - ❖ Instituted road skills tests appointments (available via internet and 1-800 number)
 - ❖ Implemented an internet based survey for customers recently completing a transaction
 - ❖ Authorized district and station supervisors to make necessary equipment repairs and purchases locally
 - ❖ Deployed the Q-matic customer management system to all stations and set maximum wait times for each service
 - ❖ Redesigned five of the CDL testing centers to improve customer flow and contact
 - ❖ Established and filled an analyst position
 - ❖ Expanded county clerk partnerships, including partnering with the Shelby and McMinn County Clerks offices to provide renewal and duplicate services
- Opened new stations in Henry and McMinn County
- Relocated to larger offices in Bradley, Marion, and Washington counties
- Conducted two classes for new Commercial Driving Instructors
- Deployed the new Commercial Driving Examination statewide
- Re-established and conducted New Examiner Training for new examiners statewide
- Conducted Respectful Workplace Training for all divisional staff
- Conducted annual in-service training for all district and branch supervisors
- Partnered with the Department of Personnel and redesigned, automated, and deployed the Driver License Examiner employment test
- Established and filled a new manager position to oversee the management of Handgun Safety Schools
- Received a Regional Award from the American Association of Motor Vehicle Administrators (AAMVA) for the internally produced Graduated Driver License brochure
- Francine McCumber, Sumner County Branch Supervisor, received the Certified Driver Examiner of Year award from AAMVA

Financial Responsibility

With a staff of 98 positions, this division administers the Financial Responsibility Law. This involves canceling and restoring driving privileges, as well as maintaining all driver records. These services are based in Nashville, where teams of safety examiners handle public inquiries and reinstatements by means of correspondence, telephone, fax and email, and in-person. The Financial Responsibility Division also has one full time office in Memphis to carry out these duties, and works with the Driver License Issuance Division to support these services at seven driver license stations.

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

The Call Center of the FR Division answers telephone inquiries regarding revocations, suspensions, cancellations, reinstatements, and driver licenses. Last year there were 999,823 calls handled by this office. The automated system handled 492,354 (49%), leaving 507,469 to be answered by the examiners. The division also maintains information on out-of-state traffic violations by Tennessee licensed drivers, as well as offenses committed in this state. Records are constantly monitored to identify problem drivers and provide statistical data to the District Attorney General when the driver is subject to prosecution as a habitual offender of the motor vehicle laws.

Reinstatement fees can be paid by credit card through the Department's web site. During FY 2005-2006, 21,340 drivers paid their fees online for a total of \$3,611,067. These drivers were able to reinstate within one business day of paying their fee online if all other requirements were on file or faxed to our office. In that same time period, 147,281 drivers obtained information through the web site on requirements needed for reinstatement. The Memphis Reinstatement Office issues driver licenses to those drivers who were reinstating after their driver license had been revoked, suspended, or cancelled if all that was required was an eye examination. This is to assist in reducing lines at the Driver License stations. During FY 2005-2006, there were 4,334 driver licenses issued from this office.

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

Financial Responsibility Activity FY 2005-2006			
Activity	Total	Activity	Total
Restoration Fees	\$14,840,279	Total Non-Commercial Offenses	289,468
Fees from MVR	\$10,543,210	Total Commercial Offenses	318
Total	\$25,383,489	Total	289,786

In FY 2005-2006, several new laws were enacted that effected this Division, including prohibiting drivers with learner permit or intermediate driver license from using a hand held cellular phone while driving, revocation of driver license for possession of five or more grams of methamphetamine, issuance of restricted driver license to persons suspended for failure to pay fines, suspension of driver license for persons who contribute to the occurrence of a crash on school property resulting in injury to a child, and some changes in the laws pertaining to commercial drivers.

Driver Improvement

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

Hearing officers are located throughout the state in seven offices, and in addition to holding the hearings in person, offer phone hearings for out-of-state drivers. In most cases, when a driver attends a hearing, he or she is given the opportunity to attend a defensive driving class in order to either eliminate or reduce the suspension.

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

Driver Improvement is also required to handle medical referrals regarding the capability of drivers involving physical, mental and substance abuse concerns. After seeing that a proper evaluation of the driver has been undertaken either by a medical professional or by a licensing re-examination, the Driver Improvement Section may suspend the driver's license, add restrictions, or withdraw the proposed suspension. Other responsibilities include monitoring the, 8-hour Defensive Driving Schools and the Mature Driving Premium Reduction Program. This program, enacted by the legislature, assists our senior citizens with their driving habits.

The Driver Improvement Section has revised its rules and regulations with emphasis on aggressive drivers. The computer system now scans back for 24 months and looks for 12 or more points within a twelve-month period. This will increase the number of aggressive drivers entering the point system

New rules have been administered to identify drivers under eighteen years of age whose driving record indicates disrespect for traffic laws or that the driver is accident prone. Drivers under the age of 18 who receive three or more points are required to attend an administrative hearing with a Department of Safety Hearing Officer.



Hearing Officer Activity FY 2005-2006					
District	Hearings Scheduled	Hearings Conducted	Reinstatements	Phone Reinstatements	MVR's Issued
1	811	483	2,356	1,557	301
2	981	523	0	860	0
3	1,900	967	0	767	0
4	1,636	801	222	104	40
5	419	230	1,196	2,429	2
7	505	303	1,965	1,409	0
8	600	359	2,398	0	559
Total	6,852	3,684	8,265	7,343	954

Medicals	Number	Re-Examinations	Number
Complaints Received	870	Complaints Received	397
Incoming Reports	423	Passed	295
Approved	482	Failed	64
Approved for Re-Examination	131	Passed After Failing Prior	34
Disapproved	196		

Driver Improvement Activity FY 2005-2006				
Type Hearings	Upheld	Withdrawn	Failure to Appear	Total
Driver Imp. Points	3,106	92	2,922	6,120
Financial	239	167	219	625
Medical	49	8	7	64
Fraud	3	0	3	6
Other	17	3	17	37
Total	3,414	270	3,168	6,852

Title and Registration

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



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

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

The following Motor Carrier statistics reflect totals for calendar year ending December 31, 2005.

The International Fuel Tax Agreement (IFTA), an agreement among member jurisdictions within the U.S. and Canada, allows carriers to travel throughout jurisdictions without multiple licenses. Each member jurisdiction receives and disburses monies from collected taxes. There are 5,137 active accounts, 574 of which file electronically each quarter. Tennessee disbursed over \$33 million and received over \$23.6 million. Single State Registration (SSR) allows for-hire motor carriers to register in their base state and purchase permits for all states in which they wish to travel, each base state collecting fees. There are 3,119 active accounts. Tennessee disbursed over \$4.5 million and received over \$4.2 million. The Intrastate Authority Unit licenses for-hire vehicles whose whole route is within Tennessee, as well as for-hire and private wreckers and towing services. There are 1,495 active accounts. The International Registration Plan (IRP) is an agreement among jurisdictions in the U.S., Canada and Mexico that provides for payment of license fees based on total distance in all jurisdictions, and allows for one registration plate and one cab card per vehicle. There are 8,144 active accounts, of which 2,190 file applications electronically. Tennessee disbursed over \$72 million and received over \$42.1 million.

In FY 1992-93, four County Clerks began issuing titles locally from their offices. Today, 83 of 95 counties have that ability. While many are limited to issuing replacement certificates of title and noting of liens, others issue titles in most situations. In addition, 56 counties now issue temporary operation permits and 89 counties issue disabled person placards. These transactions provide expeditious service to the motorists in those counties. T&R has identified and prioritized issues to continue refining workflow processes through computerization, training and auditing procedures. These efforts are focused on quality and timely service with an overall objective of title integrity in Tennessee. Form revisions, such as creating a uniform 8.5"x11" size, and consolidating similar forms will facilitate an easy transition to full implementation of the imaging phase of the TRUST Project. Within the next twelve months all forms will be equipped with barcode technology to enhance this process even further. We continue to enhance training and audit functions, thereby increasing quality, while reducing errors, fraud and delays in service.

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

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

During FY 2005-2006, Phase 3 is complete, phases 2, 4 and 5 were in process, as follows:

Phase 2 – Completed equipment delivery, installation, county/vendor cutover work for Gibson, Dickson, Lauderdale, Henderson, Decatur, Coffee, Obion, Wayne Counties. Completed equipment delivery to Shelby, Hamilton, Davidson Counties.

Equipment delivery, research station installation and initial TNII cutover for completed for Stewart. Also research station installation and initial TNII cutover completed for Williamson, Warren, Claiborne, Lawrence, Robertson—final cutover pending completion of county/vendor work.

Laser print rollout completed for the following counties: Lake, Carroll, Houston, Perry, Lewis, Moore, Grundy, Cannon, DeKalb, White, VanBuren, Bledsoe, Meigs, Morgan, Trousdale, Macon, Clay, Pickett, Fentress, Overton, Union, Grainger, Hancock. Stewart and Chester county rollouts placed on hold per county request.

Phase 3 – Conversion of the Legacy System and Interfaces have been completed.

Phase 4 – Received 505 bar code scanners to be distributed to all state employees and to all manual counties. All third party vendor counties will not receive the scanners until January 2007 since they will not be able to use this functionality until Phase 5 is deployed. Began distributing bar code scanners to the Metro Center location.

Phase 5 – Completed the demonstration of the two most complex transaction types (N1 and 25) to all IT management and project sponsors.

2005-2006 Accomplishments and Highlights

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

- **Title and Registration's Move** - On April 19, 2006, Governor Bredesen signed Executive Order 36, transferring the functions of the Title and Registration Division from the Department of Safety to the Department of Revenue, effective July 1, 2006. Administrative and divisional staff from the Department of Revenue visited the Metro Center location regularly, to provide updates on the particulars of the move, gain a general scope of Division, and make preliminary determinations on how the various sections of the Division would initially fit into the Department of Revenue's schematic. As part of Title and Registration's intended move from the Department of Safety to the Department of Revenue, staff at the T&R warehouse were slated to remain with the Department of Safety. Consequently, a T&R staff person was trained in the processing of plates and forms requests submitted by the County Clerks' offices, dealers and lienholders.
- **New License Plate Design** –The implementation of Tennessee's new plate design was successful. Initial shipments to County Clerks began in late 2005, with the County Clerks issuing the new plate design, beginning January 1, 2006.
- **Title and Registration Walk-in Customer Service Counter** – The time-saving enhancements implemented in the previous fiscal year continue to provide the Division with the means to serve increasing numbers of customers on a daily basis.



