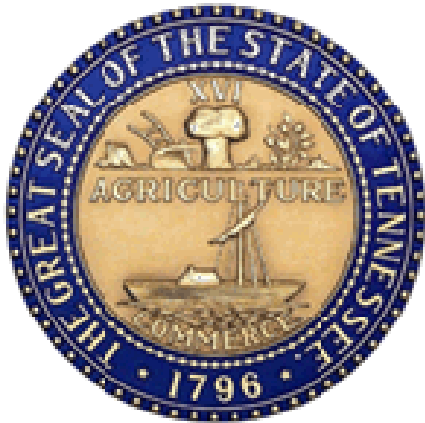


Tennessee Department of Safety

Professionalism • Integrity • Pride

Annual Report Fiscal Year 2008 - 2009



State of Tennessee
Phil Bredesen, Governor

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

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Section 1

General Information

General Information

Agency Overview

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

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

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

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

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

Headquartered in Nashville, the TDOS maintains a strong presence statewide with more than 50 field offices and employees in each of the state's 95 counties. TDOS is comprised of a highly professional staff of 1,757 employees, approximately half of which are commissioned law enforcement officers, while the remaining are civilian employees.

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

General Information

Services

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

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

Accreditation

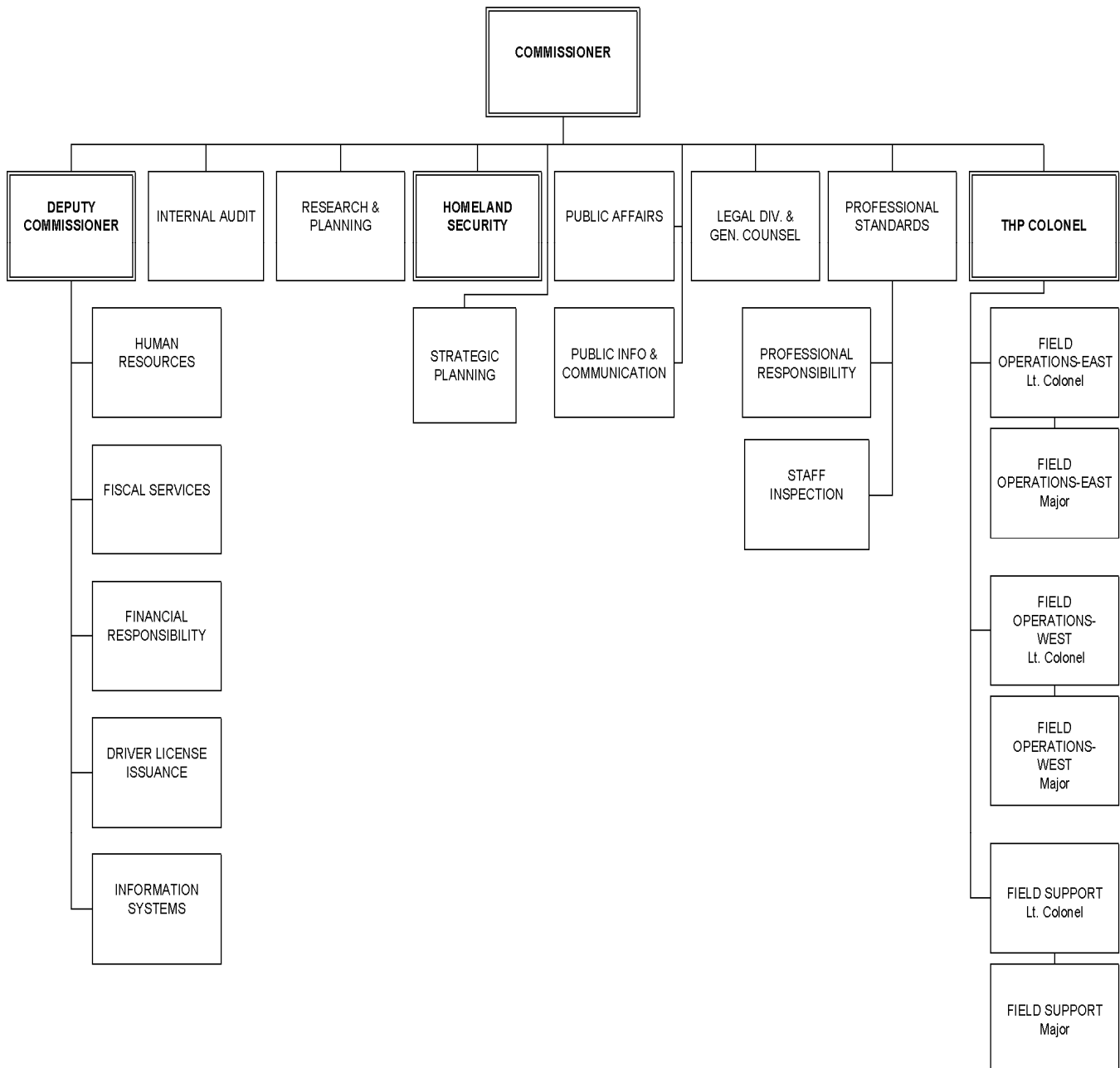
The department received international accreditation through the Commission on Accreditation for Law Enforcement Agencies (CALEA) on November 20, 1999. Since then, the department was re-accredited in 2002, 2005, and 2008.

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



General Information

Department of Safety Organizational Structure



Section 2

Enforcement Services

Enforcement Services

Tennessee Highway Patrol

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



A primary responsibility of THP is the investigation of crashes involving property damage, personal injury, and highway fatalities, including those involving drugs or alcohol, with some 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. Commercial vehicle enforcement activities include inspecting commercial vehicles and driver's record of duty status, patrolling highways with a focus on truck traffic violations, and weighing commercial vehicles both at Interstate Inspection Stations and with portable scales along the highways. The THP also implemented a "Motor Coach Inspection Program". This program is comprised of specially trained Troopers that perform motor coach inspections throughout the state. Given the fact that this mode of transportation is becoming more and more popular with the citizenry, it is essential that these vehicles are road worthy and comply with all state and federal regulations.

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 personnel 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 implemented a Strike Team in each district that can respond to manhunts, manmade and natural disasters, civil disturbances, and assist with search and rescue operations and planned events.

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

Enforcement Services

In recent years, the THP has done an excellent job increasing the use of occupant restraints on Tennessee highways, as well as reducing impaired driving and speeding. From 2008 to 2009, the State of Tennessee had a 0.9% decrease in the seat belt usage rate. Even with the decrease, Tennessee still managed to keep the usage rate above 80%, and saw a decrease in fatalities statewide. The Department hopes to increase the seat belt usage rate 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 decrease. The THP has proven that enforcement and education, along with a committed work force can save lives on Tennessee highways.

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

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

Strike Three Program

The THP is working to reduce the number of traffic fatalities in the state with the help of a federal grant administered through the GHSO. The “Strike Three” Program targets young drivers who drink and drive and/or fail to wear seat belts. Statistics show that of all drivers under age 18 who were involved in fatal crashes in Tennessee in 2007, 20 percent of known test results indicated the presence of alcohol. Goals of the “Strike Three” Program include:

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

Efforts are being concentrated on locations known to attract young people, such as lakes, parks, concert venues, etc. Emphasis is also being given to locales with a history of alcohol related fatal and injury crashes involving young drivers, and roadways where a large number of citizen complaints are received. Enforcement numbers indicate the effort is producing results. As part of the Strike Three program, in Fiscal Year 2008 – 2009, THP issued 1,665 citations for seat belt violations, 1,741 for speeding, 126 for DUI, 154 for child restraint violations, and 11 for violations of the Graduated Driver License statute.

Enforcement Services

Alcohol Saturation Patrols (ASP)

Realizing the need for strict enforcement of Tennessee's impaired driving laws, the ASP Program was created. The THP scheduled and conducted Saturation Patrols and Sobriety Checkpoints during holiday periods and other times when activities could be conducted in support of NHTSA and Combined Accident Reduction Effort (CARE) Campaigns and initiatives. Historically, Thanksgiving, Easter, Memorial Day, July 4th, and Labor Day Holidays produce an increase in fatalities. It was also realized there was a need to bolster enforcement during time frames other than holidays. For instance, traffic fatalities typically increase during the summer months, justifying a need for additional enforcement. The THP, in partnership with the GHSO, supported national initiatives conducted throughout the year. "All American Buckle-Up Week", "Super Bowl Sunday" and "St. Patrick's Day" are only a few that were supported. Local and State law enforcement agencies assisted in many of these activities.

Tennessee Highway Patrol ASP Activity FY 2008 - 2009*	
DUI Arrests	135
Speeding Violations	2,186
Child Restraint Violations	82
Seatbelt Violations	782
Total Citations	6,509
Total Crashes Investigated	194
Motorists Assisted	247
Safety Inspections	214
Out of Service Drivers	20
Out of Service Vehicles	15

*Based on the federal fiscal year

Construction Accident Reduction (CAR)

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

Tennessee Highway Patrol Project CAR Activity FY 2008 - 2009	
Hazardous Moving Violations	4,390
Non-moving Violations	7,875
Persons Injured in Crashes	28
Fatal Crashes Investigated	1
Total Crashes Investigated	67
Motorists Assisted	319

Tennessee Highway Patrol Activity FY 2008 - 2009	
DUI Arrests	3,465
Speeding Trucks	6,051
Other Moving Violations	137,549
Child Restraint Violations	3,665
Seatbelt Violations	35,105
Other Non-Moving Violations	172,164
Total Citations	357,999
Property Damage Crashes Investigated	17,167
Injury Crashes Investigated	10,602
Fatal Crashes Investigated	510
Total Crashes Investigated	28,279
Felony Arrests	1,783
Warnings Issued	18,059
Trucks Weighed	11,350,928
Overweight Assessments	5,181
Safety Inspections	65,927

Commercial Vehicle Safety Inspections FY 2008 - 2009				
Inspection Level	Type			
	Hazmat	Cargo Tank	Other	Total
Level I	864	634	16,841	18,339
Level II	1,200	648	11,928	13,776
Level III	487	N/A	31,209	31,696
Level IV	67	N/A	112	179
Level V	0	N/A	317	317
Level VI	N/A	N/A	408	408
Motor Coach	N/A	N/A	1,212	1,212
Total	2,618	1,282	62,027	65,927

Enforcement Services

Alternative Commercial Enforcement Strategies



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

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

ACES Sergeants and Troopers:

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

During FY 2008-2009, ACES sponsored, conducted, or participated in 1,200 programs.

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

Enforcement Services

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

New Entrant

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

New Entrant		
	FY 2008-2009	FY 2007-2008
Carriers	1,020	1,194
Safety Audits	711	646
Compliance Reviews	107	68

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

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

There were 1,020 New Entrant Carriers from July 2008 – June 2009 in the Federal database. In addition, 750 New Entrant Carriers had no contacts or inactivations that were revoked or changed. The New Entrant officers completed 711 safety audits that were scanned and delivered to the FMCSA – Tennessee office. Compliance Reviews are conducted randomly to ensure Motor Carriers are continuing to meet all FMCSA rules and regulations.



Enforcement Services

Pupil Transportation

The Pupil Transportation Section ensures that school children throughout the state are transported safely to and from school. Currently, there are approximately 8,600 school buses in operation in the State of Tennessee. This section is responsible for overseeing all school bus inspections in the state and determining whether or not public school bus systems are in compliance with the safety requirements set forth in the Tennessee Code Annotated (TCA). Pupil Transportation duties are accomplished through five primary areas: Bus Driver Training, Bus Inspection, Records Administration, Child Care Vehicle Inspection, and Child Care Driver Training.

Bus Driver Training

Each year the Pupil Transportation Section provides mandatory four-hour school bus driver training sessions to all individuals who have a school bus driver license endorsement. During the 2008 – 2009 fiscal year, approximately 12,119 school bus drivers were trained. Following each training session, a test is given to all attendees and the results are maintained and distributed by this section. Certificate of Training Awards are completed as proof of attendance and are given to each driver when they complete and pass the training. Each year downgrades are conducted whereby the school bus endorsement is removed from a driver license for failure to attend a training session. During fiscal year 2008 - 2009, 2,187 school bus drivers were downgraded. Downgrade information is made available to the Transportation Director for the county or school system in which the school bus driver is employed.

Bus Inspection

During fiscal year 2008 - 2009, approximately 9,385 school bus inspections were conducted in 137 school systems statewide. This does not include complimentary inspections, which are conducted upon request from Head Start agencies, private schools, and churches. These inspections are worked into the inspectors' schedules as time permits.

School buses may receive two different types of inspections annually. School bus inspectors conduct annual and follow-up inspections on school buses in all school systems throughout the state during the school year (August through May). As a result of these inspections, approximately 827 buses were placed out of service. 99% of the buses placed out of service were re-inspected within 30 days and cleared for safe operation.

Extended utilization inspections are conducted during the summer months on buses at least 12 years old until they reach 17 years of age. At this time, they must be removed from service. Spot checks are conducted at the end of the school year before the extended utilization inspections begin. These inspections are conducted randomly to ensure that buses are being properly maintained. Files are maintained on all school bus inspections that have been conducted (annual, follow-up, extended utilization and complimentary).

Child Care Vehicle Inspections

Beginning January 1, 2004, Pupil Transportation became responsible for the inspection of child care vehicles. These vehicles range from any type vehicles to motor coaches. During Fiscal Year 2008 - 2009, approximately 392 child care vehicle inspections were completed.

Enforcement Services

Child Care Driver Training

Pupil Transportation is also responsible for providing in-service training for child care vehicle drivers. During Fiscal Year 2008 - 2009, approximately 1,200 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. Files are kept on all reported accidents involving a school bus.

