

FY2012-2013

Department of Safety
& Homeland Security



SAFETY


FY2012-2013

Our Mission

The Department of Safety and Homeland Security's mission is to ensure that our state is a safe, secure place in which to live, work and travel; to enforce the law with integrity; and to provide our customer-related services professionally and efficiently.

Driver Services Division Mission

The Driver Services Division issues driver licenses and photo identifications in addition to handling a variety of other services, ranging from gun permit applications to voter registration. The Financial Responsibility Section of this division is responsible for cancelling, revoking or suspending licenses as a result of previous offenses as well as reinstating the licenses of eligible citizens.



Created in 1939, the Tennessee Department of Safety and Homeland Security has undergone many changes over the years. The Tennessee Department of Safety & Homeland Security today still encompasses the Tennessee Highway Patrol but also includes Driver Services and the Office of Homeland Security.



Tennessee Highway Patrol Mission


The mission of the Tennessee Highway Patrol is to ensure safe and efficient transportation while promoting highway safety through enforcement and education. This mission will be achieved by aggressive patrol, criminal interdiction, intelligence gathering and investigation. The Tennessee Highway Patrol will partner with all levels of local, state, and federal government to serve the citizens of Tennessee and provide emergency and specialty services when needed.



Office of Homeland Security Mission

The Office of Homeland Security has the primary responsibility and authority for directing statewide activities pertaining to the prevention of, and protection from, terrorist related events. This responsibility includes the development and implementation of a comprehensive and coordinated strategy to secure the state from terrorist threats and attacks. Further, the Office of Homeland Security serves as a liaison among federal, state and local agencies and the private sector on matters relating to the security of our state and its citizens.

Commissioner Gibbons



Bill Gibbons joined Governor Bill Haslam's cabinet as Commissioner for the Department of Safety and Homeland Security in January 2011. Prior to his appointment as Commissioner, Gibbons served as Shelby County District Attorney General for approximately 14 years.

As Commissioner of the Department of Safety and Homeland Security, Bill Gibbons oversees the agency's law enforcement, safety education, driver services, and its terrorism and prevention efforts. He also chairs a public safety subcabinet working group of all state executive branch departments and agencies involved in public safety to develop and implement a single, consistent state agenda to combat crime.



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Our Goal

Ensure that in all aspects of its business, the Department of Safety and Homeland Security is giving the citizens a dollar's worth of service for a dollar's worth of taxes.

Deputy Commissioner Godwin

In April 2011, Larry A. Godwin joined the Department of Safety and Homeland Security as Deputy Commissioner.

Prior to his appointment, Godwin was a 37-year veteran of the Memphis Police Department, retiring as the city's Director of Police Services in the spring of 2011.

Godwin is a graduate of the FBI's National Executive Institute (NEI) and he currently serves on the board of advisors for the University of Tennessee's Law Enforcement Innovation Center.



Our Administration



Colonel Trott

Tennessee Highway Patrol

Colonel Tracy Trott has served as a member of the THP since 1978. Colonel Trott earned a master's degree in criminology from ETSU. He began his law enforcement career as a police officer with the ETSU Police Department in 1976.



Assistant Commissioner Bullard

Driver Services

Lori Bullard was appointed the first Assistant Commissioner of Driver Services in August of 2011. Bullard, a 25-year veteran of the Memphis Police Department, held the rank of colonel and was the commander of the Union Station Precinct in midtown Memphis.



Assistant Commissioner Purkey

Homeland Security

Newly elected Governor Bill Haslam and incoming Commissioner Bill Gibbons tapped David Purkey to be the fourth State Homeland Security Advisor and Assistant Commissioner in 2011. Purkey was appointed to the vacancy of Hamblen County Mayor in 1995 and went on to be elected four times before voluntarily retiring.

Our Organization



Department of Safety & Homeland Security

The Tennessee Department of Safety & Homeland Security is responsible for ensuring the safety and general welfare of the public.

The department's general areas of responsibility include:

- Law enforcement and criminal investigations
- Homeland security
- Safety education
- Driver license issuance, renewal and replacement
- Enforcement of various vehicle safety and inspection laws
- Gun permit applications



Headquartered in Nashville, the department maintains a strong presence statewide with more than 50 field offices and employees in each of the state's 95 counties. It is comprised of a highly professional staff of over 1,700 employees, approximately half of whom are commissioned law enforcement officers, while the remaining are civilian employees.



Since the department's creation in 1939, it has undergone various modifications to ensure it is equipped to meet the needs of Tennessee's citizens. Although the major 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.



The department has come a long way since the first State Police Force was created in 1929, patterned after the historic Texas Rangers. The department itself was established by the General Assembly in 1939, a decade after Governor Henry Horton signed a law creating the Tennessee Highway Patrol, an offshoot of the State Police Force.