- **Motor Carrier Section –**
 - ❖ Increased registration base and registrants filing applications electronically
 - ❖ Increased fuel tax reporting accounts and filing of tax returns electronically
 - ❖ Added a bar code to apportioned temporary authorization permits allowing for electronic verification at roadside.
 - ❖ Automated the Single State collections process by utilizing the Department of Revenue lockbox.
 - ❖ Added a common account security feature to the existing computer system used for processing of the IRP, the IFTA and the SSRS. This security feature prohibits a registrant from registering under multiple names and focuses on the federal assigned US DOT number.

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

- Increased employee focus has occurred through promotions, training, recognition of performance, staff development and advancement opportunities. Increased employee involvement, through providing input and through committee participation, as well as the resolution of the salary compression issue, has boosted morale, improved the quality of service and is a step toward greater retention of skilled employees.

- **Emergency Plates and the Sale of Emergency Vehicles –** Roughly 80% of the County Clerks regularly report this information to the Division for inclusion in a database which is reconciled against title and registration statistics and is an effective ‘fast find’ tool for possible fraud and non-compliance to Tennessee Code. The Division reported one fraudulent request for Rescue Squad tag information to the Governor’s Office of Homeland Security. Research revealed that the request originated from inside a maximum security facility.

- **IVTR –** The online subscription service for accessing vehicle and plate information has completed its second year. During FY 2005-2006, 163,618 inquiries were made online. This represents an increase of over 35,000 inquiries compared to last year’s totals.

Specialty Plates

The State of Tennessee offers more than 131 specialty license plates for Tennessee motorists to display on their registered motor vehicles, in addition, some 10 additional plates were approved in the 2006 Legislative Session. These plates represent colleges and universities, branches of the military, special interest organizations, professional organizations and other topics. The top six specialty license plates are depicted below.



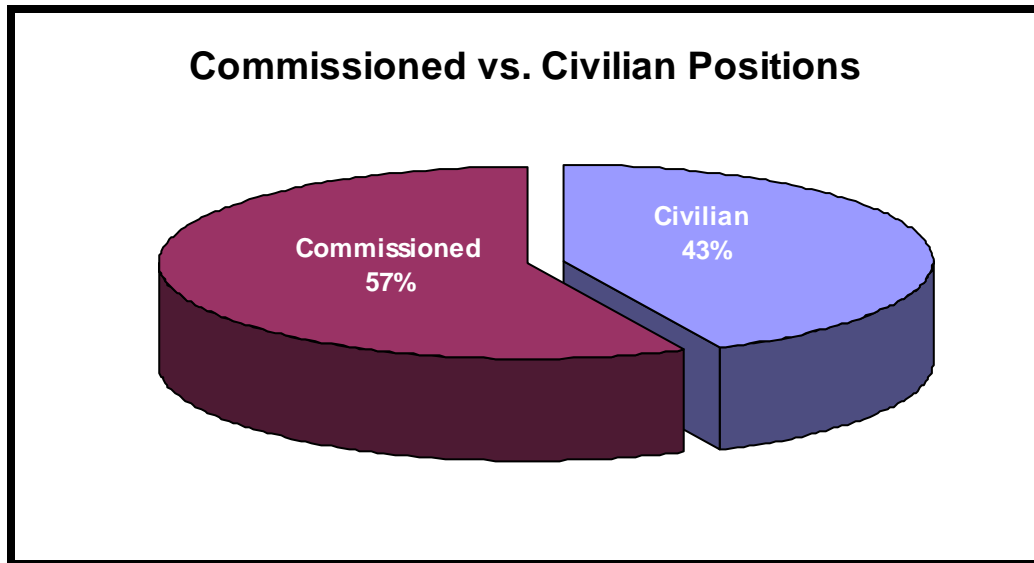
Title and Registration Activity FY 2005-2006	
Documents Processed	
Discharges of Lien	278,759
Salvage Certificates Issued	53,259
State Titles Issued	316,810
County Titles Issued	1,884,143
Total Titles Issued	2,200,953
Registrations	6,284,132
Fees Received	
Registrations	\$170,358,636
Titles	11,004,767
Drive-Out Tags	5,113,973
Temporary Permits	28,480
Fines	259,833
Miscellaneous	219,424
Personal Registrations	369,708
Disabled Registrations	186,537
Inquiry Information Fees	30,560
Fleet Registrations	474,679
International Registrations	71,698,742
Over Weight Truck Fines	807,609
Trip Permits *	303,000
Total Fees Received	\$259,097,930



ADMINISTRATIVE AND SUPPORT SERVICES

Human Resources

The Human Resources Division is committed to providing a comprehensive collection of personnel services for all employees in the Department of Safety. This division, comprised of the Personnel Director and 12 staff positions, provides vital day-to-day human resource management for approximately 1,669 employees with 1,694 authorized positions. We have 960 commissioned positions and 734 civilian positions across the state of Tennessee in all 95 counties. Human Resources strives to ensure that the programs administered are available to each and every employee in the Department of Safety, and promote productive working relationships and effective communication between management and employees.



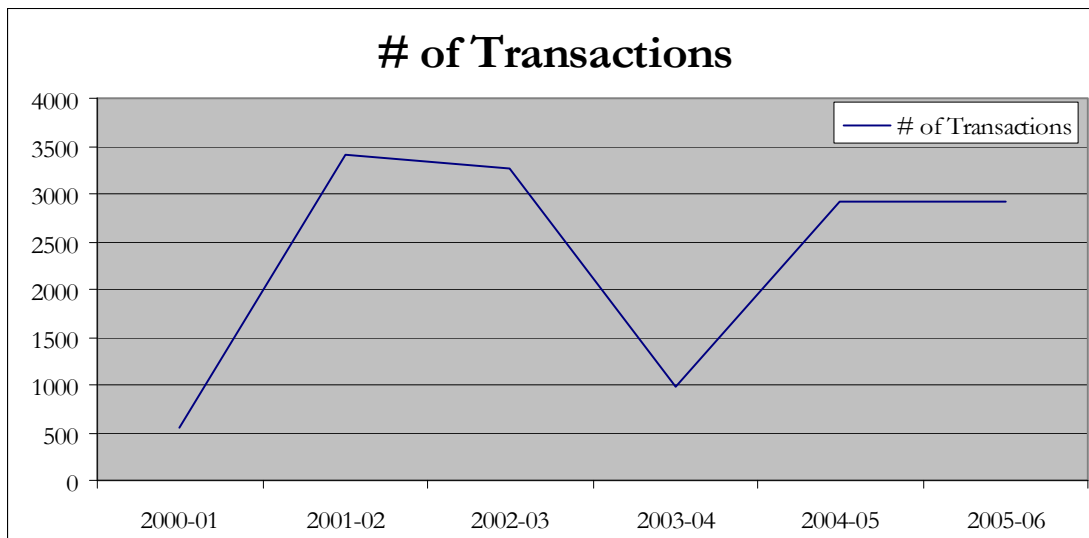
It is the charge of the **Classification / Compensation Unit** to establish and maintain authorized classes within the Department of Safety, based on similarity of duties, authority, assigned responsibilities, and other various factors. Knowledge of departmental program changes is vital to anticipate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

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

- Equal Employment Opportunity and Affirmative Action
- FMLA (Family Medical Leave Act)
- Tennessee Employees Charitable Campaign
- Employee Service Awards
- Title VI Compliance
- Due Process/Grievance Procedures
- Employee Assistance Program
- Reduction in Force
- CALEA Compliance
- New Employee Orientation (Commissioned and Civilian)
- Sick Leave Bank
- Workers Compensation
- Employee Suggestion Award Program
- FLSA (Fair Labor Standards Act)
- ADA (Americans with Disabilities Act)
- Performance Evaluation Program
- Supervisor In-Service Training

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

The **Transactions Unit** provides the department with all of the technical services required for appointing, promoting, demoting, transferring, or terminating any employee. This unit is responsible for the interpretation and implementation of the Department of Personnel's policies and procedures concerning civil service registers. This responsibility requires constant interaction with all divisions within the Department of Safety as well as the Department of Personnel. During 2005-06, the Transactions Unit pulled 368 registers. In addition, this unit is responsible for the coordination, scheduling and tracking of physical and psychological examinations, drug screenings, civil and commissioned retirement processing, Red Cross Blood Drives in Nashville, service verification, longevity and background investigations for new and existing employees. While strides in automation and batch processing continue to help do the job more efficiently, this unit still processed approximately 3,000 transactions.



The Human Resources Division will continue to promote the best available personnel-related resources to the employees of the Department of Safety. Through constant improvement of our technical service abilities, and continuing to promote communication between management and employees, we can achieve the goals of the Tennessee Department of Safety.

2005-2006 Accomplishments and Highlights

- Summer Intern Program - 64 Interns (52 to DL)
- Commissioned Employees Raise
- Commissioned Personnel Allocation Study published
- DL Compensatory Time Buy-out
- Sergeant/Lieutenant Promotions
- Start Preparing for 2007 Trooper Schools
- Portion of CID transfers to TBI
- Title & Registration transfer to the Dept. of Revenue

Fiscal Services

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

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

Budget-Accounting Section

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

Goods and services are procured in this division. All departmental expenditures are processed through this section. It is the responsibility of this office to ensure that all invoices and travel claims are audited and paid promptly in accordance with state law. Payroll and timekeeping functions are performed in this section. During the 2005-2006 Fiscal Year, the Budget-Accounting Section processed \$174,063,494 in payroll and operational expenses. This section also projects the fiscal impact of all legislation affecting the Department of Safety.