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

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



Enforcement Services

Executive Security

The Executive Protection Detail provides security for the First Family, Lt. Governor and Speaker of the House. This detail is comprised of commissioned members from the Tennessee Highway Patrol, whose duties include the transportation of out of state Governors, their families and other dignitaries. 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 security for the Tennessee Residence and Conservation Hall is a high priority of the detail. Since visitors frequent the Tennessee Residence and Conservation Hall daily for tours, meetings, banquets and other activities, the need for proper identification exists. The Executive Protection Detail identifies each visitor to the residence grounds and escorts him or her to designated meeting areas. Surveillance equipment is strategically located throughout the Tennessee Residence, Conservation Hall and the grounds surrounding it. Monitors are manned 24 hours a day to observe the entire complex and ensure telephones are answered at any time of day. Packages and mail delivered to the residence are inspected before being distributed.

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



Enforcement Services

Capitol Security

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

Responsibilities include protection of:

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

Other duties include:

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

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

Capitol Security Activity FY 2008 - 2009

Larceny	8
Burglary - Building	4
Auto Theft	2
Robbery	0
Vandalism	17
Bomb Threats	3
Other Investigations	91
Arrests	11
Armed Bank Escorts	487
Vehicles Towed	37
Warning Citations Issued	26
Parking Citations Issued	0
Safety Training Hours Completed	2,096
Traffic Crashes Worked	27
Court Time Hours	82

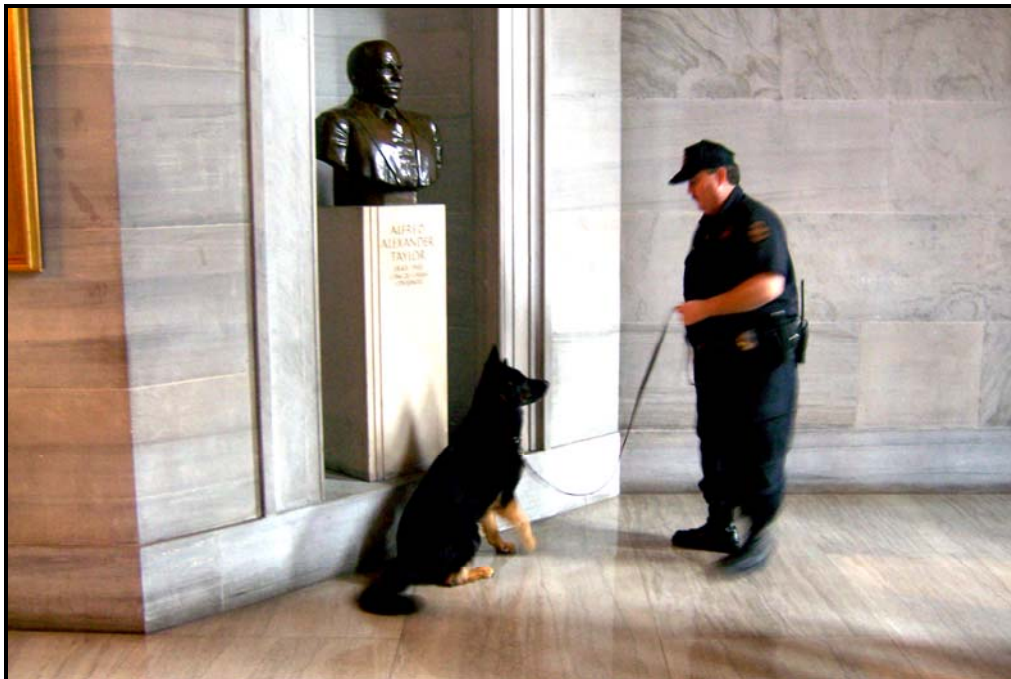


Enforcement Services

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

This fiscal year the Capitol Security Detail has made a significant improvement with the addition of a Tennessee Highway Patrol Sergeant accompanied by his Explosives Detection Canine, Barron. This addition provides greater emergency response ability to not only the Capitol Complex but also provides another resource that can be quickly deployed if needed to the surrounding areas.

Additionally, all Tennessee Highway Patrol Supervisors within the Security Detail attended a training course instructed by Homeland Security Personnel, Federal Bureau of Investigation Personnel, the United States Postal Service, along with an instructor provided by the Tennessee Bureau of Investigation on the detection of and safe handling procedures of suspicious packages that may enter state buildings through mailrooms.



Enforcement Services

Special Operations

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

Tactical/Bomb Squad

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

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

Explosives

Within the Tactical/Bomb Squad, all eight members are active bomb technicians. A bomb truck containing specialized equipment such as x-ray, Percussion Actuated Non-electric (PAN) disrupters, demolition, and render safe equipment is located in Nashville. The squad also has the Mini-Andros II and F6AJ Remotec Hazardous Duty Robots. The F6AJ is a state of the art robot equipped with five cameras, digital hybrid wireless and the latest software. Their uses include explosive handling, S.W.A.T. operations, Hazmat response and surveillance. The unit also has two bomb disposal units 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. The squad also has four bomb suits that are carried by the members in their vehicles to ensure rapid deployment in the event of an emergency. Bomb technicians provide explosives disposal and render safe procedures on deteriorated explosives, booby traps, live and suspected devices, reactive chemicals, and other munitions for federal, state and local agencies. Furthermore, this unit provides recognition and threat management classes to police, fire, and school officials. The unit was recertified in June by the FBI as an Accredited Bomb Squad. The certification will expire in 2014.

Special Operations FY 2008 - 2009		
Activity	Calls	Hours
Explosives	63	887
Protection/V.I.P. Security	14	649
Public Relations	22	322
Dive Assignments	2	59
Tactical Assignments	25	1,225
Class Instruction	6	72
Training	84	2,175
Search/Rescue	8	241
Marijuana Task Force	N/A	2,946
Aviation Searches/ Helicopter Support	82	535
Other/ Miscellaneous	11	322
Aviation Marijuana Task Force	N/A	3,355
Aviation Miscellaneous	74	588
K-9 Explosives	39	629
K-9 Track Criminal	5	50
K-9 Track Non-Criminal	0	0

Enforcement Services

Dive Team

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

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

Aviation Unit

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

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

Canine Unit

The Special Operations Canine (K-9) unit has an experienced trainer that trains and certifies all the Department of Safety canines. The unit consists of one service (patrol) dog, three explosives detector dogs, and one bloodhound tracker dog.

There were 26 Drug Detector Dogs and nine Explosive Detector Dogs working for the Tennessee Department of Safety for Fiscal Year 2008 - 2009. Four of the Drug Dogs and one of the Bomb Dogs is also a Patrol Dog.

Governor's Task Force on Marijuana Eradication

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

Fiscal Year 2008 - 2009 Accomplishments and Highlights

- Took possession of the F6AJ Remotec Hazardous Duty Robot
- Awarded Homeland Security Grant for Explosive Ordnance Disposal (EOD) Equipment

Enforcement Services

Special Investigations

Criminal Investigations Division

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

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

CID Activity FY 2008 - 2009	
Regular Investigations Opened	263
Internal Affairs Cases Worked	3
Number Of Informants Registered	17
Number Of Individuals Arrested/Indicted	453
Assists to Other Agencies	707
Number Of Searches Executed	34
Intelligence Reports Submitted	1
Vehicles Seized - Auto Theft (Altered VIN, Stolen)	56
Seizures other than vehicles	9
Citations Issued	0
Regulatory Inspections Of Reconstructed Vehicles	0
Salvage Yard Audits	0
Drive Out Tag Audits	0
Odometer Complaints	17
Odometer Complaints Closed/Unfounded	6
Drivers License/Identity Theft Complaints	422
Officers Receiving Training	3,674
Miles Driven	670,710
Misdemeanor Citations	0
Search conducted	34
Police Trained	245

Enforcement Services

Critical Incident Response Team

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

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

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

Since the inception of the CIRT unit in April 2001, members have assisted in over 2,904 cases throughout Tennessee, including 332 this fiscal year. The table on the following page identifies the THP district location of calls for service during fiscal year 2008 - 2009.

While primarily responsible for internal investigations, CIRT has also assisted many local and federal law enforcement agencies as well as other state agencies. CIRT is also responsible for the investigation of all criminal homicides investigated by the THP. During this fiscal year, 72 criminal homicide or felony cases were opened and processed.

Enforcement Services

CIRT Cases by District FY 2008 - 2009			
District	Cases	District	Cases
1	40	5	36
2	35	6	47
3	59	7	36
4	39	8	40
Total:		332	

Fiscal Year 2008 - 2009 Accomplishments and Highlights

CIRT members provided a two week block of instruction in crash investigation for the THP Cadet class, instructed several blocks of in-service for a local police department, participated in TBI new agent training and assisted numerous state and local agencies. In addition CIRT members participated in the 2009 Winterfest Police Explorer Competition in Gatlinburg, Tennessee. Unit members also attended specialized training sessions that included:

- FBI Evidence Collection
- Commercial Vehicle Hazardous Material Course
- Vehicular Homicide Seminar
- Reid Technique of Interviewing and Interrogation
- DNA Trends and Issues
- Instructor Development
- Special Problems in Crash Reconstruction
- Large Vehicle Bomb Post Blast
- Collecting DNA Evidence at Crime Scenes
- Damage Profile Analysis
- Hybrid Vehicles: In Crash Investigation
- Future of Forensic Investigations
- TBI Criminal Investigator Training

Enforcement Services

Homeland Security

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

The Office has primary responsibility and authority for directing homeland security activities including but not limited to planning, coordinating, and implementing all homeland security prevention, protection, and response operations. This responsibility includes developing and implementing a comprehensive coordinated strategy to secure the state from terrorist threats and attacks. The

Office serves as liaison to related agencies of the federal government, local government, other states and the private sector on matters of homeland security. This office, in partnership with the TBI, operates an intelligence fusion center, which enhances the state's ability to analyze terrorism information and will improve information-sharing among state, local, and federal agencies.



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

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

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

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

Section 3

Education and Training Services

Education and Training Services

Training Center

The DOS Training Center serves as the operations hub for the Training Division, CIRT, Ordnance, Safety Education, Drug Abuse Resistance Education (DARE), Motorcycle Rider Education Program (MREP), Communications Coordinator and the Media Productions unit.

During fiscal year 2008 - 2009, the Training Center offered 94 classes to commissioned and non-commissioned employees and hosted 14 meetings or special events, such as promotions/ceremonies, graduation open house and service awards ceremonies. Numerous Troopers, officers and civilians from across the country have taken advantage of the diverse training offered at the Training Center. In the past year, 2,839 people have attended training classes at the Training Center and another 673 have attended meetings or special events hosted at the Training Center.

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

Cadet Class 1208 began on August 1, 2008 and 39 cadets graduated on December 12, 2008. The cadets attended 922 hours of instruction.

During fiscal year 2008 - 2009, Northwestern University conducted its School of Police Staff and Command Class. Class 274 graduated after 10 weeks of instruction on December 19, 2008, with 41 graduating. The classes were taught by instructors from Northwestern with students from across the United States.

Annual In-Service training was conducted by the Training Division for more than 800 Commissioned members of the Department of Safety. These sessions were 40 hours in length and conducted in 25 sessions. Use of Force, Child Sexual Abuse, STOPS, Defensive Tactics, Firearms, and Title VI were some of the topics covered this year. Every commissioned member is required to attend one 40-hour In-Service each calendar year.

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

The Training Center also employs a communications coordinator who acts as lead on all matters pertaining to THP dispatchers. This person also is in charge of the development, implementation, and training instruction for dispatch personnel and instructs commissioned personnel on the use of the I-Mobile software on their Mobile Data Terminals. In addition, this person sets standards on entering information into the Computer Aided Dispatch (CAD) system to ensure that correct information is gathered and disseminated. The communications coordinator also represents the Department on all issues relating to the Tennessee Information Enforcement System (TIES) terminal and its use. During the 2008 - 2009 Fiscal Year there were 37 TIES classes, eight I-Mobile classes, and six CAD classes, totaling 232 members trained.

Education and Training Services

Fiscal Year 2008 – 2009 Highlights

- Trained Cadet Class 1208 from August 1, 2008 to December 12, 2008. 39 Troopers graduated.
- Each Trooper completed 40 hours of In-Service training. 25 one-week sessions were held.
- Hosted The Northwestern Staff & Command School from October 6, 2008 to December 19 2008. 41 students graduated.
- Provided Emergency Vehicle Operator Course (E.V.O.C) for TEMA and National Guard.
- Hosted classes sponsored by GHSO for commissioned members of the Department, as well as city and county agencies.
- Other specialized classes included: Instructor Development, CSX Railroad, DUI Updates and Federal Motor Carrier Classes.

Media Productions

The Media Production Unit is responsible for the production of audio-visual presentations for the Department. This includes video, audio, and PowerPoint presentations. The Media Production Unit furnishes streaming video for inclusion on the department's 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 and public service announcements for commercial and on-air viewing, public media access and duplication of videos and posters.

Fiscal Year 2008 – 2009 Highlights

- Provided media support for Class 1208, including still photos and videos of training sessions.
- Revisions to "barrels" video.
- Worked with Colonel Walker on the challenge coin for Class 1208.
- Worked with Special Operations to produce several videos.
- Many posters promoting training, Ollie the Otter, Tenny C. Bear, also mouse pads for the *Move Over* campaign and the ACES program.
- Redesign of the Motorcycle Brochure.
- Began collaboration between the Department of Safety and the Department of Treasury. We are producing safety orientated videos for state workers.

Special recognition: The 30-second Move Over spot won second place at the 2009 CARE conference in Phoenix.



Education and Training Services

Ordnance

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

Throughout the year, Ordnance conducted qualification activities during THP In-Service training. Specialized schools were conducted for the Law Enforcement Officer's Safety Act (LEOSA). The Ordnance Section also travels throughout the state to conduct second firearms training in each district. Ordnance conducted four weeks of firearms training for the 2008 Cadet class.