Tennessee Department of Safety Expenditures FY 2005-2006		
349.01	Administration	\$6,621,144
349.02	Driver License Issuance	\$21,774,260
349.03	Highway Patrol	\$84,203,753
349.04	Motorcycle Safety Education	\$179,186
349.06	Auto Theft Investigations	\$45,993
349.07	Motor Vehicle Operations	\$9,761,341
349.08	Driver Education	\$180,113
349.09	Law Enforcement Training Academy	\$3,398,863
349.10	P.O.S.T.	\$6,279,816
349.11	Titling and Registration	\$31,526,156
349.12	Major Maintenance	\$198,136
349.13	Technical Services	\$9,246,384
349.14	CID Anti-Theft	648,349
TOTAL EXPENDITURES		\$174,063,494

Cashier-Revenue Section

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

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

During the 2005-2006 Fiscal Year, this section processed revenues for \$362,112,602, which included \$9,954,539 in reimbursements from federal grants.

Tennessee Department of Safety Revenue Sources FY 2005-2006	
Motor Vehicle Registration Fees	\$177,041,830
Motor Vehicle Title Fees	11,949,566
Motor Carrier International Registration Fees	71,698,742
Motor Carrier International Fuel Tax	10,959,934
Driver License Fees	23,673,073
Fines and Fees	10,801,571
Sale of MVRs	10,537,558
Restoration Fees	15,300,731
Application Fees	3,723,976
Handgun Permits	3,721,353
Motor Carrier Inspection Fees	5,487,622
Overweight Assessments	807,609
Trip and Fuel Permits	466,500
Sale of Accident Reports	126,751
Cost Bonds	533,940
Drug Fund	318,893
Sale of Vehicles	67,305
Law Enforcement Training Academy	870,609
Title and Registration Records	191,885
Overtime Reimbursement	1,128,846
Sale of Computer Records	19,175
Miscellaneous Current Services	379,004
Interdepartmental (Other)	199,700
Interdepartmental (Grants)	5,133,382
Direct Federal Grants	4,821,157
Driver Education Reserve Fund	249,355
Motorcycle Rider Safety Fund	363,980
Vehicle Salvage Fund	1,538,555
TOTAL REVENUE	\$362,112,602

Internal Affairs

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

The Internal Affairs Division continues to utilize the IA-Trak for Windows computer program that produces statistics and summary reports of Internal Affairs cases and dispositions. In FY 2005-2006, the division investigated 192 complaints, of which nine were not sustained, 108 were sustained, seven exonerated and 30 were unfounded. Thirty-eight cases were classified as "other" including: seven cases which were opened for informational purposes only, ten which are currently in the Civil Service appeal process, twelve active pending investigations, and nine where employees resigned while the investigation was pending.

2005-2006 Accomplishments and Highlights

In early 2006, the Internal Affairs added one additional staff member to assist with the increased work load. Additionally, two members attended several different specialized schools that pertained to Internal Affairs Investigations during the past year.

Internal Audit

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

For the 2005-2006 Fiscal Year, the Internal Audit Division audited the following:

- Memphis Evidence Room
- Motor Carrier Section
- Overweight Assessment Process
- Assisted in Inventory of Tagged Equipment
- Observed and compiled the annual inventory of supply items
- Performed numerous special projects during the fiscal year

IFTA/IRP Audit

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

For the 2005-2006 Fiscal Year, the IFTA/IRP Audit Section performed:

- 191 International Fuel Tax audits
- 201 International Registration Plan audits

Communications Office

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

Another method the office uses to distribute information is through the development and maintenance of the Department of Safety's World Wide Web site. Visitors to the department's site (www.tennessee.gov/safety) can access a wealth of information, including directions on how to obtain or replace a driver license, how to obtain a handgun permit, and major department initiatives. The office also receives and responds to inquiries received daily via e-mail (email.safety@state.tn.us). The web site includes some valuable services, such as driver license renewal, registering an address change, or making an appointment for a driver license road test. The web site is a successful way of improving accessibility and delivery of Department of Safety services to the public.

In addition, the Communications Office issues news releases on a regular basis concerning areas such as THP enforcement programs, driver license services, and highway safety personnel. News releases for all major holiday periods encouraging driver safety and responsibility are issued statewide from this office.

TDOS Website

Online services are an integral part of the website. Tennessee Anytime provides the Department of Safety with several online services, including driver license reinstatements, address changes, and the ability to renew or purchase a duplicate license. Online services give the public the opportunity to do business with the Department of Safety without visiting an office. Numerous forms have been posted to enable customers to have their proper documentation before visiting a Safety office.

This year two new online services were added to better assist people with their driver licensing needs. The driver license practice test designed by Tennessee Anytime prepares first time drivers for the written test required to obtain a driver license, and the driver license road test scheduling service allows applicants to schedule a road test in advance.



2005-2006 Accomplishments and Highlights

- In FY 2005-2006, the Communications Office stressed the high level of professionalism and the dedication to service excellence in the department. The office focused on highway safety through several high profile public events and multi-media campaigns emphasizing safe driving practices, motor vehicle laws, and driver responsibility. These initiatives included education efforts on responsible Super Bowl celebrations, Child Restraint Safety, the Move Over Law, Back to School Safety, and School Bus Safety Week. The department took every opportunity available to draw partners into these efforts. Key partnerships included the Governor's Highway Safety Office (GHSO), major hospitals in the state's largest cities, other law enforcement agencies, legislators, the trucking industry, and the Tennessee Titans.
- Emphasis was placed on communicating the organizational and operational changes being made in the department. Major news conferences, supplemented by handouts and online documents, were held to explain the change in leadership, the FedEx report on driver license business practices, and the Kroll report on restructuring the Tennessee Highway Patrol.
- Several improvements were made in internal communications as well. In early March, the Commissioner began issuing weekly messages to all employees on improvements/changes within the department. Also in March, the Communications Office started to issue a monthly employee newsletter. The newsletter is published on the department's Intranet, to make its subject matter as timely as possible, and to avoid incurring printing costs. The office also secured the services of a television news clipping service and a print news clipping service, to provide easy to search, timely access to media about the department. The Communications Office also requested the establishment of e-mail accounts for Safety.Communications@state.tn.us and Safety.Commissioner@state.tn.us. Through these accounts, information can be distributed easily to employees and the media through a consistent address, regardless of whether a certain person is available.
- A key improvement was the addition of a second full-time position in the Communications Office. In addition to a Public Information Officer, the office now has a Communications Manager who oversees special communications initiatives and internal communications.
- The department has also invested money in better communications through media training. Since May of 2006, almost 90 department employees have taken a day-long media training course. Key leaders in the department, including all top civilian and THP managers, have completed this course. Other key commissioned employees, including Safety Education, D.A.R.E., ACES and Executive Security staff, have also been trained. All dispatch supervisors and driver license district supervisors have taken the course as well. In 2007, DL branch managers and dispatchers will be trained, based on the availability of funds.

Legal

Summary Of Asset Forfeiture Hearings FY 2005-2006		
Property	Seized	Forfeited
Number of Cars	4,141	3,215
Trucks	2,150	1,515
Motorcycles	108	70
Boats	8	2
RV's or Vans	227	221
Aircraft	0	3
Miscellaneous (pagers, jewelry, etc.)	1,208	2,171
Real Estate	9	3
Other Major	83	58
Total	7,934	7,258

Total Monies Seized/Forfeited and Drug Fund Settlements		
	Seized	Forfeited
Money	\$19,692,191.43	\$16,292,672.45
Drug Fund Settlements		1,811,902.50
Total		\$18,104,574.95

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

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

In FY 2005-2006, the Legal Division opened 10,302 cases and closed 10,947 cases.

2005-2006 Accomplishments and Highlights

The Department of Safety Legal Division trained approximately 215 law enforcement agencies in Asset Forfeiture and Search & Seizure Procedures across the State of Tennessee.

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.

Mainframe/Production Support

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

Network/Desktop Support

The Network and Desktop Support Section is responsible for the installation and maintenance of over 6,100 pieces of computer related equipment. At the end of Fiscal Year 2005-2006, this equipment was located in the following locations:

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

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

Mainframe Transactions FY 2005 - 2006	
Driver License Renewal Transactions	738,536
Driver License Original Transactions	201,751
Driver License Other Transactions	658,753
Trooper Citations Document	487,730
Court Abstracts	68,753
Crash Reports (Officer)	355,913
Crash Reports (Operators)	206,311
Other Driver & Misc. Documents	363,529
Correspondence Received and Prepared	635,276
Moving Violation Reports (MVR's)	2,172,378
Micrographic Documents	4,499,184
Subtotal	10,388,114
T&R Title Transaction	2,200,953
T&R Renewal Transaction	6,284,132
Grand Total	18,873,199

Title and Registration Support

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

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

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

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

Systems Development

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

CAD & GIS Support

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

Technical Support

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

Operations Support

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

Geographic Information Services (GIS)

- Map maintenance and distribution
- AVL and GIS Integration

2005-2006 Accomplishments and Highlights

- **Computer Aided Dispatch (CAD)**
 - Completed Statewide Deployment Of CAD System

- **Title and Registration / TRUST**
 - Developed laser generated title forms replacing impact printed continuous forms
 - Titles, Salvage Certificates, Non-Repairable Certificates
 - Developed laser generated 201 application form (combining / replacing) numerous impact printed continuous forms
 - Title application, Customer receipt, Registration receipt
 - Developed / deployed barcode tracking on all laser generated forms
 - Developed / deployed barcode tracking on Handicap Placards
 - Developed / deployed barcode tracking on standard letters being generated to the public regarding title and/or registration requirements
 - Reduced data transmission time requirements from county clerk operations by progressively utilizing FTP protocols and reducing TSOAX file transfer requirements
 - Streamlined vehicle reconciliation effort with Shelby County by implementing weekly exchange
 - Developed / deployed traffic light photo processing of vehicle plates
 - Revert AAMVA NMVTS to batch environment (May 2006)
 - Deployed “ real time” vehicle update as opposed to current batch environment
 - 3M receipting of plate inventory delivered to county clerk operations, installation of VP-5000 plate decal manufacturing
 - New metal (class 1000 vehicle plates) released to public and each plate includes a barcode for identification
 - Numerous specialty plates (class codes) designed, manufactured ,and released
 - Participated in state executed disaster and recovery test (Nov 2005), four (4) applications tested

- **Crash**
 - Provided updates and support for the Trooper Activity program
 - Updated Crash database to reflect the new Local Law Enforcement Agency names
 - Updated and redesigned the CrashError program
 - Implemented over 200 new error checks, and provided users with database editing capabilities to correct errors
 - Updated and redesigned the Driver History program, utilizing SQL stored procedures
 - Established a nightly batch process that calculates driver points, which reduces the required system load and resource overhead
 - Updated Driver Improvement Program
 - Updated and redesigned Scanning Transfer program
 - Redesigned program responsible for receiving XML records for Local Law Enforcement Agencies. The program allows Safety to process a batch of XML records, check for errors, and return incorrect crash reports to the reporting agency
 - Implemented a local TRACS database for THP use and established audit trail capabilities
 - Purchased 466 laptops and accessories to be installed in State Trooper's patrol cars
 - Installed 50+ laptops in State Troopers patrol cars

➤ **Administrative Support**

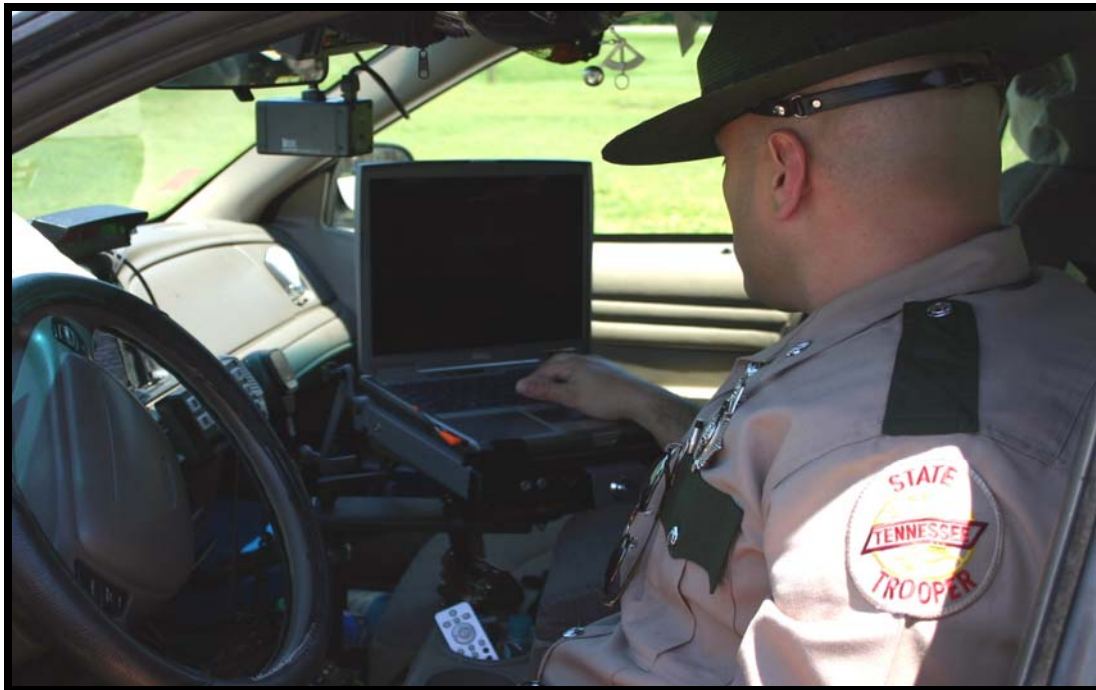
- Completed annual Information Systems Plan
- Processed all requests for purchase
- Analyzed monthly OIR billing reports for Leased Equipment, SNA Billings and LAN / WAN Billings and identified over billings
- Performed Departmental Records Officer duties in assisting sections in updating most existing RDAs and adding several new ones
- Completed various analysis projects for management
- Completed analysis projects related to the Edison ERP system

➤ **Motor Carrier Enforcement Section**

- Assisted in the configuring of the Dell Latitude D610 Laptops with Federal Motor Carrier Safety Administration software for commercial motor vehicles. As the Mobile Data Computers are used in the Tennessee Highway Patrol vehicles for TraCS reporting for crashes, so they too will be able to perform inspections of CMV's.
- Troopers without laptops that are Level III certified continue to write inspections on paper enforcing the regulations on the highway. The data is entered by temporary service personnel together with permanent personnel maintaining an expeditious timeliness of reporting of inspections to FMCSA.
- Laptops are being replaced as they age, maintaining the technology needed to enforce the laws and regulations of the highway, both interstate and intrastate.
- Tested the 3G Wireless Air cards, which have proven useful in retrieving information off of internet web sites whether it be email to and from superiors, state or federal web sites depending on its network coverage area. Tennessee's topology has proven a challenge connecting to the internet, which makes some areas without service for the Trooper.
- Replacement of the SAFETYNET Server for our commercial motor vehicle inspections, crashes, motor carrier census data and safety reviews performed on motor carriers. Performance and reliability has greatly enhanced the data collection from the field and now provides the administrators and managers a clearer picture of the safety of the state's highways. SAFETYNET's newer data collection software also provides easier transfer of inspections to Motor Carrier Management Information System's datacenter. The SAFER Web Services allows Inspectors/Troopers to upload without the concern of anti-virus software auto-protect features prohibiting successful transfer.
- Updates on FMCSA Roadside and Investigative software are continued in effort to give the Inspector the latest information possible.
- As an Enhanced CVISN (Commercial Vehicle Information Systems and Networks) stakeholder, we are collectively participating with other states in a forum for goals in information and network systems, sharing the wealth of lessons learned and joining with other CVISN committees that share the same agenda. Focus is on safety of commercial transportation on the highways sponsored by FMCSA & John Hopkins University Applied Physics Laboratory
- Implemented Console One remote access in the Commercial Vehicle Division to assist in computer laptop technician problems in the field.
- Implemented SafetyNet server software upgrade to improve data processing productive and meet FMCSA current requirements.

- **Driver License Issuance**
 - Analysis of the MCSIA law changes
 - Programming on Exam Data and third Party Tester systems in progress
 - Driver License Queuing System rollout was completed
 - A2G Cashiering System rollout was completed
 - Preliminary analysis was begun on the RFP for replacement of digitized license card printing contract

- **Electronic Crash Data Collection**
 - Redesigned the TraCS data collection software to accommodate the requirements for THP
 - Began the THP Pilot for Mobile Computers and Electronic Crash Data Collection
 - 48 local law enforcement agencies currently submitting electronic crash data using the TraCS program



Professional Standards

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

Research, Planning, and Development (RPD)

The Research, Planning, and Development Section serves every facet in the Department of Safety. Analytical studies, report preparations and presentations, and policy and procedure development are only a few of the tasks performed by this section. This section 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 FY 2005-2006 alone, the RPD Section was responsible for managing 47 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 "blue prints" or framework for new programs that are mandated by legislation. The section serves as a repository and contact for both public and private entities. Duties performed range from assisting high school students with term papers to providing specialized reports to the federal government. In addition, this section is responsible for general planning and research, including the development and analysis of statistical reports and activity summaries regarding all operational aspects of the Tennessee Highway Patrol.

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

RPD has continued to develop policies and enforcement procedures and guidelines for numerous nation-wide special enforcement efforts.

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

Research, Planning, and Development Activity			
Activity	FY 2003-2004	FY 2004-2005	FY 2005-2006
# of Grants Managed	12	31	47
# of Bill Analyses Conducted	51	54	71
# of General Orders Implemented	14	9	20

2005-2006 Accomplishments and Highlights

- Assisted in design and implementation of first online Customer Satisfaction Survey
- Developed Enforcement and Program Guidelines for the” Safe Schools” Initiative
- Conducted a Commissioned Personnel Allocation Study to be used for assignment of future Troopers
- Assisted in the preparation of the Department of Safety’s Budget Request
- Developed Enforcement and Program Guidelines for the “Trucks ‘N Traffic” (TNT) Initiative
- Designed, printed and distributed new Traffic Crash Investigation Manual
- Placed printing orders for 268 forms and 30 publications
- Developed departmental guidelines for Vehicle Stops Data Program with the State Comptrollers Office
- Made all General Orders and Directives available to departmental personnel on the H: drive
- Responded to numerous requests for statistics from the general public, other law enforcement agencies, other state agencies, the legislature, and the media

Crash Analysis Records System

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

During FY 05-06 the Crash Analysis Unit documented as-is procedures for processing crash reports.

Crash Reports Processed FY 2005-2006	
# of Reports Scanned	# of Reports Keyed
355,913	96,106

Fatality Analysis Reporting System

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

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

Implemented procedures to enter required data elements for the 2006 Fast FARS Case Management System.

Fatality Analysis Reporting System (FARS) Activity FY 2005-2006	
FARS Forms Coded & Keyed	
Crash Level	1,160
Vehicle/Driver Level	1,796
Person Level	2,819
Data Gathered	
Driver Inquiries (In-State)	1,513
Driver Inquiries (Out of-State)	262
Driver Inquiries (Other)	16
Vehicle Inquires (In-State)	1,453
Vehicle Inquires (Out of-State)	205
Vehicle Inquires (Other)	138
Emergency Medical Services	62
Toxicology	2,120
Death Certificates	1,515
Roadway Location	1,160
Messages Received	1,844
Messages Sent	1,201



Commercial Vehicle Analysis Reporting System (CVARS)

In the past, the State collected data from Commercial Vehicle Crashes involving fatal and injury crashes. Today, the Commercial Vehicle Analysis Reporting Systems (CVARS) includes additional information already captured on the crash report from all types of CVC's involving large trucks and buses on a continuing collection program. This provides complete, accurate and timely data on vehicles, drivers, roadways and circumstances. The Department of Safety uploads the data onto the Motor Carrier Management Information Systems (MCMIS), increasing the Federal Motor Carrier Safety Administration (FMCSA) ability to effectively target carriers for compliance reviews. This identifies problems, evaluates programs, measures trends, and supports funding for State Traffic Safety Programs aimed at reducing Commercial Vehicle Crashes.



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, rules of the road, and the State's crash reporting requirements and completion criteria as well as the crash database.

Indicators of performance measure the State of Tennessee crash data. The evaluations encompass the completeness of fatal crashes, along with the timeliness and accuracy of pre-determined criteria. TDOS closed FY 2005-2006 with an overall status rating of "GREEN", the highest rating given to any state.