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

Firearms Activity FY 2008 - 2009	
Handgun Qualifications	1,414
Shotgun Qualifications	533
Rifle Qualifications	516
Off-Duty Weapons	58
Special Schools Conducted	21
Handgun Annual Inspections	956
Shotgun Annual Inspections	549
Handguns Repaired	4
Shotguns Repaired	37
Rifle Inspections	527
Confiscated Weapons Received	337
Confiscated Weapons Destroyed	361

Fiscal Year 2008 - 2009 Accomplishments and Highlights

- Reviewed and updated all lesson plans to comply with POST requirements.
- In response to the passage of US House Resolution 218, LEOSA, Ordnance conducted two training schools to train 95 retired Troopers.
- Ordnance was called to four separate shooting incidents involving departmental employees in an effort to assist CID with the investigation of the shootings. Our role was to check for proper function of the weapons and ammunition, and verify adherence to policy and procedures as outlined in our General Orders. We further utilize these call outs to review our training criteria.

Education and Training Services

Motorcycle Rider Education Program

The Tennessee Motorcycle Rider Education Program (MREP) is responsible for establishing safe riding standards and administering the motorcycle rider education program for Tennessee residents. Motorcycle rider safety courses are available to all persons 14 years of age or older. MREP continues to experience significant growth in program participation. In Fiscal Year 2008 - 2009, 10,199 students enrolled in one of the two rider education curricula offered at sites across the state. This is the largest enrollment in the history of the program.

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

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

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

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



Education and Training Services

Fiscal Year 2008 - 2009 Accomplishments and Highlights

- The program extended two awareness grants of \$50,000.00 to Motorcycle Awareness Foundation of Tennessee (MAFT) and Concerned Motorcyclists of Tennessee/American Bikers Active Towards Education (CMT/ABATE) for awareness messages across the state. As a result small trash bags for autos were made available at all welcome stations with the Watch for Motorcycle message which has been well received. A shot safety message was purchased at theaters across the state and ran before movies with the same message. In addition, Look Twice Save a Life messages were done at Vanderbilt and other college games as well as being included in the radio programs for these games. The awareness message continues at high schools with over 2,000 students taught this year.
- The program, in conjunction with GHSO, was successful in reapplication for NHTSA grants and was awarded \$113,000.00 as a result. These are non-matching funds that are administered through the GHSO in cooperation with MREP.
- The MREP trained 43 new Rider Coaches across the state in the last fiscal year.
- The yearly required update/retraining session was held in January at Fall Creek Falls State Park with over 250 attendees and was a great success. This year our staff and Troopers provided the instruction.
- A new site was opened at Appleton Harley-Davidson in Clarksville. This site came on line in April.



Education and Training Services

Tennessee Occupational Safety and Health Administration

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

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

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

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

During fiscal year 2008-2009, TOSHA conducted 12 inspections at various facilities across the state.

TDOS TOSHA Facts and Figures FY 2008 - 2009	
Number of Reportable Injuries	54
Number of Other Illnesses	8
Total Number of Days of Job Restrictions	505
Total Number of Days Away from Work	707

Education and Training Services

Safety Education

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

During Fiscal Year 2008-2009, this division has sponsored, conducted, or participated in 4,340 programs promoting driver safety and served 262,247 individuals in Tennessee and the surrounding areas. Safety Education is a critical component for improving highway safety. Working through the department's Public Information Officer, the Safety Education program uses the media, pamphlets, film, video tapes and other instructional materials to educate the motoring public in the safe operation of vehicles.

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

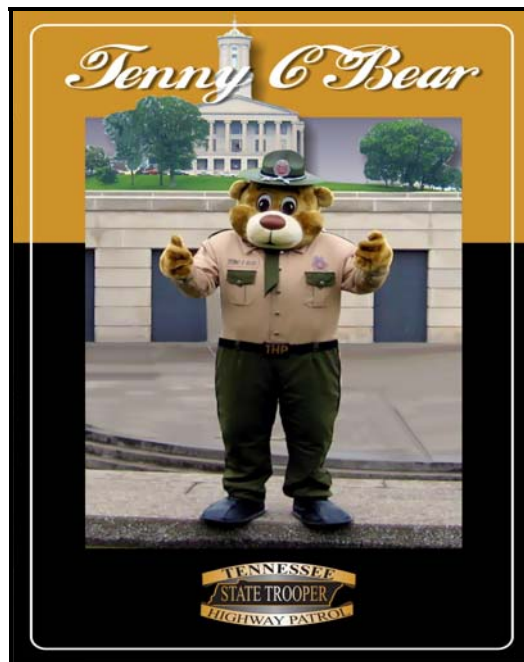
The Safety Education Division annually inspects the private driving schools and vehicles statewide that are licensed by the department. There are a total of 27 driving schools statewide with 135 instructors and 89 vehicles. Related commercial driving school regulatory duties include processing applications and fielding calls from individuals who are interested in starting a private industry driving school.



Education and Training Services

Fiscal Year 2008 - 2009 Accomplishments and Highlights

- This fiscal year the Safety Education Division continued to partner with two programs, which helped us educate many students across the state. We partnered with the Business Media Center at Tennessee Tech University for the Ollie the Otter program and partnered with the Department of Transportation for the Between the Barrels program.
- Ollie the Otter goes to the elementary schools and promotes booster seat and seatbelt usage. Safety Education Officers attend to reinforce the need to be buckled up. Ollie the Otter has made presentations in all 95 counties of the state. The Safety Education Division has purchased Ollie the Otter suits to be used in all eight THP districts.
- The Between the Barrels program goes to high schools to promote safe driving for teenagers in construction zones. Safety Education Officers attend to give safety tips on seatbelts, drinking and driving, new cell phone laws for teen drivers, as well as the new move over law. The Between the Barrels program has been presented to over 30,000 students.
- The Safety Education Division also partnered with State Farm for the Tennessee Football Magazine Tour. This is where we attend High School football games across the state to educate teens on the importance of driver safety and wearing seatbelts.
- Since the conception of Tenny C. Bear in our Safety coloring book, the division has since purchased the Tenny C. Bear suit. He is used to promote safety awareness across the state including safe driving, seatbelt use, and the consequences of drinking and driving. In the coming year we are looking to purchase three more suits to be used across the state.



Education and Training Services

Drug Abuse Resistance Education

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

The reputation of the department's DARE unit is well recognized and appreciated throughout the state, nation, and world. Since January 1990, the number of officers trained by the DARE unit has increased to approximately 1,190 officers statewide. The unit also is frequently called upon to assist DARE America and DARE International in their national training, international training, officer certifications, and consistently responds to requests from schools to provide in-service training to staff and faculty about methamphetamine, the influence of the media on Generation X, bullying, and over-the-counter and prescription drugs.

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

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



Education and Training Services

Fiscal Year 2008 - 2009 Accomplishments and Highlights (State)

- Two 80-hour basic DARE officer courses (November 2008 and June 2009), resulting in a total of 35 new local, city, and county DARE officers being certified to instruct the elementary and middle school DARE curricula. These officers were also trained as school-based law enforcement officers, commonly referred to as School Resource Officers (SRO). Included in the newly trained officers were officers from North Carolina, Alabama and Florida.
- THP DARE officers instructed approximately 3,998 K-4th graders, 11,534 fifth and sixth grade students, 8,137 middle school students, and 3,422 high school students.
- Two Troopers assigned to the THP DARE Unit were trained as DARE Mentors in Kansas City, MO. This training was a 40-hour course that equipped the Troopers to instruct other officers in the DARE curriculum.
- In July 2008 the THP DARE Unit instructed approximately 200 officers from Tennessee, Alabama, and Mississippi at the annual Tennessee DARE Officers In-service/Conference in Gatlinburg, TN. The curriculum taught by the THP / DARE Unit was OTC/Rx, School Violence, Bullying, and Gangs.
- In August 2008, the DARE Unit erected and manned a display at the Wilson County Fair in Lebanon, Tennessee. This is the most attended fair in Tennessee with over 400,000 people passing through its gates over a nine day period. Also helping man the display were Troopers from Safety Education, Litter, and ACES.
- The THP DARE Unit was assessed by DARE America at the 42nd DARE Officers Training held in November at the Montgomery Bell State Park and the Unit was accredited by DARE America to teach the 80 hour DARE Officers Training course.



Education and Training Services

Fiscal Year 2008 - 2009 Accomplishments and Highlights (National/International)

- In August 2008, Sgt. Scott Staggs and Trooper Darryl Winningham of the THP DARE Unit were invited by DARE America to attend the International DARE Conference in San Antonio, TX. DARE Officers and Teachers from all 50 states and many other countries were in attendance for this conference.
- Sgt Scott Staggs was invited to attend the pilot training held by DARE America in Chicago, IL to test and teach the new Middle School DARE curriculum, Keepin' it REAL. This new curriculum will be unveiled at the International DARE Conference in Orlando, Florida and will be taught to DARE Officers nationally and international starting with the 2009/2010 school year. Tennessee's DARE Unit was one of only 10 other states to pilot this new curriculum.



Section 4

Motorist Services

Motorist Services

Driver License Issuance

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

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

The Driver License Division is staffed with 400 employees, with 90% (373) working in 52 field offices across the state.



Examiner Workload

During Fiscal Year 2008 - 2009, the daily average number of customers served per examiner increased by 15%, to approximately 30 customers per examiner. This increase can be partly attributed to the budget restrictions and hiring freezes on positions during the previous 2007 - 2008 fiscal year. Increased activity also continued at six of the seven newest offices that were opened during FY 2006-2007. Although the increase rates were down slightly, the growth in activity ranged from 10% to 66% as shown below.

- Hamilton County, Red Bank = 146. Average daily customers increased by 16%.
- Shelby County, Memphis-Midtown = 329. Average daily customers increased by 66%.
- Rutherford County, LaVergne = 159. Average daily customers increased by 27%.
- Robertson County, Springfield = 112. Average daily customers increased by 12%.
- Fayette County, Oakland = 137. Average daily customers increased by 40%.
- Obion County, Union City = 43. Average daily customers increased by 10%.
- Fentress County, Jamestown = 32. Average daily customers decreased by 14%.

Motorist Services

Due to budget considerations and the low level of activity at the Jamestown location the Department decided not to renew the lease on this location. The personnel from this site were transferred to neighboring Cumberland County to help address the high level of examiner activity at the Crossville location.

Cumberland County continues to remain among the five highest daily customer-to-examiner ratios statewide. There was a 52% jump in the number of locations where the daily customer-to-examiner ratios exceeded the statewide average of 30 customers per examiner. Twenty-seven of the fifty-two locations experienced examiner service rates ranging from 31 to 48 customers per examiner daily. The table on the following page identifies the top ten locations in descending order as follows:

County	City	Customers per Examiner per Day	Statewide Rank
Warren	McMinnville	47.6	1
Shelby	Walnut Grove	44.7	2
Rutherford	Murfreesboro	42.3	3
Lawrence	Lawrenceburg	40.3	4
Cumberland	Crossville	39.5	5
Madison	Jackson	38.5	6
Carter	Elizabethton	37.6	7
Hamblen	Morristown	37.0	8
Dickson	Dickson	37.0	9
Davidson	Nashville	36.4	10



Motorist Services

Customer Volumes

The Driver License Issuance Division issued approximately 1.6 million licenses at a daily rate of 7,200 during fiscal year 2008 – 2009, with over 1.3 million of these issued in the field offices. The stations below represent the “Top 20” full service locations in daily issuance activity.

Location	Daily Average # Customers Served	% of Statewide Daily Average	Average # Examiners on Duty	Average # Customers Per Examiner
Memphis – Walnut Grove	329	4.6	7.4	45
Nashville – Centennial Blvd.	264	3.7	7.3	36
Nashville – Hart Lane	253	3.5	11.6	22
Memphis – Summer Avenue	246	3.4	10.1	24
Clarksville	241	3.4	7.0	34
Memphis – Whitehaven	228	3.2	9.1	25
Murfreesboro	227	3.2	5.4	42
Chattanooga – Bonny Oaks	210	2.9	12.9	16
Franklin	206	2.9	5.9	35
Knoxville – West 40	206	2.9	6.0	34
Gallatin	205	2.9	6.1	34
Johnson City	200	2.8	6.2	32
Maryville	199	2.8	6.4	31
Blountville	194	2.7	5.9	33
Jackson	193	2.7	5.0	39
Knoxville – Strawberry Plains	191	2.7	7.6	25
Cookeville	183	2.6	5.2	35
Columbia	180	2.5	6.2	29
LaVergne	159	2.2	4.8	33
Chattanooga – Red Banks	146	2.0	5.1	29
Total	4,260	59.4%	141.2	31.6

The issuance of licenses is just a portion of the total activity provided daily at the Driver Services Centers. The 52 Driver Services Centers processed over 2.4 million “services” during FY 2008 - 2009 when you consider examinations administered, reinstatements processed, driving records issued, handgun carry permits submitted and voter registration applications accepted. All of these activities are processes that may not always result in the issuance of a license document, however. There are hundreds of customers statewide who receive these non-issuance services daily in the Driver Services Centers.

Motorist Services

As in previous years a large percentage (34%) of this activity continues to be concentrated in the four major urban counties across the state. Shelby, Davidson, Knox and Hamilton Counties process about 1/3 of all daily issuance activity in Tennessee. The top four spots are occupied by offices in Shelby and Davidson Counties. For the first time in five years the Summer Avenue location has been knocked out of the top spot by the newly opened Walnut Grove office also located in Shelby County. Summer Avenue falls to fourth place behind Centennial Blvd. (#2) and Hart Lane (#3) both located in Davidson County. Hamilton (#8) and Knox (#10) Counties are also found in the top ten along with a third Shelby (#6) County location. The daily customer volume for these locations can be found in the table on the previous page.

For the first time in recent years all of the top ten locations plus two more sites surpassed the 200 customer-per-day level. For the remainder of the 52 Driver Services Centers there are seven locations that provide service to an average of 150 to 199 customers daily, another fifteen that average 100 to 149 customers daily, fourteen that average between 50 and 99 customers daily, and only four locations that average less than fifty customers daily.

County Clerk Partners

The tables on the previous pages reflect activity at the TDOS Driver Services Centers and do not include customers served at County Clerk offices in these urban counties. The Knox County Clerk averages another 186 customers daily at four clerk locations. Shelby County Clerk averages 54 customers per day while Hamilton County averages 36 per day at their downtown location. The Davidson County Clerk at Metro Center averaged approximately 20 customers per day during FY 2008 - 2009.