During this fiscal year, the unit reduced the crash reporting timeliness to the Federal SafetyNet database from 46 days to 26 days.

In addition, the non-match rate was reduced from 24.95% to 5.36%.

Commercial Vehicle Analysis Reporting System (CVARS) Activity FY 2005-2006	
# of Reports-State Reportable	# of Reports-Federally Reportable
13,190	4,265

Strategic Planning

The Office of Strategic Planning (OSP) is primarily responsible for development of the annual TDOS Strategic Plan and the establishment and tracking of the department's performance standards, measures, and data used by TDOS leadership and policymakers to enhance public safety. Preparation, monitoring, and evaluation of the plan and its progress are part of a continual process throughout the year, working with the Commissioner's Office, budget staff, and program directors. The goal of OSP is to develop meaningful and useful performance measures for each of the department's program areas. Currently, 37 performance measures have been instituted and are tracked by this office. During fiscal year 2005-2006, the agency met or exceeded 70% of the performance measure targets established in the strategic plan.

During FY 2005-2006, OSP staff compiled and developed the package submitted by the Tennessee Highway Patrol for the 2005 IACP Law Enforcement Challenge. In addition, OSP was responsible for the development of the department's annual report, including the collection of all pertinent data and related information. OSP also created and distributed strategic planning and performance-based budgeting (PBB) informational binders to all executive leadership and division directors. These packages contained information regarding the department's Strategic Plan, performance measures and data for all allotment codes, budget information, and the Tennessee Strategic Highway Safety Plan.

OSP staff participated in a training conference on Performance Measurement and Budgeting in Tennessee State Government that was sponsored by The Performance Institute. The OSP staff gave a presentation on Performance Measurement and Budgeting and how the department is utilizing the data to assist with managing daily operations within the department. In addition, OSP has completed improvements to the reporting tools used to collect performance measure data, thus improving the integrity, security, and reliability of the data reported to the Legislature. 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. The staff also assisted the Research and Planning Division with preparing responses for Bill Analysis and Fiscal Notes that required responses from the Department of Safety. OSP staff also assisted with the development of an online survey for the Driver License Issuance Division and the Tennessee Highway Patrol. Both surveys were implemented on July 1, 2006, and are expected to provide valuable information to improve the quality of our services. The staff also finalized the TDOS Goals and Mission poster that will be distributed internally throughout the agency. The poster will be used to share the mission statement and goals of the Department of Safety with the employees throughout the agency.

The strategic planning staff held numerous planning and review meetings throughout the year. OSP continues to serve as consultants and facilitators for various management initiatives, including feasibility studies, Internet applications, and customer service plans. In addition, the office continually works to integrate the Strategic Plan with the Budget and the Information Systems Plan.

The Director of OSP currently serves as the TDOS representative on the Governor's Commission on National and Community Service.

In the coming year, the Office of Strategic Planning will be involved in a wide range of activities. Staff will participate in a steering committee to review the current administrative structure of the Department of Safety and make recommendations for improvements to better serve the citizens of Tennessee. Staff will also be attending the Tennessee Highway Safety and Incident Management Conference, hosted by TDOT.

In addition, a brochure intended for all TDOS employees outlining the department's strategic direction is also in the planning stages. Other projects include upgrading and improving the Strategic Planning portion of the department's website, which is expected to be completed October 2006. The staff will also participate in the development of a survey for the Financial Responsibility Division.

2005-2006 Accomplishments and Highlights

The program was recognized for its assistance with the creation of the Graduated Driver License brochure. The brochure won the 2006 PACE Award that was sponsored by American Association of Motor Vehicle Administration (AAMVA).

TDOS Performance Measure Report FY 2005-2006		
Performance Measures for Agency Wide Goals	Target	Final
Number of fatalities per 100 million Vehicular Miles Traveled	1.73	1.67
Number of key customer groups/stakeholders, for whom baseline survey information has been collected	3	3
Percentage of crash and Tennessee court records transmitted electronically rather than with paper	48%	61%
Turnover rate for all TDOS employees, including voluntary and involuntary separations, as well as retirements	10%	10%
349.01 Administration	Target	Final
Number of services available by Internet	11	11
Yearly volume of Internet service transactions	2,300,000	2,628,356
Percent of driver license address changes made without visiting office	N/A	N/A
Percentage of phone calls into the Financial Responsibility call center handled by the automated phone system	45%	49%
349.02 Driver License Issuance	Target	Final
Percent of non-test applicants issued license within 15 minutes after examiner pulls record	88%	87%
Percent of DL issuance transactions conducted via Internet, mail	29%	36%
Percent of non-test driver license field transactions conducted at county clerk offices	10%	25%
Average number of days to issue handgun carry permits	45	55
349.03 Highway Patrol	Target	Final
Number of highway fatalities in Tennessee	1,210	1,236
Percent of time that THP is able to respond to crashes within 15 minutes	50%	49%
Number of DUI arrests	4,350	3,995
Fatalities involving large trucks	129	157
Rate of fatalities involving large trucks per 100 million commercial vehicular miles traveled (CVMT)	2.10	2.46
Average number of days to upload commercial motor vehicle inspection data to Federal database	20	23
Average number of days to upload commercial motor vehicle crash data to Federal database	90	43
Ratio of school buses to school bus inspections	1.4	1.2
349.04 MREP	Target	Final
Number of students enrolled in a certified MREP course	6,500	7,604
Ratio of sites to site visits	1:1.5	1:1.2

TDOS Performance Measure Report FY 2005-2006		
349.06 CID Auto Theft	Target	Final
Percent of operational expenses for auto theft investigations funded through the sale of seized property	13.5%	24%
349.07 Motor Vehicle Operations/Fleet	Target	Final
Percentage of pursuit vehicles operating with mileage in excess of 85,000 miles	30%	20%
349.08 Driver Education	Target	Final
Number of public and media events held to promote safe highways	3,000	5,337
Number of law enforcement officers receiving safety education training and assistance	2,000	1,447
349.09 TLETA	Target	Final
Percent of new recruits trained within 6 months after application received by TLETA	N/A	N/A
Average number of points gained by class on pre- and post-tests, using the P.O.S.T.-certified Basic Police School knowledge test	30	30
Number of specialized training schools offered to law enforcement officers	40	54
349.10 POST	Target	Final
Percentage of time TLETA staff responds to a P.O.S.T. Comm. request for an investigation / field audit within 60 days	75%	100%
Number of officers qualifying to receive the salary supplement by completing required P.O.S.T. training	11,996	12,175
349.11 Title and Registration	Target	Final
Number of work units in which quality control has been implemented	6	7
Percent of titles issued locally by County Clerks	83%	86%
Percentage of abandoned calls to T&R operators	35%	26%
Percent of renewal registration errors	3.0%	2.0%
349.12 Major Maintenance	Target	Final
Ration of communication sites to maintenance inspections	1:4	1:2
Number of communication sites maintained	40	40
349.13 Technical Services	Target	Final
Average elapsed time in calendar days between the Department's receiving mandatory convictions from the court and mailing the letter revoking the driver license	10	9
Percent of hearings held within 60 days of point-suspension letter	82%	98%
Percentage of Tennessee court records received electronically	61%	66%
Percentage of crash reports received electronically	17%	17%
349.14 CID Anti-Theft	Target	Final
Percent of salvage/rebuilt vehicles inspected within 28 days	80%	91%

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 Communications, Facilities Management and Building Maintenance, Fleet and Supply.

Communications

The Communications Section is responsible for the design, procurement, installation and maintenance of the statewide 800-Megahertz Mobile Data System. The system now has 22 data sites on the air in the mid state area and West Tennessee area and activation of ten more data sites is expected by October 1, 2007. THP cars equipped with computers and modems now have secure roadside access to TCIC and NCIC files, departmental reports and car-to-car messaging. The Communication Section maintains the primary vhf-low band, secondary vhf-high band, and mobile data radio networks and microwave systems. Communications personnel also maintain all mobile and portable radios, video systems, radars, and all other electronic equipment used by the Department of Safety. The Tennessee Highway Patrol has eight district headquarters and dispatch centers, which cover the entire geographical area of the state.

During FY 2005-2006, service was provided within the Department of Safety for:

- 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 also 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 a Program Manager, Radio Systems Analyst, Radio Technician Supervisor, Administrative Services Assistant 3, Property Officer, 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.

Supply

This section has two areas of responsibility: 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 Police and the Driver License Division. Records for stock control and accounting purposes are kept on all items delivered to or shipped from the Supply Section.

In FY 2005-2006, Supply began to issue a new Duty Jacket to be worn with dress uniforms.

Supply Section Activity FY 2005-2006	
Change of Location Forms Processed	3,200
Equipment Tagged and Assigned	3,000
Supply Request Orders Filled	50 per day

Facilities Management/Building Maintenance

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

Facilities Management Activity FY 2005 -2006		
Project	Project	Planning/Const. Stage
Driver License Redesign	Underground Fuel Storage tanks in compliance with the Dept. of Environment and Conservation	Whitehaven DL Station
Security cameras in CDL Stations	Gibson County DL/THP Station	Hancock County THP Post
Security cameras in DL Stations in West TN	Washington County DL/THP Station	Claiborne County THP Post
Williamson County DL Station	Campbell County DL/THP Station	I-65 Weigh Station
Henderson County THP Post	Marion County DL/THP Station	
Sequatchie County THP Post	Bedford County DL/THP Station	
Offices painted in Commissioner’s Office	Henry County DL/THP Station	
Offices painted and carpeted in Human Resources	Bay Mountain Tower Site Renewal	
New offices painted and furnished in Lt. Colonel’s and Major’s office	Driver License Redesign	

Fleet

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

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

Vehicles Purchased FY 2005-2006		
	Number	Cost
THP Marked Pursuit	140	\$3,021,760.00
Ford Explorer	28	548,454.48
Lincoln Town Car	1	33,354.24
Dodge Minivan	3	45,393.45
GMC Extended Cab 4x2	2	30,920.62
Ford Pickup ¾ Ton 4x4 F250	5	119,519.50
Ford Pickup 4x4 F150	1	20,073.50
Ford Taurus	1	12,027.35
Total	181	\$3,381,683.14

2005-2006 Accomplishments and Highlights

- Reduced the percentage of pursuit vehicles operating at mileage greater than 85,000 miles from 31% to 16%. As a result, we have greatly reduced the maintenance fees charged by General Services. This has been a substantial savings to the Department of Safety,
- Enough vehicles were purchased to allow for continued issuance of vehicles until October 2006.
- A request has been made to General Services to purchase enough vehicles for continued issuance of vehicles until November, 2007. In doing so, we will be able to get closer to our goal of an 85,000 mile replacement schedule that is our goal.

APPENDIX

Federal Grants FY 2005-2006	
Motor Carrier Safety	\$2,921,626
Marijuana Task Force	473,243
Motor Carrier Incentive	10,596
Commercial Driver License Improvement	659,229
Patrol Car Video System Project	193,462
Commercial Vehicle Analysis Reporting System (C.V.A.R.S.)	198,615
Commercial Vehicle Information System Network (C.V.I.S.N.)	181,810
Construction Accident Reduction (C.A.R.)	508,458
Seat Belts	18,907
Fatal Analysis Reporting System (F.A.R.S.)	111,388
Selected Traffic Enforcement Programs (S.T.E.P.)	171,234
Computer Aided Dispatch (C.A.D.)	826,050
Drug Abuse Resistance Education (D.A.R.E.)	66,529
Domestic Violence Training Project	25,034
Performance and Registration Information Systems Management (P.R.I.S.M.)	204
Domestic Preparedness	1,780
New Entrants Audits	577,772
Strike Three	351,746
Impaired Driving Enforcement	35,400
Homeland Security	901,123
Tennessee Association of Chiefs of Police	111,848
Urban Area Security	1,002,725
C.I.R.T. and Dispatch Training	46,567
Simunitions Phase 2	1,633
Crash Data Management	98,434
High Intensity Drug Trafficking Area (H.I.D.T.A.)	128,802
Total Grants	289,528
	40,796
	\$9,954,539

Communications Infrastructure FY 2005-2006			
Fixed Equipment Dispatch Sites	State Total	Units Replaced	New Installations
Dispatch Consoles	21	15	0
Call Check/Recall Recorders	16	3	0
VHF Base Stations	102	0	0
VHF Mobile Relay Stations	68	10	5
VHF-UHF Control Stations	57	5	5
800-MHz. Data Stations	23	0	13
Microwave Radio Stations	14	0	0
Communication Towers	41	1	1
Emergency Power Generators	39	1	1

Explosive Disposition FY 2005-2006	
Ammunition Rounds	2,350
ANFO (Pounds)	560
Binary Explosive Items	2,947 sticks/tubes
Blasting Caps	1,276
Bore Holes Checked	2
Cannon Fuse (Feet)	60
Cast Boosters	2
Dam Busters	11
Detonator Cord (Feet)	2,220
Detonator Cord (Spools)	13
Dynamite Sticks	1,760
Emulsion Chubs	17
Grenades	7
Gun Powder (Ounces)	120
Improvised Explosive Devices	5
Military Ordnance	6
Railroad Torpedoes	22
Road Flares	80
Suspicious Packages/Items	10
Bomb Threats	5
Canine Bomb Sweeps	22
Total Bomb Squad Calls	86

Mobile/Portable/Test Equipment FY 2005-2006			
Description	State Total	Units Reinstalled	New Installations
Mobile Radios Vhf-Low	1,223	15	92
Mobile Radios Vhf-High	873	15	92
Mobile Radios Uhf	873	15	92
Mobile Repeaters Vhf-High	873	75	107
Vehicle Warning Systems	2	40	91
Portable Radios Vhf-High	1,300	0	15
Vehicle Chargers	1,323	95	12
Portable Radios Uhf	6	0	0
Data Computers & Mounts	470	0	184
Data Modems 800-Mhz.	200	0	184
Portable Radios 800-Mhz.	65	0	0
Radar Detectors	15	0	2
Radar, Laser	90	0	3
Radar, Eagle VG-2	733	27	0
Radar, Hand Held	62	0	0
Radar, Stalker	578	0	67
Mobile Video Equipment	1,162	27	100
Suitcase Repeaters Vhf	3	0	0
Pagers (Leased)	0	0	0
Cellular Telephones	168	0	0
Nextel Phone/Radios	187	0	0
Blackberry Data Phones	58	0	58
Analog Service Monitors	16	0	0
Digital Service Monitors	2	0	1
Phone/Microwave Circuit Tstr	3	0	0
Thruline Watt Meters	15	0	0
Bird Site Analyzers	3	0	0
Anritsu Cable Fault Analyzers	3	0	0
Fluke Multimeters	18	0	1
Vocar Radar Calibration Units	2	0	0
Selective RF Level Analyzer	1	0	0

Financial Responsibility Division Fiscal Statistics FY 2005-2006	
Restoration Fees Received	\$14,887,143
Restoration Fees Refunded	\$46,864
Accrued Money From Restoration Fees	\$14,840,279
Officer Reports Fees Received	\$127,618
Officer Reports Fees Refunded	\$38
Accrued Money From Officer Reports	\$127,580
*MVR Fees Received	\$10,543,862
*MVR Fees Refunded	\$652
Accrued Money From MVR	\$10,543,210
Miscellaneous Fees Received	\$7,810
Miscellaneous Fees Refunded	\$479
Accrued Money From Miscellaneous Fees	\$7,331
**F/R Affidavit Fees Received	\$5,899
**F/R Affidavits Fees Refunded	\$30
Accrued Money From **F/R Affidavit Fees	\$5,869
\$25.00 Fees to Law Enforcement Agencies For Confiscated Driver License	\$171,850
\$10.00 Fees Refunded to Court	\$327,500
Contingent Revenue Received	\$287,686
Contingent Revenue Refunded	\$256,285
Driver License Fees Refunded	\$10,894
Total Accrued Money from All Fees	\$ 25,024,919

**Financial Responsibility Division
Revocations, Suspensions, and Cancellations
FY 2005-2006**

Non-Commercial Offenses		Non-Commercial Offenses (cont.)	
*DUI 1st Offense	12,957	Failed to Appear for Re-examination	N/A
DUI 2nd Offense	2,899	Re-examination Failed	N/A
DUI 3rd Offense	954	Failure to Pay Child Support	6,766
DUI 4th Offense Felony	740	Susp. Installment Agreement Default	359
DUI Not Stated	6,207	Other Revocations/Susp./Cancellation	1,464
**DWI Adult 2nd of Subsequent Offense	1	Rev. Fatal Crash - GDL Program	21
Driving While Impaired (16-21)	356	Susp. For Crash/Seat Belt GDL	0
Implied Consent	2,272	Rev. Fraudulent Document GDL	0
DUI By Allowing	54	Total Non-Commercial Offenses	296,295
TOTAL DUI OFFENSES	26,440	Commercial Offenses	
Manslaughter/Vehicular Homicide	39	DUI	58
Driving While License Susp./Revoked	36,735	Manslaughter/Vehicle Homicide	1
Drag Racing	101	Driving on Revoked License	59
Leaving Scene of Crash	239	Drag Racing	0
Leaving Scene of Crash Death Felony	6	Leaving the Scene of a Crash	13
Fraud Applying For or Using DL	213	Fraudulent Use of a Driver License	3
2 Cases of Reckless Driving	71	Felony With an Automobile	3
Felony With An Auto	128	Allowing Intoxicated Person to Drive	0
Habitual Offender	581	Contributing to a Fatal Crash	0
Driving After Conviction Habitual Offender	969	Implied Consent	2
Crash Suspensions	7,036	Suspension on 2 Serious Violations	146
Crash Revocations	7,858	Suspension on 3 Serious Violations	20
Unsatisfied Judgment	2,450	Aiding or Abetting Prostitution	0
Contributing to Fatal Crash	3	Felony (CMV) Involving Controlld Sub.	0
Failure to File Insurance After Mov. Viol.	N/A	Violated Out of Service Orders	6
Re-Revocation (Cancelled SR-22)	7,969	Susp.-Fail to stop at RR crossing	7
Conviction of Failure to Provide FR	31,343	Unatt. Veh. Cont. Med./Hz waste	0
License Cancelled in Lieu of Bail	3	Total Commercial Offenses	318
Failure to Satisfy Citation-Other State Crt	4,957	Total Non-Commercial Offenses	289,468
Failure to Satisfy Citation TN Court	72,925	GRAND TOTAL	289,786
Failure to Satisfy Citation-Non-Mov. Viol.	72,714	Misc. Commercial Offenses	
Child Endangerment By Vehicle	1	Serious Violations	2,367
Reckless Endangerment by Vehicle	109	Fail to stop school bus @ RR Cross	N/A
Vehicular Assault	55	Rail Road Crossing Violations	N/A
Cancelled/Withdrawn License-Other State	250	Other Violations in CMV	4,707
Truancy (Compulsory Attendance)	5,240	Rept. Of Violation Under CDL – CMV	32
Drug Free Youth Act	1,897	Rept. Of Violation under CDL - PV	12
18-20 Year Old Violation	415	Serious Offender Warning Letter	1,997
Juvenile Possession of Weapon	111		
Frequent Traffic Violations (points)	N/A		
Disability	N/A		