The Driver License Division ended Fiscal Year 2008 - 2009 with a total of 35 active county clerk locations through contracts with 31 county clerks; Knox and Anderson Counties have multiple locations.

Urban County Clerk Activity Levels		
County	Total Customers FY 08-09	% of Statewide Average
Shelby	13,292	1%
Davidson	4,567	0.05%
Hamilton	8,733	0.05%
Knox	45,582	3%
All Clerks	140,388	10%

The County Clerk locations statewide averaged a total of approximately 573 customers daily. A total of 140,388 driver license customers were served at County Clerk locations during Fiscal Year 2008 - 2009. There was a decrease of 18,747 customers (-12%) from the previous fiscal year. This decrease is partly attributed to a realignment of the contract services for Clerk Offices being narrowed to strictly duplicate and renewal transactions.

Issuance Rates

In Fiscal Year 2008 - 2009, the division issued 1,625,939 licenses and photo IDs. About 85% (1,369,122) of these transactions were conducted by field offices consisting of Driver Testing Centers, self-service kiosks and county clerk sites. Of this amount, the 35 county clerk locations processed 140,388 customers, about 10% of all field issuance customers.

Motorist Services

Issuance of driver licenses and identification cards encompasses approximately 52% of all services provided in driver license offices. By far, renewal transactions account for the majority of issuances at a rate of 48% of all transactions. The Internet Renewal and Duplicate Program continued a small but steady increase of 1% in total usage over the previous year. During Fiscal Year 2008 - 2009 the self-service transactions conducted at kiosks in the driver license stations broke the one-hundred thousand barrier with a total of 106,182 duplicates and renewals, representing a 13% increase over the previous fiscal year's total of 94,180.

Driver's License Issuance Activity FY 2008 - 2009				
Total Licenses Issued	Issued by Field Offices	Issued By Mail	Issued by Internet	% Field
1,625,939	1,369,122	110,485	128,839	85.1%

Testing and Special Program Activity Figures

As detailed in the appendices, total field activities provided during Fiscal Year 2008 - 2009 exceeded the two million mark for the seventh year running. These activities are greater than the "customers served" volumes because they include multiple services provided to many citizens during their visit to the Driver Services Centers. The activity volume also includes vision, knowledge, and road skills examinations administered plus voter registration, MVRs, Handgun Carry Permit and reinstatement services.

Testing Activities

Drivers license exams account for 31.5% of all services provided in the driver license offices. For Fiscal Year 2008 - 2009, 746,086 driver license examinations were conducted in the field. This included 620,223 Class D/H tests, 70,091 Class M, and 55,772 Commercial Driver's License (CDL) tests. Over 115,810 tests involved an on-the-road skills test of the applicant's driving abilities.

Motor Vehicle Records

The division experienced a slight decrease (-2%) from the previous fiscal year in MVRs sold at field offices with 39,991 records generated. Driver License stations issued approximately 58,168 reinstatement advice letters to citizens requesting specific information on how to reinstate their driving privileges. This represented a 30% increase over the previous Fiscal Year. This continued increase is likely a result of the filtering of these services out to the field offices with the Central Office issuance of these items being limited to mail, internet and phone requests.

Voter Registration

Voter registration applications handled by Driver License field offices decreased 16% with 132,496 applications processed.

Motorist Services

Reinstatements

Driver License field reinstatement offices provided Financial Responsibility reinstatement services to a growing volume of 79,582 customers. This is a major increase (93%) from the previous year (41,138 in FY 07 - 08). This sharp increase is the continuing result of the closure of reinstatement offices in Nashville, Memphis and Maryville and the shifting of reinstatement services to 24 driver license stations.

Commercial Driver License Third Party Testing

During Fiscal Year 2008 - 2009, the division's eight CDL Centers conducted a total of 4,336 commercial skills tests. At the conclusion of this fiscal year, there were 63 CDL third party companies, consisting of 119 third party examiners authorized to conduct CDL skills tests. All CDL third party companies are scheduled for audits on an annual basis.

Cooperative Driver Third Party Testing Partners

There are 33 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 157 CDTP third party instructors. CDTP partners include both public high schools and private agencies. As with the CDL partners, all CDTP third party companies are scheduled for an annual audit.

Fiscal Year 2008 - 2009 Accomplishments and Highlights

- Successfully implemented the Edison-iNovah Cashiering System in all 52 Driver Services Centers during March 2009.
- Implemented the Sexual Offender ID Program where violators must have a restriction code added to their driving record identifying them as a convicted offender.
- Completed the relocation of four offices into newly constructed, build-to-suit facilities at these locations:
 - Greene County, Greeneville – August 2008
 - Lincoln County, Fayetteville – October 2008
 - Sevier County, Sevierville – December 2008
 - McMinn County, Athens – January 2009
- Moved three offices into new existing structures that were renovated to our specifications at the following locations:
 - Obion County, Union City – November 2008
 - Shelby County, Memphis-Midtown – December 2008 (relocated from Union Extended to Walnut Grove)
 - Dickson County, Dickson – March 2009
- With the new facilities in Greeneville, Athens and Dickson the Division now has only 2 remaining “temporary/modular” facilities from 1983/1984 to replace.
- Expanded the CDL Unit with additional positions and larger work area to accommodate the needs of the Hazardous Materials function and a new Hazardous Materials Program Manager position.

Fiscal Year 2008 - 2009 Accomplishments and Highlights (cont.)

- The CDL expansion included a CDL Program Administrator to coordinate all the various responsibilities of this unit including: federal compliance oversight, training of state and third party examiners, timely submission and tracking of TSA Hazardous Materials applications, administration of the CDL and CDTF 3rd Party Programs, CDLIS functions and other related duties.
- CDL administrator and managers accompanied the FMCSA in conducting 11 covert third party audits beginning in January 2009.
- CDL administrator and manager attended the annual Pupil Transportation conference in Pigeon Forge in June 2009.
- The CDL Program Manager conducted several Commercial Driver License Examiner Refresher Classes between November 2008 and June 2009 including:
 - 11 classes for recertification of the current 3rd Party and State CDL Examiners.
 - 8 classes for standard refresher of CDL requirements, policies and test procedures for the regular Driver License Examiners.
- Implemented the legislatively mandated change in the font size and color of the date-of-birth printed on a driver license. The format change now shows the birthdate in red with a font size equal to that of the driver license number.
- Continued our outreach and coordination with the Tennessee Organ Donor agency in providing donor-related information to our customers and partnering to promote the new on-line donor registration website.
- Contracted with a firm that completed a full review of security needs at all 52 issuance locations and began preliminary work on upgrading security as needed to meet Real ID compliance requirements.
- Implemented several internal security measures and audit processes to reduce risk of fraud or unauthorized access to secure sensitive information.
- Central Administrative personnel attended the Association of International Educators Conference to provide information about driver license requirements and documentation needed for foreign students to obtain a Tennessee driver license.
- Central Administrative personnel participated in the National Center for Senior Transportation conference held in Dallas, Texas during September 2008. The coalition from Tennessee prepared and presented a presentation outlining the Tennessee Senior Driver Safety Program. Tennessee was one of only 2 states to receive additional grant funding to assist in implementing their program.

Motorist Services

Handgun Carry Permits

In December of 2008 the Handgun Carry Unit was transferred to the Administrative Support Bureau of the Tennessee Highway Patrol. All background checks are now conducted by a law enforcement officer.

From January through June of 2008 this unit worked with the largest volume/increase of permit holders since the inception of the program in 1996.

With a staff of eight full-time personnel, the Handgun Carry Unit reviewed and processed 90,164 applications. The majority of those applications were new applicant, or original applications, and the remainder were permit renewals. In addition, 118 permits were denied, 530 permits were suspended, and 195 permits were revoked.

This unit is also responsible for certification of Handgun Safety Programs and Instructors. In fiscal year 2008 - 2009 there were over 200 handgun safety schools and 800 handgun safety instructors certified for operation throughout the State of Tennessee.

Handgun Carry Permits Issued by Age FY 2008 - 2009													
Age Range	July	Aug.	Sept.	Oct.	Nov.	Dec.	Jan.	Feb.	March	April	May	June	Total
21 - 25	489	603	506	688	530	230	378	386	493	721	654	1,206	6,884
26 - 30	509	615	664	806	582	307	459	434	552	729	807	1,288	7,752
31 - 35	570	624	715	760	483	279	439	425	508	751	795	1,241	7,590
36 - 40	674	677	797	927	654	396	596	493	602	910	986	1,607	9,319
41 - 45	646	639	831	931	631	386	615	502	621	903	945	1,663	9,313
46 - 50	678	744	855	945	619	403	661	557	655	941	1,087	1,974	10,119
51 - 55	747	755	946	940	593	446	724	561	681	996	1,085	2,155	10,629
56 - 60	677	699	807	878	553	367	680	491	627	918	947	1,975	9,619
61 - 65	569	569	722	737	484	337	557	427	513	869	944	1,873	8,601
66 - 70	349	388	446	450	333	232	402	260	375	512	620	1,300	5,667
71 - 75	201	160	277	211	135	93	217	144	167	266	298	641	2,810
76 +	110	99	155	151	96	85	141	85	110	138	197	493	1,860
Total	6,219	6,572	7,721	8,424	5,694	3,561	5,869	4,765	5,904	8,654	9,365	17,416	90,164

Motorist Services

Financial Responsibility

The Financial Responsibility division is tasked with administering the Financial Responsibility Law, which involves canceling and restoring driving privileges while maintaining all driver records. Safety examiners handle public inquiries and reinstatements by means of telephone, fax and email, and traditional mail.

Financial Responsibility is required to cancel, revoke, or suspend driver licenses for traffic violations and a variety of other offenses, including truancy, the drug free youth act, age 18-21 alcohol violations, weapons violations, child support violations, convictions of driving without insurance, and failure to appear in court. Once the driver is eligible to regain driving privileges, the appropriate fees and other required documents are collected and the driving record updated. Financial Responsibility maintains certified driving records which include out-of-state and in-state violations by Tennessee licensed drivers and testifies in court regarding such records. Records are constantly monitored to identify problem drivers and provide statistical data to the District Attorney General when the driver is subject to prosecution as a habitual offender of the motor vehicle laws. Restricted driver licenses are issued to those found eligible.

Financial Responsibility Activity FY 2008 - 2009	
Activity	Total
Restoration Fees	\$15,467,737
Fees from MVR	\$9,918,590
Total	\$25,386,327
Activity	Total
Calls Handled by Examiners	477,710
Calls Handled by IVR	479,480
Total	957,190
Activity	Total
Drivers Paid Fee On-line	19,562
Drivers Obtained Info. On-line	188,418
Total	207,980

The Call Center of Financial Responsibility answers telephone inquiries regarding revocations, suspensions, cancellations, reinstatements, and other driver license issues. Last year there were 957,190 calls handled by the office. The automated system handled 479,480 (50%), leaving 477,710 to be answered by the examiners.

During Fiscal Year 2008 - 2009, 19,562 drivers paid their fees online for a total of \$3,136,891. Often, these drivers were able to reinstate within one business day of paying their fee online. In that same time period, 188,418 drivers obtained information through the web site on requirements needed for reinstatement.

New laws affecting Financial Responsibility include: drivers required to provide evidence of financial responsibility (insurance) after being stopped for "any" violation, not only moving violations; the court can no longer dismiss a citation for failure to provide evidence of financial responsibility (insurance) if the person did not have insurance in effect at the time of the citation, even if the person obtained insurance prior to the court date.

Fiscal Year 2008 - 2009 Accomplishments and Highlights

- Implemented additional reviews of reinstatement actions and removal of entries from driving records to verify accuracy of such actions.
- Notified District Attorney General's Offices of 5,125 drivers that were subject to be declared Motor Vehicle Habitual Offenders.

Section 5

Administrative and Support Services

Administrative and Support Services

Human Resources

The Human Resources Division is committed to providing reliable, innovative, customer-driven, professional personnel services to all current and potential employees in the Department of Safety and protecting the rights of individuals. Numerous programs and projects are accomplished through shared responsibility and teamwork. These include: processing departmental payroll and providing training to employees regarding payroll information and benefit programs, Commissioned and Civilian salary adjustments, classification compensation, Reduction-In-Force, administering Trooper interview/selection process and the Sergeant/Lieutenant promotional testing process, participation in division in-service and supervisor activities, enhancing morale and productivity, identifying and limiting job turnover, increase employee's satisfaction with their jobs and working conditions, keeping employees informed of employee benefits and programs, talent management and retention.

As of June 30, 2009, this division had 20 staff positions providing human resource management services to 1,604 Employees. The Department of Safety is divided into 905 commissioned and 852 civilian positions. It is the home of the official personnel files of all Department of Safety employees.

Division	Authorized Positions
Administration (349.01)	94
Driver's License Issuance (349.02)	460
THP (349.03)	1,089
Motorcycle Safety (349.04)	2
Safety Education (349.08)	2
Technical Services (349.13)	82
Homeland Security (349.15)	28
Total	1,757

Administrative and Support Services

One of the most important functions of the Human Resources Division is to ensure conformity with Employment Laws and Regulations. The network of state and federal laws that exist to regulate employment and labor relations is extensive. The responsibilities of the HR Division encompass a comprehensive variety of employee-oriented programs and areas and provide direction and assistance to all employees, supervisors, managers and directors in the following areas:

Affirmative Action Report	Insurance
ADA Accommodations	Light Duty
Background and Fingerprint Scheduling	MTA Transit Card (Nashville)
Benefits	New Employee On-boarding
Board of Claims-Third Party	Payroll
CALEA (HR Related)	Performance Evaluation
Career Development	Personnel Orders/Transfers
Contracts (HR Related)	POST Certification
Drug/Alcohol Testing—Random and Reasonable Suspicion	Pre-employment physicals and psychological
Due Process/Grievance Hearings/Dispute resolution	Red Cross Blood Drives
EEO complaints	Retirement Processing
Employee Assistance Program (EAP)	Rules & Regulations – interpretation and implementation of
Employee Parking Pass (Nashville)	Sick Leave Bank
Employee Service Awards Program	Strategic Planning (HR)
Employee Suggestion Awards Program	Talent Management
Employee Wellness Program	Tennessee Employee Charitable Campaign
Extended Leave	Timekeeping
Fitness for Duty (FFD)	Unemployment Hearings
General Orders (HR related)	Worker's Compensation
In-service Training, participation by HR for all divisions	Workplace Harassment investigations

Administrative and Support Services

Actions Coordinated by HR FY 2008-2009	
Action	Number Coordinated
Pre-Employment Psychological	129
Pre-Employment Physical	155
Pre-Employment Backgrounds	150
Worker's Compensation Cases	98
Talent Management	469 (43% Minority, 46% Female)
Trooper Cadet Orientation	57
New Employee On-Boarding	23
Light Duty	51
FMLA	109
Sick Leave Bank	10
Personnel Order	110
Fitness for Duty	25
Sgt and Lt Promotional Examinations	350
Random Drug Tests	180

Transactions

Transactions consist of all technical services required for appointment, promotion, demotion, transfer, suspension, or separation of employees and requires constant interaction with all department divisions as well as the Department of Human Resources.