Financial Responsibility Division Other Activities Processed FY 2005-2006	
Driving While Impaired Adult 1st. Off.	124
Crash Reports (Operators)	206,311
Correspondence Received	533,772
Correspondence Mailed	101,504
Other Documents Handled	294,776
Notices Issued	548,815
Driver License Surrendered	19,873
Driver License Confiscated	14,467
Reinstatements (Fee Required)	176,838
Reinstatements (No Fee)	6,225
Reinstated Under Payment Plan	732
SR-96 Notice of Susp./Installment	603
# Fees-Failure to Surrender DL/Tags	37,070
# Certifications Fines/Cost Satisfied	34,876
Seatbelt Violation (Driver)	32,159
Seatbelt Violation (Passenger)	960
Seatbelt Violation (Minor 16-17)	84
Seatbelt Violation (Minor 4-15)	999
Seatbelt Viol. 2nd Off. (Minor 4-15)	0
Seatbelt Viol. Child Ticketed (16-17)	114
Seatbelt Viol. Child Ticktd 2nd (16-17)	0
Child Restraint Violation	2,161
Officer Reports Sold from HQ	32,140
MVR's Administrative (NO FEE)	63,928
MVR's Commercial (\$5.00 Each)	60,488
MVR's Internet	2,047,962
Abstracts	68,753
Miscellaneous Documents Processed	80,910
THP Tickets (Citations)	294,713
THP Tickets (Dispositions)	193,017
Miscellaneous Suspension Filmed	207
Documents Microfilmed	4,499,184
# Calls Handled by automated system	492,354
# Calls Handled by examiners	507,469
Total # of calls handled	999,823
Misc. Other Tickets Processed	363,590
# Drivers Paid Reinstatement Fee Internet	21,340
# Drivers Checked Req. Internet	147,281
# Drivers to T&R stop tag renewal	36,087
# Drivers to T&R to clear tag renewal	10,176
# Drivers Requiring Interlock Device	1,079
Drug Free Youth Act - Denials	2,678
Drug Free Youth Act - Withdrawals	1,524

Building Maintenance Expenditures FY 2005-2006	
Linden THP Remodel	\$3,854.70
Shelbyville DL Station	4,770.42
Governor's Residence	161.94
Aetna Mountain fence	346.24
Special Operations Projects	333.86
Lawrenceburg THP Communications Upgrade	1,742.55
Brownsville Communication site fence	773.37
Communications	2,140.46
Fall Branch THP Woodwork	923.19
Memphis UPS's	274.44
Chattanooga UPS's	287.80
Special Operations Trucks	147.80
K-9 Car Boards	187.36
Safety Training Center	926.84
Arlington Communications Site	30.05
Commissioner's Office	79.35
Third District Paint	71.50
Building Maintenance Supplies	\$2,432.05

MREP Enrollment				
Training Site	FY 2004 - 2005		FY 2005 - 2006	
	Beginners Rider Course	Experienced Rider Course	Beginners Rider Course	Experienced Rider Course
Austin Peay-Montgomery Co.	396	0	160	0
Bumpus / Rider's Edge - Memphis	297	0	236	0
Bumpus/H-D - Murfreesboro	246	0	356	48
Chattanooga - Cleveland	402	0	403	20
Chapel Hill	110	0	166	0
Bumpud H-D Jackson	n/a	n/a	151	80
Cookeville	105	0	138	12
Crossville	n/a	0	44	0
Dyersburg	46	18	53	14
Fort Campbell, Ky.	475	98	264	68
Jackson State CC	266	0	218	25
Karnes High School - Knoxville	385	16	290	72
Kingsport	396	61	391	27
Motlow CC - Tullahoma	60	12	30	0
MTSU-Murfreesboro	498	104	283	42
Nashville Tech.	818	40	826	100
Nashville Super Speedway	183	0	177	8
Pellissippi- Knoxville	224	0	393	0
Pellissippi State 2	163	0	321	0
Southwest Community College	520	0	654	65
T.L.E.T.A.-Donelson	417	0	332	49
Walters State CC-Knoxville	331	0	320	63
Volunteer State	177	6	196	43
Smokey Mtn. H/D	0	0	71	0
Smyrna Rehab Ctr.	0	0	84	31
Central Middle School / Mboro	0	0	141	40
Boswell's H/D	0	0	45	0
McDhee Tyson ANG	0	0	18	25
118 TAW Nash	0	0	11	0
Total	6,515	377	6772	832

Internal Affairs FY 2005 - 2006

Primary Complaint	Not Sustained	Sustained	Exonerated	Unfounded	Other
Absence from Duty	0	2	0	0	0
Abuse of Leave	0	1	0	0	0
Abusive Behavior	0	2	0	0	2
Acts that would endanger lives or property of others	1	0	0	0	0
Careless, Negligent Use of State Property	0	1	0	0	1
Damage or Destruction of State Property	0	0	0	0	0
Disability	0	0	0	0	1
Discharge of Firearm	0	0	0	0	0
Dispute of Accident Report	1	0	0	2	0
Dispute of Citation	0	0	0	1	0
Excessive Force	0	0	3	0	0
Fail to maintain license required by law for employee	1	3	0	0	0
Failure to Obey Orders	0	1	0	0	1
Failure to appear in court	0	1	0	0	1
Falsification of official document	0	1	0	0	0
Gross Misconduct or Conduct Unbecoming	0	1	0	0	0
Harassment	0	2	0	1	1
Illegal Search	0	0	0	0	0
Inefficiency or incompetency performing duties	0	3	1	0	1
Improper Procedures	0	3	0	1	0
Information Only	0	0	0	0	7
Misuse of State Time	0	7	0	0	0
Negligence in Performance of Duties	0	5	0	1	3
Patrol Vehicle Accident	0	18	0	0	0
Political Activity	0	0	0	0	1
Report to Work Under Influence	0	2	0	0	1
Rudeness	3	11	0	7	1
Shooting Incident	0	1	1	0	0
Theft of Money	0	1	0	0	1
Threatening	0	0	0	0	0
Trespassing	0	1	0	1	0
Unprofessional Conduct	2	28	2	13	10
Violation of General Order or TCA Codes	1	11	0	3	5
Willful abuse of state funds, property or equipment	0	0	0	0	1
Total	9	108	7	30	38

**D.A.R.E./G.R.E.A.T. Activity
FY 2005-2006**

Classes/Meetings	Year To Date		Time Acc.		Year To Date	
	DARE	GREAT	DARE	GREAT	DARE	GREAT
Core Classes (7 th /8 th grade for GREAT)	539	209	959	376	12,452	6,851
Grades K-4	387	0	292	0	6,260	0
Middle School Classes	153		322		4,860	
Senior High School Classes	129		210		2,503	
Parent Education	10		32		76	
School Personnel Meetings	167	1	260	2	345	5
PTO/PTA Meetings	3	1	8	4	33	21
Civic/Community/Churches	44	0	63	0	626	0
City Police Departments	88	0	194	0	199	0
Sheriffs' Departments	76	0	162	0	162	0
Preparation			496	13		
Training:	Instructor	88		2,169	2,257	
	Student	17	0	226	0	
	Other	34		583	809	
Observations: Elem.	142		411		139	
Junior High	3		17		3	
Applicant Interviews	59		208		61	
Other – DARE/GREAT	204	0	4,284	0	1,202	0
Total	2,143	211	10,896	395	32,616	7,032
Other - Departmental			3,488			
Mileage – 110,219						

Driver License Activity
Summary of Licenses Issued By Type Of Transaction
FY 2005-2006

	CDL	Non-CDL	Total Drivers	Total Plus ID's FY 05-06	FY 2004-2005	% Overall Activity	% Change Prev Year
NEW DRIVERS	16,296	161,719	178,015	215,525	177,278	12.6%	22%
Originals, CDL Conv	11,309	49,637	60,946	95,224	79,584	5.6%	20%
New Residents	3,208	90,849	94,057	96,552	77,905	5.6%	24%
Returning Residents	1,779	21,233	23,012	23,794	19,789	1.4%	20%
RENEWALS	30,638	709,787	740,425	782,799	641,440	45.7%	22%
All Photo (minus Internet)				613,020	491,673	35.8%	25%
Internet Photo				78,988	75,571	4.6%	5%
All Non-Photo (minus Internet)				51,365	56,007	3.0%	-8%
Internet Non-Photo				8,200	3,386	0.5%	142%
All Stickers (minus Internet)				8,103	4,446	0.5%	82%
Self-Service Kiosk				23,123	0	1.4%	N/A
DUPLICATES	8,059	355,504	363,563	420,859	266,044	24.6%	58%
PROBLEM DRIVERS	2,417	71,888	74,305	74,647	72,272	4.4%	3%
Reinstatements-Adlt	2,406	64,750	67,156	67,476	65,819	3.9%	3%
Reinstatements-Juv	0	1,330	1,330	1,338	1,508	0.1%	-11%
Rest. Licenses-Adlt	11	5,808	5,819	5,833	4,945	0.3%	18%
CHANGE/ADD TO CLASS	7,317	149,494	156,811	191,187	168,815	11.2%	13%
Reclass, Exch/Upgr	1,000	120,734	121,734	156,110	139,413	9.1%	12%
Add permit, class end	6,317	28,760	35,077	35,077	29,402	2.0%	19%
FREE	2,682	22,321	25,003	26,638	25,392	1.6%	5%
Total Licenses Issued	67,409	1,470,713	1,538,122	1,711,655	1,351,241	100.0%	27%

**Driver License Activity
DL Applicant Services Received in Field
FY 2005-2006**

LICENSE ISSUANCE ACTIVITY = 52.9%

	2005-2006	2004-2005	% Overall Field Activity	% Change Prev Year
Total Licenses Issued In The Field	1,341,862	1,054,581	52.9%	27%

EXAM ACTIVITY = 39.3%

	CDL	Class D/H	Class M	2005-2006	2004-2005	% Overall Field Activity	% Change Prev Year
Vision	26,030	468,290	23,162	517,482	514,125	20.4%	1%
Knowledge	45,318	290,562	17,132	353,012	326,431	13.9%	8%
Skills	4,476	106,972	17,132	128,580	119,606	5.1%	8%
Total Exams	75,824	865,824	57,426	999,074	960,162	39.3%	4%

SPECIAL PROGRAM AREAS = 7.8%

	2005-2006	2004-2005	% Overall Field Activity	% Change Prev Year
Handgun Carry Permits, Processed by Field Offices	33,795	31,793	1.3%	6%
Voter Registration Applications	86,318	102,865	3.4%	-16%
Motor Vehicle Records (MVR's) Sold Over the Counter	31,833	34,425	1.3%	-8%
360 Reinstatement Advice Letters printed	29,966	33,337	1.2%	-10%
DL Field Reinstatements	16,694	25,103	0.7%	-33%
Total Field Special Program Activity	198,606	227,523	7.8%	-13%
Total Services Provided in the Field	2,539,542	2,242,266	100.0%	13%