Transaction Type	Number
Promotions	36
Transfers (In and out)	8
Appointments	3
Separations	174
Registers	53
Salary Increase	0
Total Transactions	274

Payroll and Insurance

During this Fiscal Year, the Payroll and Insurance Unit was merged into the Human Resources Division. This Unit is responsible for processing the payroll for all Safety employees which includes employee benefits and time and labor with a total payroll of \$108,310,194 for FY 2008-2009. With the implementation of Edison, there has been a substantial increase in the number of documents that have to be processed in order to ensure that employees are paid correctly and to correct errors whether they are system-related or human errors. Approximately 500 department employees have now been trained on the Edison time and labor system.

Administrative and Support Services

Fiscal Year 2008 - 2009 Accomplishments and Highlights

- The Human Resources Division, in conjunction with all Divisions, has reorganized the department due to the Voluntary Buy-out Program and resulting abolishment of positions. On August 16, 2008, the Department of Safety abolished 49 positions due to budget reductions put forth in the Voluntary Buy-out Program. On September 1, 2008, the department abolished an additional 44 positions to meet budgetary requirements for the 2008-09 FY.
- During this FY, State Government converted to the Edison, the State's Enterprise Resource Planning Solution, technological system beginning September 16, 2008. This conversion affected every state employee, as well as, every Human Resource and Payroll office. Business processes changed the way we recorded employee transactions, processed performance evaluations, keyed and approved attendance and leave; which ultimately produced payroll. The Edison system has also provided an Employee Self Serve feature that allows employees access to their current payroll, leave balances and benefit information.
- The Human Resources Division was proud to sponsor the annual Employee Service Award Ceremony at the Department of Safety Training Center in December 2008. There were 41 employees recognized at the ceremony with more than 30 years of service.
- This division is responsible for the Trooper Interview Process. Last fiscal year, 409 Trooper applicants were interviewed and HR coordinated the appointment of 57 Trooper cadets this fiscal year. This process includes retention and set up of the physical site, scheduling, overseeing the interview process, compiling all employment data, requesting polygraph examinations, background investigations, scheduling physical examinations, psychological evaluations, fingerprint scheduling, agility testing, processing appointment transaction and conducting new employee on-boarding. Trooper Class 1208 graduated in December 2008.
- NEO GOV, the new applicant services system, was activated in January 2009. This system is maintained by the Department of Human Resources and provides all Human Resource offices with applicant information to recruit, select, test, track applicants, list management (eligibility rosters), certification, hire and promote.
- THP Sergeant and Lieutenant promotional examinations and interviews are also a responsibility of Human Resources. HR develops a contract with a qualified personnel development company to create and validate both the written examination and oral interview. HR and DOHR coordinate scheduling and proctoring of all eligible THP applicants' written exams. It is then HR's responsibility to contract with a location to serve as an oral interview site where HR coordinates out-of-state law enforcement interview teams' travel arrangements and manages scheduling interviews while overseeing the interview process to ensure maximum confidentiality. 350 Sergeants and Troopers interviewed for promotions in 2008.

Future Projects

The Human Resources Division will begin to focus on:

- A new set of strategic issues including how we recruit, develop, motivate and retain our employees. We must also continue to focus our efforts on improving diversity of our workforce.
- Implementation of scanning employee personnel files.

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

Administrative and Support Services

Professional Standards

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

Professional Responsibility

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

In Fiscal Year 2008 - 2009, the Unit opened 179 investigations, of which six were not sustained, 98 were sustained, 22 were exonerated, 38 were unfounded, one was inconclusive, and 14 were classified as information only (other).

Fiscal Year 2008 - 2009 Accomplishments and Highlights

- The Office of Professional Responsibility was established as part of the Professional Standards Bureau, which includes the Staff Inspection Unit. The Office of Professional Responsibility had previously been identified as the Internal Affairs Division. The Office of Professional Responsibility utilizes IA Pro a tracking system that enables the Unit to produce detailed reports and includes the ability to recognize trends or repetitive complaints. Additionally, this software provides tracking for Crashes, Pursuits, and Use of Deadly Force Incidents with an early warning system.
- OPR personnel have received extensive specialized training in various criminal investigations that were offered by the Tennessee Bureau of Investigations.

Administrative and Support Services

Staff Inspection

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

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

Accreditation

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

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

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

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

Administrative and Support Services

Fiscal Year 2008 - 2009 Accomplishments and Highlights

- On-site CALEA assessment in August
- Awarded re-accreditation in November
- Participated in mock assessment for Dyersburg Police Department
- Participated in mock assessment for Tennessee Bureau of Investigation
- Participated in mock assessment for Office of Inspector General
- Participated in mock assessment for Maryville Police Department
- Conducted Staff Inspections with Internal Audit on the Department of Safety's Criminal Investigation Division
- Research on implementing Department of Safety Citizens Academy



Administrative and Support Services

Internal Audit

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

During Fiscal Year 2008-2009, the Internal Audit Division performed aggressive audits to ensure that the department was following policies and procedures. Internal Audit also increased collaboration with the Office of Professional Responsibility and Staff Inspections to provide more thorough audits and target problem areas.

Fiscal Year 2008-2009 Accomplishments and Highlights

- Audited 6 Driver Service Centers
- Audited 3 THP Offices
- Audited 3 THP Evidence Rooms
- Audited the CID Confidential Fund
- Audited the Commercial Driver License Program
- Audited the State Payment Cards
- Audited seized cash
- Audited 1 County Clerk's DL activity
- Evaluated DL Management Reports
- Assisted with the annual supply inventory
- Assisted with the department-wide Risk Assessment
- Audited and/or assisted in several cases with the Office of Professional Responsibility
- Assisted with response to Comptroller's Office Performance Audit
- Review of revisions to several policies, procedures and forms
- Created or revised the following major audit programs:
 - 1) Driver License
 - 2) Commercial Driving License
 - 3) Cooperative Driving Training Program
- Trained CDL Examiners regarding audit procedures and coordinated the scheduling of CDL audits

Administrative and Support Services

Fiscal Services

The Fiscal Services Division prepares the annual budget request to the Department of Finance and Administration. It also maintains, processes, and accounts for all expenditures and revenues, ensuring fiscal stability for the Department of Safety. With 22 employees, the Fiscal Services Director is responsible for the two operating offices of this division: Budget - Accounting and the Cashier - Revenue Units.

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

Budget - Accounting Unit

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

Goods and services are procured in this division and all departmental expenditures are processed through this unit. It is the responsibility of this office to ensure that all invoices and travel claims are audited and paid promptly in accordance with state law. During Fiscal Year 2008-2009, the Budget - Accounting Unit processed \$157,874,200 in payroll and operational expenses. This unit also projects the fiscal impact of all legislation affecting the Department of Safety.

TDOS Expenditures FY 2008 - 2009		
349.01	Administration	\$8,044,200
349.02	Driver License Issuance	34,132,200
349.03	Highway Patrol	94,945,000
349.04	Motorcycle Safety Education	337,600
349.06	Auto Theft Investigations	34,100
349.07	Motor Vehicle Operations	8,618,600
349.08	Driver Education	202,700
349.12	Major Maintenance	99,200
349.13	Technical Services	7,750,800
349.15	Office of Homeland Security	3,709,800
Total Expenditures		\$157,874,200

Administrative and Support Services

Cashier - Revenue Unit

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

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

During the Fiscal Year 2008 - 2009, this unit processed revenues for \$83,360,892, which included \$10,394,414 in reimbursements from federally funded grants.

TDOS Revenue Sources FY 2008 - 2009	
Driver License Fees	\$22,860,027
Fines and Fees	9,117,126
Sale of MVRs	9,930,488
Restoration Fees	14,770,143
Application Fees	3,547,601
Handgun Permits	6,852,545
Overweight Assessments	956,829
Sale of Crash Reports	115,829
Cost Bonds	428,627
Drug Fund	394,685
Sale of Vehicles	31,241
Overtime Reimbursement	1,727,417
Sale of Computer Records	27,958
Miscellaneous Current Services	1,091,890
Interdepartmental (Other)	401,212
Interdepartmental (Grants)	4,364,360
Direct Federal Grants	6,030,054
Driver Education Reserve Fund	287,535
Motorcycle Rider Safety Fund	470,325
Total Revenue	\$83,360,892

Administrative and Support Services

Research, Planning, and Development

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



The Research, Planning, and Development Division serves every facet of the Department of Safety. Analytical studies, report preparations, presentations, and policy and procedure development are only a few of the tasks performed by this division. This division also manages grant procurement and implementation of associated tasks. Continual monitoring and reporting of activities during grant periods is an on-going process involving numerous agencies and project directors. In Fiscal Year 2008 - 2009 alone, the RPD Division was responsible for managing 18 grants allocating millions of dollars to the Department of Safety. Grants managed by RPD have been used for special enforcement efforts, overtime pay, in-car cameras, mobile data terminals, and other essential law enforcement equipment. Legislative analysis is routinely performed to determine the effectiveness and feasibility of various laws and initiatives proposed by the state legislature, as well as their potential impact on departmental operations. RPD prepares and designs the framework for new programs that are mandated by legislation. The division serves as a repository and contact for both public and private entities. Duties performed range from assisting high school students with term papers to providing specialized reports to the federal government. In addition, this division is responsible for general planning and research, including the development and analysis of statistical reports and activity summaries regarding all operational aspects of the Department.

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

Office of Research, Statistics, and Analysis (ORSA)

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

Administrative and Support Services

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

Fiscal Year 2008 - 2009 Accomplishments and Highlights

- Continued to develop policies and enforcement procedures and guidelines for numerous nationwide special enforcement efforts
- Assisted in the preparation of the Department of Safety's Annual budget request
- Managed the inventory and control of 389 forms and 16 publications
- Developed and distributed policy and procedures for the Polygraph Unit
- Developed and distributed policy and procedures for the Strike Teams
- Developed and distributed policy and procedures for Identity Theft Crimes
- Developed and distributed the Tennessee Safety Belt Usage Report
- Developed and distributed the Department of Safety's Annual Report
- Revised the Towing Services Standards Manual (Wrecker Manual)
- Revised the Traffic Crash Investigation Manual
- Managed 18 grants
- Managed the Department of Safety's Ignition Interlock Program
- Represented THP on the TDOT Work Zone Safety Committee
- Responded to over 500 requests for statistics from the general public, other law enforcement agencies, other state agencies, the legislature, and the media
- Revised/Created and distributed 193 General Orders
- Provided the Legislature with a 15-passenger van study
- Updated statistics on the Department of Safety website with CY 2008 data
- Provided the Legislature with 2008 Handgun Carry Permit Annual Report

Current Projects for RPD

- Develop a Vehicle Seizure Manual
- Develop policy and procedures for Drug Recognition Experts
- Develop policy and procedures for Radiological Inspections/Incidents
- Develop policy and procedures for Ignition Interlock Restriction Codes
- Develop policy and procedures for the Interdiction Plus program
- Develop Specifications and Manage the purchase of License Plate Readers
- Revise the Evidence Policy and Procedural Manual

Administrative and Support Services

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, 20 performance measures have been instituted and are tracked by this office. During Fiscal Year 2008 - 2009, the agency met or exceeded 60% of the performance measure targets established in the strategic plan.

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

OSP concluded its first year of the oversight of the department's physical inventory. Property officers began keying Change of Location forms and entering State Tag numbers into the new Edison system in April 2009. The Office of Strategic Planning also became responsible for oversight of a new training plan for the administrative staff. OSP staff will be working with a newly formed Employee Training Council to develop guidelines, criteria, and curriculum for the ongoing mandatory training of all non-commissioned staff.

In the coming year, the Office of Strategic Planning will be involved in a wide range of activities. Staff will continue to serve on the REAL I.D. Committee, develop new and better training curriculum, develop new protocol for the Edison inventory system, and make recommendations for improvements to better serve the citizens of Tennessee.

Other upcoming projects include developing a training course on Safety Awareness for employees covered by the REAL ID Act, Title VI planning, and serving on any other committees requested by executive management.



Administrative and Support Services

TDOS Performance Measure Report FY 2008 - 2009		
Performance Measures for Agency Wide Goals	Target	Final
Number of fatalities per 100 million Vehicular Miles Traveled	1.70	1.49
Percent of online survey respondents who reported their overall satisfaction rating as "Satisfied" or "Extremely Satisfied".	81%	82%
Percentage of crash and Tennessee court records transmitted electronically rather than with paper	78%	51%
Turnover rate for all TDOS employees, including voluntary and involuntary separations, and retirements	10%	7%
349.01 Administration	Target	Final
Increase the number of online service transactions by a minimum of 3 percent annually.	3%	-2.1%
Percent of complaints concerning TDOS employees resolved within 60 days.	80%	93%
349.02 Driver License Issuance	Target	Final
Percent of stations that processed non-test applicants within 30 minutes of issuing a ticket from the queuing system.	45%	33%
Percent of DL issuance transactions conducted via Internet, mail, or at a county clerk office	45%	41%
349.03 Highway Patrol	Target	Final
Number of fatalities per 100 million Vehicular Miles Traveled	1.70	1.49
Percent of time that THP is able to respond to fatal/injury crashes within 15 minutes	50%	51%
349.04 MREP	Target	Final
Number of students enrolled in a certified MREP course	8,000	9,312
Percent of MREP sites inspected a minimum of three times per fiscal year.	75%	20%
349.06 CID Auto Theft	Target	Final
Percent of operational expenses for auto theft investigations funded through the sale of seized property	10%	11%
349.07 Motor Vehicle Operations/Fleet	Target	Final
Percentage of pursuit vehicles operating with mileage in excess of 85,000 miles	25%	29%
349.08 Driver Education	Target	Final
Number of safety education presentations held to promote safe highways	3,000	4,340
349.12 Major Maintenance	Target	Final
Number of communication sites maintained	41	41
Percentage of communications sites inspected a minimum of three times per year	75%	100%
349.13 Technical Services	Target	Final
Percentage of Tennessee court records received electronically	70%	57%
Percentage of crash reports received electronically	45%	32%
349.15 Office of Homeland Security	Target	Final
Number of public and private sector officials trained in awareness, prevention, protection and response to terrorist-related events.	4,000	6,015

Administrative and Support Services

Legal

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

Asset Forfeiture Section

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

Summary Of Asset Forfeiture Cases FY 2008 - 2009		
Property		
Type of Property	Total Seized	Total Forfeited
Cars	4,060	2,853
Trucks	2,366	1,575
Motorcycles	114	85
Boats	11	14
RV'S & Vans	217	153
Misc. (pagers, jewelry, etc.)	1,058	892
Real Estate	0	0
Other Major	83	49
Total	7,909	5,621
Currency		
Currency	Dollar Amount Seized	Dollar Amount Forfeited
Money Seized	16,260,858.73	
Money Forfeited		14,777,809.59
Drug Fund Settlement Payments		1,791,787.00
Total	16,260,858.73	16,569,596.59

In Fiscal Year 2008 - 2009, the Legal Division opened 10,545 cases and closed 9,101 cases.

Administrative and Support Services

Driver Improvement

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

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

Hearing Officer Activity FY 2008 - 2009			
District	Hearings Scheduled	Hearings Conducted	MVRs Issued
1	419	313	0
2	486	356	182
3	1,238	977	0
4	604	431	0
5	479	368	0
Total	3,226	2,445	182

Medical and Re-Examinations Complaints FY 2008 - 2009			
Medicals	Number	Re-Examinations	Number
Complaints Received	1,245	Complaints Received	361
Incoming Reports	1,494	Passed	288
Approved	784	Failed	65
Approved for Re-Examination	142	Passed After Failing Prior	28
Disapproved	257		

Administrative and Support Services

Public Affairs Office

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

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

Media Relations

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

In Fiscal Year 2008-2009, the Public Affairs Office issued more than 100 news releases and media advisories regarding improved driver license services, special enforcement initiatives, and homeland security activities, among other issues. The Office also satisfied more than 30 media and non-media requests for the Handgun Carry Permit Database, which is provided upon request under Open Records in the form of a CD disseminated file. Two public information officers provided and/or coordinated daily interviews with news outlets across the state, while simultaneously providing departmental statistics and data to reporters.

The Public Affairs Office led the department's public awareness efforts for many statewide law enforcement initiatives. This included coordination and cooperation with various state departments and agencies, including the Department of Transportation (TDOT), the Governor's Highway Safety Office (GHSO) and local law enforcement agencies. High visibility enforcement programs promoted by the Office in the 2008-2009 fiscal year included: July 4th Holiday Enforcement, Back to School Safety, Bonnaroo, Halloween Safety, Labor Day, Memorial Day, New Year's, St. Patrick's Day, Super Bowl Weekend, Take Back Our Highways, Thanksgiving and Christmas Holiday Enforcement. Other promotional activities of note included THP participation in the 2009 Presidential Inauguration Security, the UASI Expo in Lebanon, and the 911 First Responder Appreciation Award Ceremony.

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

Administrative and Support Services

Community Outreach

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

Some of the organizations the department worked with on community outreach initiatives during the 2008-2009 fiscal year include: AT&T Pioneers Nashville, AAA, Administrative Office of the Courts, Donate Life Tennessee, the Motorcycle Awareness Foundation of Tennessee, State Farm Insurance Tailgate Tour, Tennessee Association of Chiefs of Police, Tennessee Immigrant and Refugee Rights Coalition, Tennessee Sheriffs Association, Tennessee State Court Clerks Association, NIC, Tennessee Tech Business Media Center, Tennessee Board of Regents and Tennessee Technology Centers among others.

The department hosted or participated in a variety of public events to educate citizens about important department initiatives and programs. From a Buckle Bear Event to promote child restraint safety to Tri-state safety initiatives "Take Back Our Highways", the Public Affairs Office was responsible for preparing the information and coordinating all activities. A sample of the events during the 2008-2009 fiscal year include: Operation Roadwatch, Hands Across the Border, Donate Life Organ & Tissue Donation Campaign, DUI Enforcement with Mothers Against Drunk Driving (MADD) DUI Crackdown, National Preparedness Month, Between the Barrels Teen Driver Safety, Operation STOP, New Driver Service Center Open Houses, Operation Safe Driver, Motorcycle Safety Awareness.

The Public Affairs Office also helped promote a number of other events and issues from Trooper promotional ceremonies and executive appointments, a Cadet Class graduation, Homeland Security Grants & Allocation announcements, 287(g) immigration enforcement, driver license program announcements, Trooper of the Year, Dispatcher of the Year, Trooper Memorial, US Honor Flag, and mascots Tenny C Bear and Ollie the Otter who team-up to promote child seat safety at schools and hospitals statewide.



Administrative and Support Services

In keeping with openness and transparency regarding internal affairs investigations, the Office Public Affairs coordinates closely with the Office of Professional Responsibility (OPR) to release information on investigations of both commissioned and non-commissioned employees. In 2008-09, that included the highly-publicized internal investigation of a lieutenant for unauthorized access of the Integrated Criminal Justice Web Portal (ICJSC). This investigation alone involved more than a half dozen news releases and two news conferences by executive leadership.

Internal Communications

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

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

The Public Affairs Office also produced various other written tools and Powerpoint presentations to further communicate its responsibilities.

Media Production

The Media Production Unit within the Public Affairs Office is responsible for the development of various multimedia products, including video, audio, photographic, and electronic presentations. The unit assists in the documentation of media and community events in which the department is involved. The video footage is formatted and distributed in various methods including DVD production and streaming video for inclusion on the department's website. Specific activities for the unit during the 2008-2009 fiscal year include: Trooper Class 2008 Photos & Videos, THP's Trooper Memorial Video, Special Operations Videos, photos for promotion ceremonies, Ollie the Otter & Tenny C. Bear posters, Motorcycle Safety brochure, TDOS training videos, staff pictorials, Between the Barrels safety education video and duplication of videos and posters and collaboration with the Department of Treasury to produce Rick Management videos. A 30 second Move Over PSA video received second place honors at the 2009 CARE Conference in Phoenix, Arizona.

Website

The Office of Public Affairs oversees the on-going development and maintenance of the Department of Safety's website. Through the internet, the department provides a wealth of departmental information and a variety of valuable public services, including driver license renewals and paying reinstatement fees. Visitors to the department's website (www.tn.gov/safety) can also find information on how to obtain or replace a driver license, how to obtain a gun permit, and other major departmental initiatives and announcements. The webmaster maintains over 2,000 web pages on the Department of Safety website. During Fiscal 2008-09, the website along with the Homeland Security webpage (www.tn.gov/homelandsecurity/) were redesigned. A Public Affairs Image Gallery was constructed to display photos of various events such as Enforcement campaigns, training and Safety Education programs. And finally, a Fatality Memorial was added to allow families to commemorate those who perished on the state's highways.

Administrative and Support Services

Technology Division

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

Infrastructure Support

Mainframe/Production Support

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

Network/Desktop Support

The Network/Desktop Support team is responsible for the installation and maintenance of over 6,000 pieces of computer related equipment. At the end of Fiscal Year 2008 - 2009, this equipment was located in the following locations:

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

In addition to installation and maintenance, this unit provides a Help Desk service to over 1,500 Department of Safety personnel across the State.

Mainframe Transactions FY 2008 - 2009	
Driver License Renewal Transactions	777,154
Driver License Original Transactions	182,164
Driver License Other Transactions	768,608
Trooper Citations Document	357,615
Court Abstracts	83,021
Crash Reports (Operators)	227,972
Other Driver & Misc. Documents	412,640
Correspondence Received and Prepared	695,803
MVRs	2,024,446
Micrographic Documents	5,140,237
Grand Total	10,669,660

Administrative and Support Services

Administrative Support and Procedures

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

Administrative Support and Procedures compiles the annual Information Systems Plan. It gathers the information and completes the annual Records Holding Report and spearheads the annual Operation Roundfile work.

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

Project Management

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

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

Computer Aided Dispatch Support

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

Technical Support

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

Operations Support

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

Administrative and Support Services

Geographic Information Services (GIS) Support

The responsibilities of the Geographic Information Services Coordinator include web development, data creation, manipulation, and dissemination. The most critical mission is to maintain the base map and street network data used in the fixed and mobile Computer-Aided Dispatch (CAD) systems. Creation of intranet GIS web applications is used to provide the most current data available on crashes and TDOS checkpoints to law enforcement. Data collection and geocoding are essential aspects of this process. Additionally, GIS conducts spatial analysis for requests made to the Office of Research, Statistics, and Analysis.

Fiscal Year 2008 - 2009 Accomplishments and Highlights

Administrative Support and Procedures

- Compiled and submitted the annual Information Systems Plan for TDOS.
- Gathered information, compiled, and submitted the annual Records Holding Report.
- Completed the annual Operation Roundfile work.
- Set up Microsoft Sharepoint sites for various uses within the department.
- Met the second deadline for the Governor's Internet page redesign initiative.
- Provided support for the Driver License Call Center system.
- Provided support for the various vehicle accident system frontend systems and backend databases.
- Completed changes to the Trooper Activity System as requested by the Colonel's office.
- Developed new Microsoft Infopath systems to report and analyze school bus and day care van inspections that will speed up recording of the inspections by approximately 60 days and free up many hours of work processing the inspections manually.
- Designed and wrote an Internet based system that allows courts statewide to report traffic case dispositions electronically, cutting out much paper processing and data entry.
- Designed and wrote an Internet based system that allows driver improvement schools to report student attendance in classes required by the courts, cutting out much paper processing and data entry.

AS400 System Accomplishments

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

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

Administrative and Support Services

Mainframe / Production Support

- New screen to create batch history transactions by the coding section and electronically compute eligibility dates.
- New web-based system to allow Tennessee courts to enter convictions electronically.
- Replaced Driver License application document microfilm with scanning into FileNet.
- Provided requested information for 170 Request-for-Services
- Began accepting convictions electronically from the following courts:

Alexandria City Court	Ethridge City Court
White Bluff City Court	Whitwell City Court
Cowen City Court	Spring City court
Middleton City Court	McMinnville City Court
Whiteville City Court	Morrison City court

In addition, 215 Clerks from 123 Courts registered to use new court reporting web site

- Implemented mainframe interface to the iNovah Cashiering System to replace the A2G Cashiering System.
- Completed the Edison interface to provide court and law enforcement agency refunds.
- Completed programming on the AAMVA Digital Image Interface.
- Analysis and programming completed to automatically issue handgun renewal permits.
- Began work on automation of posting of electronic conviction from Administrative Office of the Courts.
- Changed monthly files for outside customers from being sent manually on CD to being sent electronically via sftp.

Network / Desktop Support

- Resolved 9,246 Remedy Help Desk tickets.
- Implemented new iNovah Cash Register system at all Driver License Station locations.
- Installed and tested laptops for THP new car builds for over 225 vehicles.
-

Project Management

- Upgraded all Titan users to TraCS version 7.3N Patch 5.
- Eliminated over 25,000 errors on the TennCars web site
- Completed the Driver License Portion of the FileNet Project
- Completed development of the Titan ECitation and Warnings Project
- Completed the Driver License Business Process Reengineering Project
- Completed the DL Card Modification Project
- Completed the Fatality Memorial Web Site Project
- Completed the Commercial Driver License Practice Test Web application
- Two (2) Department of Safety Project Managers received their Project Management Professional Certification
- Completed the Court Reporting System Project, which allows the state to receive court information
- Updated the Tennessee Integrated Traffic Analysis Network (TITAN) website
- Completed Commercial Vehicle Information Exchange Window (CVIEW) project, which exchanges IFTA and IRP data with other states

Administrative and Support Services

CAD Support

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

GIS Support

- Development of intranet GIS web applications:
 - License & DUI Checkpoints Viewer
 - High Crash Corridor Viewer
- Creation of the processing methodology used to generate the base map and streets network data used by the Department's CAD system.

Administrative and Support Services

Information Processing Section

The Information Processing Section is responsible for processing various documents sent to the Department of Safety from Tennessee courts as well as courts from other states, crash report documents received from Tennessee law enforcement agencies, and other documents received from departmental divisions. Documents are also processed in support of federal grants for the collection of data utilized in a variety of federally funded traffic safety programs.