TDOS Training Center Activity FY 2005-2006		
Activity	Participants	Dates
THP Supervisor In-Service	32	July 11 - 15, 2005
Credit Card Usage	30	July 12, 2005
Supervisor Training	15	July 13 - 14, 2005
THP Supervisor In-Service	29	July 18 - 22, 2005
North American Standards Part B	30	July 18 - 22, 2005
Trooper Test Development	8	July 18 - 19, 2005
Supervisor Training	17	July 20 - 21, 2005
Police Motorcycle Recertification	10	July 25 - 29, 2005
Basic Police Motorcycle Operations	5	July 25 - 29, 2005
THP Supervisor In-Service	33	July 25 - 29, 2005
Supervisor Training	16	July 27 - 28, 2005
Credit Card Usage	23	July 26, 2005
TEMA Computer Lab	14	July 29, 2005
Mobile Data Terminal Implementation Program Mtg.	10	July 29, 2005
Intergraph / CAD Demo	9	August 1, 2005
THP Supervisor In-Service	39	August 1 - 5, 2005
Supervisor Training	18	August 3 - 4, 2005
CVSA Peer Review	7	August 2 - 4, 2005
Web E.O.C. Training Class	11	August 11, 2005
Trooper In-Service	47	August 8 - 12, 2005
Compliance Review Refresher	5	August 8 - 11, 2005
Trooper In-Service	38	August 15 - 19, 2005
T.R.A.C.S. Training	10	August 16, 2005
Web E.O.C. Training Class	7	August 18, 2005
Trooper In-Service	35	August 22 - 26, 2005
Trooper In-Service	43	Aug. 29 - Sept. 2, 2005
Mobile Data Committee Meeting	9	September 2, 2005
TEMA-Web EOC	15	September 7, 2005
TEMA-Web EOC	15	September 8, 2005
Homeland Security Dispatcher Training	28	September 9, 2005
School of Police Staff and Command	38	September 12 - 16, 2005
Trooper In-Service	49	September 12 - 16, 2005
EMD Instructor Meeting	5	September 14, 2005
School of Police Staff and Command	38	September 19 - 23, 2005
Trooper In-Service	43	September 19 - 23, 2005
School of Police Staff and Command	38	September 26 - 30, 2005
Trooper In-Service	43	September 19 - 23, 2005
EMD Instructor Meeting	5	September 28, 2005
Log Book Training (ACES & New Entrance)	18	September 29, 2005
School of Police Staff and Command	38	October 3 - 7, 2005
Trooper In-Service	43	October 3 - 7, 2005
Workplace Harassment	25	October 6, 2005
Hearing Officers Meeting	17	October 6, 2005
School of Police Staff and Command	38	October 10 - 14, 2005
Trooper In-Service	43	October 10 - 14, 2005
Emergency Medical Dispatch Training	12	October 10 - 14, 2005
School of Police Staff and Command	38	October 17 - 21, 2005
Emergency Medical Dispatch Training	7	October 17 - 21, 2005
School of Police Staff and Command	38	October 24 - 28, 2005
Trooper In-Service	48	October 24 - 28, 2005
Emergency Medical Dispatch Training	10	October 24 - 28, 2005
School of Police Staff and Command	38	Oct. 31-Nov. 4, 2005
Trooper In-Service	42	Oct. 31-Nov. 4, 2005
Training Committee Meeting	9	November 3, 2005
Safety Education Meeting	7	November 4, 2005
School of Police Staff and Command	38	November 7 - 11, 2005
Trooper In-Service	41	November 7 - 11, 2005
Annual Service Awards Ceremony for 20+ years	30	November 8, 2005
Defensive Driving Course for Ford Explorers	16	November 8, 2005
Defensive Driving Course for Ford Explorers	19	November 9, 2005
Titer Test (Computer Lab)	20	November 10, 2005
Workplace Harassment	22	November 10, 2005

TDOS Training Center Activity FY 2005-2006 Cont'd		
Activity	Participants	Dates
School of Police Staff and Command	38	November 14 - 18, 2005
Trooper In-Service	40	November 14 - 18, 2005
District Data Coordinator Training	13	November 15, 2005
EVOC Defensive Driving Training (TEMA)	14	November 21, 2005
EVOC Defensive Driving Training (TEMA)	10	November 22, 2005
Workplace Harassment	21	November 28, 2005
Trooper In-Service	40	Nov. 28-Dec. 2, 2005
At-Scene Crash Investigation	42	Nov. 28-Dec. 2, 2005
Margaret Mahlet (TDOT)	41	December 6 - 7, 2005
Supervisor In-Service (Make-Up)	23	December 5 - 9, 2005
New Driver Licenses Examiner Training	16	December 5 - 9, 2005
At-Scene Crash Investigation	42	December 5 - 9, 2005
Remedial Firearms Training	18	December 12, 2005
North American Standards Part B	34	December 12 -16, 2005
New Driver Licenses Examiner Training	16	December 12 -16, 2005
118th Air Unit (Shoot House)	15	December 15 - 16, 2005
RADAR/LIDAR Specialist Recertification	10	January 9, 2006
Workplace Harassment	33	January 11, 2006
Workplace Harassment	27	January 18, 2006
Workplace Harassment	22	January 20, 2006
TIES Query Recertification	11	January 20, 2006
Government Conference	100	January 21, 2006
Workplace Harassment	23	January 23, 2006
Workplace Harassment	22	January 25, 2006
Trooper In-Service	45	January 23 - 27, 2006
Workplace Harassment	26	January 30, 2006
DUI Update Class	18	Jan. 30 - Feb. 1, 2006
Trooper In-Service	40	Jan. 30 - Feb. 3, 2006
Trooper In-Service	38	February 6 - 10, 2006
Plain Language Writing	11	February 7, 2006
Plain Language Writing	14	February 8, 2006
Plain Language Writing	13	February 9, 2006
Workplace Harassment	31	February 13, 2006
Instructor Development	14	February 13 - 17, 2006
Workplace Harassment for Supervisors	8	February 16, 2006
Trooper In-Service	34	February 13 - 17, 2006
T.R.A.C.S. Training (Computer Lab)	7	February 21, 2006
T.R.A.C.S. Training (Computer Lab)	7	February 22, 2006
T.R.A.C.S. Training (Computer Lab)	5	February 23, 2006
ACES / New Entrant Update	17	February 22, 2006
Trooper In-Service	46	Feb. 27 - Mar. 3, 2006
DUI Update Class	21	Feb. 27 - Mar. 1, 2006
Driver License Supervisor In-Service	46	March 6 - 10, 2006
Trooper In-Service	46	March 6 - 10, 2006
IA (Internal Affairs) TRAK Class (Computer Lab)	9	March 6 - 7, 2006
Training TRAK Class (Computer Lab)	10	March 8, 2006
L.E.O.S.A. Training	26	March 8, 2006
Trooper In-Service	44	March 13 - 17, 2006
North American Standard (Part A)	21	March 13 - 17, 2006
TEMA	9	March 13, 2006
TEMA	9	March 15, 2006
Electronic Crash Reporting	20	March 16, 2006
Trooper In-Service	47	March 20 - 24, 2006
DUI Update Class	23	March 20 - 22, 2006
T.R.A.C.S. Training (Computer Lab)	5	March 29, 2006
T.R.A.C.S. Training (Computer Lab)	7	March 30, 2006
Trooper In-Service	41	March 27 - 31, 2006
Trooper In-Service	53	April 3 - 7, 2006
Enforcement of Temp./Drive Out Tag Laws (Metro)	25	April 4, 2006
Officer Survival Class	18	April 10 - 14, 2006
DUI Update Class	19	April 17 - 19, 2006

TDOS Training Center Activity FY 2005-2006 Cont'd		
Activity	Participants	Dates
Trooper In-Service	49	April 17 - 21, 2006
Basic Telecommunicator Training	7	April 17 - 21, 2006
THP Interview Board	12	April 18, 2006
THP Interview Board	10	April 18, 2006
Pupil Transportation Staff Meeting	6	April 21, 2006
Promotional Review Board	11	April 21, 2006
Trooper In-Service	47	May 1 - 5, 2006
Media Training	8	May 2, 2006
THP Retired Firearms Re-qualifying	20	May 3, 2006
Special Event	30	May 4, 2006
Advance Law Enforcement Dispatch	37	May 8 - 9, 2006
Trooper In-Service	38	May 8 - 12, 2006
THP Captain In-Service	18	May 8 - 9, 2006
DUI Update Class	20	May 15 - 17, 2006
Trooper In-Service	39	May 15 - 19, 2006
Verbal Judo	12	May 16, 2006
T.R.A.C.S. Training (Computer Lab)	8	May 18, 2006
Verbal Judo	18	May 19, 2006
Trooper In-Service	41	May 22 - 26, 2006
Media Training	9	May 23, 2006
T.R.A.C.S. Training (Computer Lab)	5	May 23, 2006
Auto Sketch Class	3	May 30 - 31, 2006
Media Training	8	May 30, 2006
Trooper In-Service	30	June 5 - 9, 2006
Summer Intern Orientation	50	June 5, 2006
Workplace Harassment (NEO) (DOS)	60	June 6, 2006
Shoot House, CID	25	June 6 - 7, 2006
Media Training	8	June 8, 2006
Trooper In-Service	25	June 12 - 16, 2006
New Entrance Safety Audit Update	8	June 13, 2006
DUI Update Class	12	June 12 - 14, 2006
Human Resources Transaction Class	9	June 15, 2006
Trooper In-Service	32	June 19 - 23, 2006
Dispatcher In-Service	14	June 19 - 21, 2006
Media Training	9	June 22, 2006
Trooper In-Service	34	June 26 - 30, 2006
D.A.R.E.		
D.A.R.E. TN. Officers Association Conference	130	July 25 - 28, 2005
D.A.R.E. Senior High School Training	13	July 26 - 28, 2005
D.A.R.E. California Officers Training	16	September 19 - 30, 2005
D.A.R.E. TN. Officer Training #35	25	Nov. 27 - Dec. 9, 2005
D.A.R.E. Trinidad & Tobago Officer Training	39	January 9 - 20, 2006
D.A.R.E. TN. Officer Training (Gatlinburg)	31	June 4 - 16, 2006
TN. Department of Safety Instructor Development	14	February 13 - 17, 2006
GRAND TOTAL	4,143	

Tennessee Department of Safety
FY 2005-2006 Annual Report

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