Crash Analysis

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

Crash Reports Processed FY 2008-2009	
Reports Scanned	128,118
Reports Keyed	166,779
Reports Scan Edited	63,270

Fiscal Year 2008 - 2009 Accomplishments and Highlights

- Accepted 41,813 crash reports submitted electronically via TennCARS.
- Accepted 36,794 crash reports submitted electronically via TITAN.
- Acquired continuance of federal grant funding from Governor's Highway Safety Office for contractor crash report data entry services through September 2010.
- Acquired federal grant funding to upgrade computer equipment for crash analysis staff including providing dual monitors, thus enabling staff to view multiple files on screen reducing the need for printing paper documents.
- Surpassed the grant goal of having 80% of the reports keyed within 30 days of being scanned by keying 94% of the reports within 30 days of the scan date.
- Initiated process to complete data entry and editing of amended crash report documents. Completed amended updates for crash reports submitted for 2005, 2006, 2007, 2008, and 2009. Established routine to maintain current status for this task.
- Completed data cleansing functions by making appropriate corrections for inconsistencies and possible errors identified in information provided by the Office of Statistics and Analysis.
- Completed review and made corrections for approximately 20,000 pending errors in the TennCARS process.
- Participated in the National Highway Traffic Safety Administration (NHTSA), Traffic Records Assessment in May 2009. Completed pre-assessment questionnaire and answered questions during formal meetings with the assessment team. Assisted the Governor's Highway Safety Office by providing suggested list of participants which included staff from various law enforcement agencies, state and local traffic safety officials, court officials, health program officials, and various data researches/planners.

Administrative and Support Services

Fatality Analysis Reporting System

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

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

FARS Activity FY 2008 - 2009	
FARS Forms Coded & Keyed	
Crash Level	958
Vehicle/Driver Level	1,430
Person Level	2,119
Data Gathered	
Driver Inquiries (In-State)	1,230
Driver Inquiries (Out of-State)	191
Driver Inquiries (Other)	10
Vehicle Inquires (In-State)	1,234
Vehicle Inquires (Out of-State)	150
Vehicle Inquires (Other)	46
Emergency Medical Services	30
Toxicology	1,590
Death Certificates	1,303
Roadway Location	958
Messages Received	2,195
Messages Sent	1,151

Fiscal Year 2008 - 2009 Accomplishments and Highlights

- Participated in FARS-GES System-wide Training Workshop in Dearborn, MI, during October 2008 where extensive modifications to FARS and General Estimate System (GES) data elements were reviewed. Training was provided for the following modified data elements: Crash Date and Time, Work Zone, Hit and Run, School Bus Related, Extent of Damage, Vehicle Removal, Rollover and Location of Rollover, Speed Related, Violations Charged, Special Use, Emergency Use, Vehicle Trailing, Jackknife, Hazardous Materials Involvement, Fire Occurrence, Cargo Body Type, Driver Vision Obscured By, Air Bag, and Alcohol/Drug Information.
- Completed final 2007 FARS data updates meeting the deadline in December 2008.
- Completed installation of 2009 FARS MDE/Early Notification System in December 2008.
- Achieved the 2008 FARS Annual Assessment File goal of 100% cases entered with a 100% quality rating by April 30, 2009.
- Met the monthly benchmark goal target of having 95% of cases entered in MDE and 90% of cases at quality level 3 or higher each month.
- Participated in the FARS Re-coding Study.
- Provided FARS reports to NHTSA as requested for special study areas.
- Provided assistance to others in research and crash data compilation for reports and studies.

Administrative and Support Services

Commercial Vehicle Analysis Reporting System

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

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

Indicators of performance measure Tennessee's crash data. The evaluations encompass the completeness of fatal crashes along with the timeliness and accuracy of pre-determined criteria. TDOS closed Fiscal Year 2008 - 2009 with an overall status rating of "GREEN", the highest rating given to any state.

CVARS Activity FY 2008 - 2009	
# of Reports-State Reportable	8,521
# of Reports-Federally Reportable	3,072

Fiscal Year 2008 - 2009 Accomplishments and Highlights

- Participated in the 1st Data Quality System-Wide Training & Conference convened by FMCSA in San Antonio, TX, in August 2008. The goal of this meeting was to bring together Federal and State transportation, public safety, and law enforcement agency personnel and contractor consultant partners in a forum to share and discuss best practices in improving data quality.
- Improved State Safety Data Quality (SSDQ) ratings and maintained current standards.
- Established a plan to implement the statewide collection of required data elements needed for accurate truck and bus reporting by bringing agencies together in a seamless fashion throughout the state to make crash data improvements a common goal.
- Provided assistance to the FARS Unit ensuring completeness of fatal reports.
- Provided assistance in the development of edit checks for the crash collection system.

Administrative and Support Services

Data Entry

The data entry unit performs data capture functions for all AS400 jobs, and mail in Driver License Renewals. Indexing functions are completed for the following documents: Driver License Applications, Handgun Permits, and Handgun Schools. Error listings generated from rejected mainframe transactions are routed to the appropriate sections for corrective action. Editing functions are completed to correct driver database records.

Data Entry Activity FY 2008 - 2009	
# of Documents Keyed	118,738
# of Documents Indexed	324,625

Records/Microfilming/Scanning

This unit is responsible for scanning and microfilming documents, as well as processing and maintenance of microfilm. Microfiche records are verified and maintained. Records are retrieved from microfilm, microfiche, and the crash records system in response to requests for documents from various sections within the department. Production control safety letters are also verified and mailed out.

Records Activity FY 2008 - 2009	
# of Documents Microfilmed	5,140,237
# of Documents Scanned	324,625

Administrative and Support Services

Ticket Accountability and Evaluation

These units are responsible for processing traffic citation and offense disposition documents sent to the Department of Safety for citation accountability and driver record databases. Information on these documents must be reviewed, researched, evaluated, and properly encoded to ensure complete and accurate data are entered and transmitted to the databases. Completion of this task requires extensive knowledge of the State's Tennessee Code Annotated (TCA) statutes pertaining to driver licenses, rules of the road, financial responsibility laws, Commercial Driver License information as mandated by the Federal Motor Carrier Safety Administration (FMCSA), as well as the American Association of Motor Vehicle Administrators (AAMVA) Code Dictionary.

1. All documents must be reviewed to determine that the information is relevant and correct. If documents are incomplete or improperly completed or if errors exist, each situation is researched and the proper steps are taken to correct any inaccuracies. This may require communication with local, state, or federal officials, e.g. courts, law enforcement, and departmental contacts.
2. Driver license type and vehicle description information are evaluated to determine commercial or non-commercial processing status.
3. License state, citation type, disposition action, suspension/revocation time calculations, fines/fees paid and court ID are encoded. Appropriate information is checked, highlighted, and coded following specific guidelines to complete these tasks.
4. Correspondence, citation and offense disposition documents, and notifications are sent to the license state of record for out-of-state drivers.
5. CDLIS pointer notifications are created and logged as needed for commercial vehicle offenses.
6. Encoded data are entered into the databases. Data transmission procedures are completed daily.

Fiscal Year 2008 - 2009 Accomplishments and Highlights

- Participated in the Federal Motor Carrier Safety Administration (FMCSA) review of Commercial Driver License (CDL) Program. Provided information pertaining to procedures for processing commercial driver convictions.
- Participated in Court Clerk conferences providing information on requirements for processing driver record convictions.
- Assisted in the development and testing of the Court Disposition Reporting (CDR) Web Application.
- Assisted in the development and testing of the new in-house information processing data capture application where encoding and data entry functions are combined.
- Restructured and streamlined work flow processes for logging, batching, microfilming and routing documents for processing.
- Redesigned Court Action Report forms enabling capture of the new driver action code for traffic school attendance.

Administrative and Support Services

Logistics

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

Supply

The Supply Section's largest responsibility is issuing uniforms worn by approximately 1,100 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, Driver License Examiners, Communication Dispatchers and Technicians. Records for stock control and accounting purposes are kept through the Edison system on all items delivered to or shipped from the Supply Section.

The Supply Section also issues all duty gear and equipment for all Commissioned personnel. Our goal is to research and deliver the most up to date equipment possible with the available resources.

Facilities Management and Building Maintenance

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

Fleet

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

All vehicle purchases are based on functional use, safety, performance, and comfort. Since 1993, all vehicles have been purchased and disposed of by the Motor Vehicle Management Division of the Department of General Services. Motor Vehicle Management also maintains service records for each vehicle, and preventive maintenance is performed by the Department of Transportation. There were no vehicles leased from Motor Vehicle Management for the fiscal year 2008-2009 due to budget constraints.

Administrative and Support Services

Communications

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

During Fiscal Year 2008 - 2009, service was provided the following internal and external customers:

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

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

Communications is staffed with one Administrative Service Assistant 3, one Administrative Services Assistant 2, Stores Manager, Radio Systems Analyst, Radio Technician Supervisor, six 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.

Appendix Section

Federal Grants FY 2008 – 2009	
Motor Carrier Safety	\$3,873,215
Marijuana Task Force	501,629
Homeland Security Exercises	1,248,247
Commercial Driver License Improvement	408,147
Homeland Security ODP	959,905
CVARs	260,986
Commercial Vehicle Information Systems and Networks (CVISN)	18,854
Project CAR	200,014
REAL ID	16,869
FARS	141,431
STEP	64,549
Virtual Inspection Station	224,067
High Crash Corridors	86,905
Motorcoach Enforcement	66,125
Commercial Vehicle Roadside Technology	7,384
Alcohol Saturation Patrols	107,628
New Entrants Audits	597,104
Strike Three	157,722
Traffic Records Improvement	513,095
Knoxville CMV Traffic	91,896
Patrol Car Video System	210,780
Deals Gap Enforcement	75,678
Commercial Vehicle Traffic Techniques	4,923
Safety Data Improvement	25,818
Crash Data Management	114,320
Shady Valley US 41 Enforcement	41,215
AAMVA Digital Image Access	40,000
High Intensity Drug Trafficking Area (HIDTA)	52,010
Integrated Crash Records System	161,231
Crash Reporting	96,133
High Visibility Campaign	26,534
TOTAL GRANTS	\$10,394,414

DARE Activity FY 2008 - 2009			
Classes/Meetings	YTD	Time Accrued	Attended
Core Classes	572	1230	10,645
Grades K-4	201	198	4614
Middle School Classes	224	401	5404
Senior High School Classes	64	121	4360
Parent Education	20	26	76
School Personnel Meetings	61	100	277
PTO/PTA Meetings	9	36	255
Civic/Community/Churches	42	147	1550
City Police Departments	29	44	76
Sheriffs' Departments	64	90	145
Preparation		424	
Training			
Instructor	31	1456	1748
Student	12	337	
Other	2	42	40
Observations			
Elementary Schools	50	97	50
Middle Schools	6	9	6
High Schools			
Applicant Interviews	24	31	25
Other – DARE	542	9213	15123
Total	1,902	13,916	44344

MREP Enrollment FY 2008 - 2009		
Training Site	Basic Rider Course	Experienced Rider Course
Austin Peay-Montgomery Co.	274	68
Bumpus / Rider's Edge - Memphis	195	166
Bumpus/H-D - Murfreesboro	190	40
Chattanooga - Cleveland	431	75
Columbia	256	37
Bumpus H-D Jackson	131	8
Cookeville	186	84
Crossville	60	0
Dyersburg	44	0
Fort Campbell, Ky.	804	178
Jackson State CC	267	8
Karnes High School - Knoxville	423	96
Kingsport	533	48
Motlow CC - Tullahoma	50	25
Abarnathy/ Union city	103	0
Nashville Tech.	941	72
Nashville Super Speedway	281	48
Pellissippi-Knoxville	376	50
Pellissippi State 2	330	46
Southwest Community College	607	58
TLETA-Donelson	538	92
Walters State CC-Knoxville	317	48
Volunteer State	286	16
Smokey Mtn. H/D	230	0
Smyrna Rehab Ctr.	466	50
Central Middle School / M'boro	436	119
Boswell's H/D	138	24
Appleton H/D	109	0
National Guard/Reserve	101	0
Total	8,743	1,456

Driver License Activity
Summary of Licenses Issued By Type Of Transaction
FY 2008-2009

	CDL	Non-CDL	Total Drivers	Total Plus IDs	% Overall Activity	FY 2007 – 2008	% Change Prev Year
NEW DRIVERS	10,377	175,223	185,600	230,305	14.2%	253,118	-9%
Originals, CDL Conv	6,250	75,702	81,952	121,636	7.5%	128,204	-5%
New Residents	2,447	78,065	80,512	84,258	5.2%	98,494	-14%
Returning Residents	1,680	21,456	23,136	24,411	1.5%	26,420	-8%
RENEWALS	33,490	699,398	732,888	777,154	47.8%	764,224	2%
DUPLICATES	7,855	249,201	257,056	298,210	18.3%	310,004	-4%
PROBLEM DRIVERS	2,214	87,618	89,832	90,479	5.6%	88,371	2%
Reinstatements-Adlt	2,189	78,186	80,375	80,742	5.0%	77,806	4%
Reinstatements-Juv	0	1,630	1,630	1,651	0.1%	1,804	-8%
Rest. Licenses-Adlt	25	7,802	7,827	8,086	0.5%	8,761	-8%
CHANGE/ADD TO CLASS	20,847	142,146	162,993	201,755	12.4%	208,704	-3%
Reclass, Exch/Upgr	597	118,259	118,856	157,617	9.7%	162,516	-3%
Add permit, class end	20,250	23,887	44,137	44,138	2.7%	46,188	-4%
FREE	3,137	23,181	26,318	28,036	1.7%	33,378	-16%
Total Licenses Issued	77,920	1,376,767	1,454,687	1,625,939	100.0%	1,657,799	-2%

Driver License Activity
Summary of Licenses Issued By Card Type and Outlet
FY 2008-2009

	Total Plus IDs	FY 2007 - 2008	% Overall Activity	% Change Prev Year
Field Issued Photo	1,226,657	1,333,273	76.9%	-8%
Internet Photo	136,873	121,906	8.6%	12%
Field Issued NonPhoto	6,258	5,378	0.4%	16%
Internet NonPhoto	5,699	5,824	0.4%	-2%
Mail/Batch Renewal Photo	72,072	70,087	4.5%	3%
Mail/Batch Renewal NonPhoto	41,695	45,466	2.6%	-8%
Self-Service Kiosk Photo	105,811	93,849	6.6%	13%
Self-Service Kiosk NonPhoto	371	334	0.0%	11%
Total	1,595,436	1,676,117	100.0%	-5%

Driver License Activity
DL Applicant Services Received in Field
FY 2008-2009

LICENSE ISSUANCE ACTIVITY = 54.5%

	2008 - 2009	2007 - 2008	% Field Activity	% Change Prev Year
Total Licenses Issued In The Field	1,424,080	1,424,080	85.0%	1%

EXAM ACTIVITY = 31.2%

Exam Type	CDL	Class D/H	Class M	2008 - 2009	2007 - 2008	% Field Activity	% Change Prev Year
Vision	29,616	315,398	37,428	382,442	363,232	16.1%	5%
Knowledge	21,820	210,826	15,188	247,834	249,405	10.4%	-1%
Skills	4,336	93,999	17,475	115,810	109,823	4.9%	5%
Total Exams	55,772	620,223	70,091	746,086	722,460	31.5%	3%

SPECIAL PROGRAM AREAS = 14.3%

	2008 - 2009	2007 - 2008	% Field Activity	% Change Prev Year
Handgun Carry Permits, Processed by Field Offices	86,912	45,886	3.7%	89%
Voter Registration Applications	132,496	157,972	5.6%	-16%
MVRs Sold Over the Counter	39,991	40,895	1.7%	-2%
360 Reinstatement Advice Letters printed	58,168	44,700	2.5%	30%
DL Field Reinstatements	79,582	41,138	3.4%	93%
Total Field Special Program Activity	397,149	330,591	16.7%	20%
Total Services Provided in the Field	2,371,969	2,317,996	100.0%	2%

**Financial Responsibility Division
Revocation, Suspension, Cancellation Actions
FY 2008 - 2009**

Non-Commercial Actions		Non-Commercial Actions (cont.)	
*DUI 1st Offense	13,605	Failed to Appear for Re-examination	N/A
DUI 2nd Offense	2,655	Re-examination Failed	N/A
DUI 3rd Offense	872	Failure to Pay Child Support	7,465
DUI 4th Offense Felony	584	Susp. Installment Agreement Default	648
DUI Not Stated	5,508	Other Revocations/Susp./Cancellation	2,719
DWI Adult 2nd of Subsequent Offense	0	Rev. Fatal Crash - GDL Program	8
Driving While Impaired (16-21)	371	Susp. For Crash/Seat Belt GDL	0
Implied Consent	2,495	Rev. Fraudulent Document GDL	0
DUI By Allowing	60	Total Non-Commercial Offenses	283,997
TOTAL DUI OFFENSES	26,150	Commercial Actions	
Manslaughter/Vehicular Homicide	59	DUI	27
Driving While License Susp./Revoked	35,259	Manslaughter/Vehicle Homicide	1
Drag Racing	59	Driving on Revoked License	38
Leaving Scene of Crash	233	Drag Racing	0
Leaving Scene of Crash Death Felony	7	Leaving the Scene of a Crash	2
Fraud Applying For or Using DL	159	Fraudulent Use of a Driver License	355
2 Cases of Reckless Driving	80	Felony With an Automobile	2
Felony With An Auto	110	Allowing Intoxicated Person to Drive	0
Habitual Offender	528	Contributing to a Fatal Crash	0
Driving After Conviction Habitual Offender	782	Implied Consent	4
Crash Suspensions	7,854	Suspension on 2 Serious Violations	104
Crash Revocations	8,833	Suspension on 3 Serious Violations	25
Unsatisfied Judgment	2,163	Aiding or Abetting Prostitution	0
Contributing to Fatal Crash	0	CMV Felony Involving Controlled Sub.	0
Failure to File Insurance After Mov. Viol.	N/A	Violated Out of Service Orders	7
Re-Revocation (Cancelled SR-22)	6,982	Susp.-Fail to stop at RR crossing	4
Conviction of Failure to Provide FR	33,199	Unatt. Veh. Cont. Med./Hz waste	0
License Cancelled in Lieu of Bail	4	Total Commercial Actions	569
Failure to Satisfy Citation-Other State Crt	6,695	Total Non-Commercial Actions	283,997
Failure to Satisfy Citation TN Court	76,035	GRAND TOTAL	284,566
Failure to Satisfy Citation-Non-Mov. Viol.	60,179	Misc. Commercial Offenses	
Child Endangerment By Vehicle	0	Serious Violations	1,366
Reckless Endangerment by Vehicle	141	Fail to stop school bus @ RR Cross	N/A
Vehicular Assault	63	Rail Road Crossing Violations	N/A
Cancelled/Withdrawn License-Other State	221	Other Violations in CMV	4,323
Truancy (Compulsory Attendance)	4,834	Rept. Of Violation Under CDL – CMV	28
Drug Free Youth Act	2,176	Rept. Of Violation under CDL - PV	5
18-20 Year Old Violation	244	Serious Offender Warning Letter	1,141
Juvenile Possession of Weapon	108		
Frequent Traffic Violations (points)	N/A		
Disability	N/A		

**Financial Responsibility Division
Other Activities Processed
FY 2008 - 2009**

Driving While Impaired Adult 1st. Off.	N/A
Crash Reports (Operators)	227,972
Correspondence Received	519,627
Correspondence Mailed	176,176
Other Documents Handled	631,598
Notices Issued	544,762
Driver License Surrendered	21,812
Driver License Confiscated	19,083
Reinstatements (Fee Required)	193,248
Reinstatements (No Fee)	15,685
Reinstated Under Payment Plan	1,032
SR-96 Notice of Susp./Installment	1,156
# Fees-Failure to Surrender DL/Tags	57,007
# Certifications Fines/Cost Satisfied	37,283
Seatbelt Violation (Driver)	73,767
Seatbelt Violation (Passenger)	2,325
Seatbelt Violation (Minor 16-17)	58
Seatbelt Violation (Minor 4-15)	1,567
Seatbelt Viol. 2nd Off. (Minor 4-15)	14
Seatbelt Viol. Child Ticketed (16-17)	658
Seatbelt Viol. Child Ticktd 2nd (16-17)	11
Child Restraint Violation	4,105
Officer Reports Sold from HQ	28,966
MVRs Administrative (NO FEE)	39,787
MVRs Commercial (\$5.00 Each)	50,147
MVRs Internet	1,934,512
Abstracts	83,021
Miscellaneous Documents Processed	35,717
THP Tickets (Citations)	223,105
THP Tickets (Dispositions)	134,510
Miscellaneous Suspension Filmed	0
Documents Microfilmed	5,140,237
# Calls Handled by automated system	479,480
# Calls Handled by examiners	477,710
Total # of calls handled	957,190
Misc. Other Tickets Processed	412,640
# Drivers Paid Reinstatement Fee Internet	19,562
# Drivers Checked Req. Internet	188,418
# Drivers to T&R stop tag renewal	48,679
# Drivers to T&R to clear tag renewal	10,739
# Drivers Requiring Interlock Device	1,710
Drug Free Youth Act - Denials	2,190
Drug Free Youth Act - Withdrawals	1,547

**Financial Responsibility Division
Fiscal Statistics
FY 2008 - 2009**

Restoration Fees Received	\$15,467,737
Restoration Fees Refunded	\$66,286
Accrued Money From Restoration Fees	\$15,401,451
Officer Reports Fees Received	\$116,259
Officer Reports Fees Refunded	\$39
Accrued Money From Officer Reports	\$116,220
MVR Fees Received	\$9,919,280
MVR Fees Refunded	\$690
Accrued Money From MVR	\$9,918,590
Miscellaneous Fees Received	\$5,376
Miscellaneous Fees Refunded	\$75
Accrued Money From Miscellaneous Fees	\$5,301
**F/R Affidavit Fees Received	\$4,985
**F/R Affidavits Fees Refunded	\$80
Accrued Money From **F/R Affidavit Fees	\$4,905
\$25.00 Fees to Law Enforcement Agencies For Confiscated Driver License	\$217,425
\$10.00 Fees Refunded to Court	\$234,300
Contingent Revenue Received	\$132,077
Contingent Revenue Refunded	\$153,504
Driver License Fees Refunded	\$8,007
Total Accrued Money from All Fees	\$24,994,741

**Office of Professional Responsibility
FY 2008 - 2009**

Primary Complaint	Not Sustained	Sustained	Exonerated	Unfounded	Other
Abuse of Authority	0	1	0	1	0
Absence from Duty	0	0	0	0	0
Abuse of Leave	0	2	0	0	0
Abusive Behavior	0	0	0	0	0
Acts that would endanger lives or property of others	0	0	0	0	0
Bad Debts	0	1	0	0	0
Betrayal of confidential information	0	0	0	1	0
Careless, Negligent Use of State Property	0	4	0	0	0
Computer Violation	0	2	0	0	0
Confidential Information	0	0	1	0	0
Confidentiality of Information-official Business	0	1	0	0	0
Conflict of Interest-General Order 263	0	1	0	0	0
Courtesy	0	0	0	1	0
Damage or Destruction of State Property	0	1	0	0	0
Disability	0	0	0	0	0
Discharge of Firearm	0	2	0	0	0
Dispute of Accident Report	0	0	0	1	0
Dispute of Citation	0	0	0	6	0
Enforcement Policy-General Order 501	0	1	2	0	0
Excessive Force	0	0	0	0	0
Fail to maintain license required by law for employee	0	0	0	0	0
Failure to Obey Orders	0	1	0	0	0
Failure to appear in court	0	0	1	0	0
Failure to follow instructions	0	1	0	0	0
Failure to maintain good relationships	0	1	5	0	0
Falsification of official document	0	0	0	0	0
Gross Misconduct or Conduct Unbecoming	1	1	0	0	0
Harassment	0	0	2	0	0
Illegal Search	0	0	0	2	0

**Office of Professional Responsibility
FY 2008 - 2009**

Primary Complaint	Not Sustained	Sustained	Exonerated	Unfounded	Other
Inefficiency or incompetency performing duties	0	8	0	1	0
Improper Procedures	0	9	0	6	0
Improper use of equipment	0	1	0	0	0
Improper use of state credit card	0	1	0	0	0
Inappropriate Language	0	1	0	0	0
Insubordination	0	3	0	0	0
Information Only	0	0	0	0	14
Misuse of State Time	0	0	0	0	0
Negligence in Performance of Duties	0	10	0	0	0
Patrol Vehicle Accident	0	18	0	0	0
Political Activity	0	0	0	0	0
Refused to accept assignment of supervisor	0	0	0	0	0
Report to Work Under Influence	0	0	0	0	0
Rudeness	4	1	8	6	0
Shooting Incident	0	0	1	0	0
Theft of Money	0	0	0	1	0
Threading	0	0	0	0	0
Trespassing	0	0	0	0	0
Truthfulness	0	0	0	0	0
Unprofessional Conduct	1	8	0	12	0
Use of Drugs	0	1	0	0	0
Violation of General Order or TCA	0	17	2	0	0
Willful abuse of state funds, property or equipment	0	0	0	0	0
Total	6	98	22	38	14

**Mobile/Portable/Test Equipment
FY 2008 - 2009**

Description	State Total	Units Reinstalled	New Installations
Mobile Radios Vhf-Low	1,223	139	0
Mobile Radios Vhf-High	873	139	0
Mobile Radios Uhf	873	139	0
Mobile Repeaters Vhf-High	873	139	0
Vehicle Warning Systems	0	0	139
Portable Radios Vhf-High	1,259	69	77
Vehicle Chargers	1,323	0	77
Portable Radios Uhf	9	0	0
Computers & Mounts	1,150	0	139
Modems 800-Mhz.	258	0	120
Portable Radios 800-Mhz.	65	5	0
Radar Detectors	15	0	2
Radar, Laser	90	0	0
Radar, Eagle	278	0	0
Radar, Hand Held	62	0	0
Radar, Stalker	667	0	181
Mobile Video Equipment	1,162	0	63
Suitcase Repeaters Vhf	3	0	0
Pentax Printer	0	50	139
Cellular Telephones	938	90	115
Nextel Phone/Radios	0	0	0
Blackberry Data Phone	175	43	35
Analog Service Monitors	16	0	0
Digital Service Monitors	2	0	0
Phone/Microwave Circuit Tester	5	0	2
ThruLine Watt Meters	16	0	1
Bird Site Analyzers	6	0	3
Anritsu Cable Fault Analyzers	1	0	0
Fluke Multimeters	18	0	1
Vocar Radar Calibration Units	2	0	0
Selective RF Level Analyzer	1	0	0
PRO-TECT Police Radar Certification System	7	0	6

**Building Maintenance
Expenditures
FY 2008 - 2009**

Crestview AC	329.43
Sullivan's Ridge Fence	177.91
Cookeville UPS	483.57
Signal Mountain AC	584.00
Monteagle AC	581.00
Nashville District Dispatch	73.70
Mt. Peter AC	493.00
Gleason AC	513.00
Newport Substation	184.00
Dandridge Substation	160.00
Cookeville Post Grd.	116.48
Marshall County AC	573.65
Fayette County AC	515.98
Training Center Ceiling	453.74
Roane County Halo	195.72
Wayne County AC	538.72
Fall Branch Evidence	1,024.00
Knoxville Evidence	650.14
Chattanooga Evidence	332.16
Roane County AC	521.45
Nashville Evidence	991.62
Evidence Hepa Filters	3,712.00
Lawrenceburg Electrical	165.22
Mt. Peter Roof	170.63
65 Scales Drawers	470.09
Lawrenceburg Evidence	2,478.50
Millsfield Roof	458.89
Linden Sub Station	360.00
Knoxville Post	158.11
Cookeville Evidence	898.00
Memphis Dispatch	950.60
Macy's Hill	577.12
Special Operations	901.17
Training Center	459.96
Communications	693.20
Building Maintenance Tools	2,216.00
Grand Total	24,162.76

**Communications Infrastructure
FY 2008 - 2009**

Fixed Equipment Dispatch Sites	State Total	Units Replaced	New Installs
Dispatch Consoles	21	0	0
Call Check/Recall Recorders	16	0	0
VHF Base Stations	102	0	1
VHF Mobile Relay Stations	68	0	0
VHF-UHF Control Stations	55	0	0
800-MHz. Data Stations	25	0	2
Microwave Radio Stations	6	0	3
Communication Towers	40	0	1
Emergency Power Generators	39	1	0

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