Today, the department and its highly trained state troopers are responsible for safety on more than 87,000 miles of state and federal highways. In 1937, Tennessee became the 32nd state to enact a driver license law. During that first year, 521,571 licenses were issued. Today the number of licensed drivers in Tennessee is approximately 4.5 million.

The Tennessee Department of Safety & Homeland Security's 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. The department is the lead state agency responsible for taking steps to prevent any intentional man-made disaster or terrorist attack.





Effective partnerships

The department received international accreditation through the Commission on Accreditation for Law Enforcement Agencies (CALEA) on November 20, 1999.

Since its accreditation in 1999, the department has received re-accredited status in 2002, 2005, 2008 and 2011. The Tennessee Department of Safety & Homeland Security 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 the department to be at the forefront of responsive, effective public service.

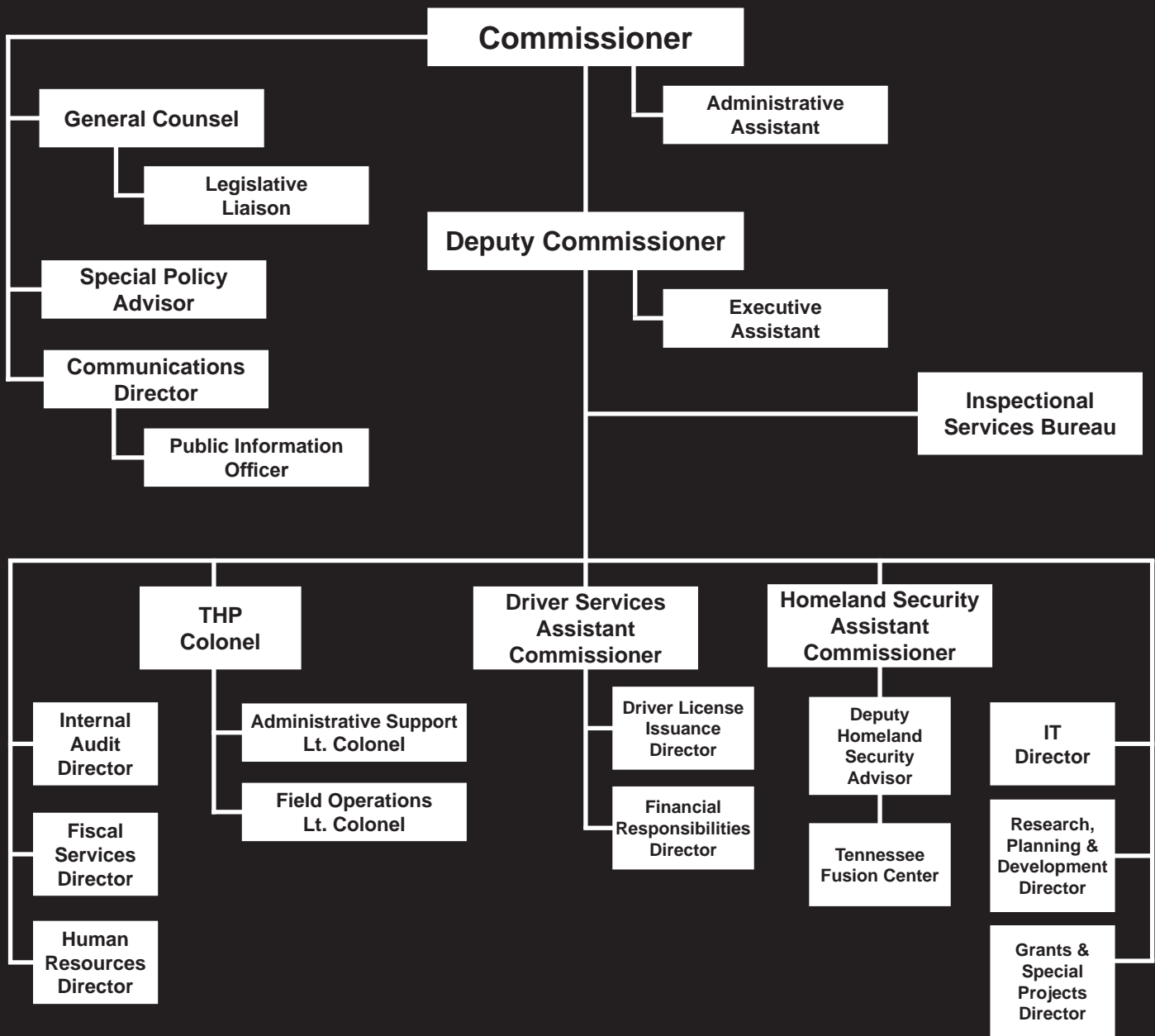
The department relies on partnerships with several federal, state, and local agencies to execute its many responsibilities.

Foremost among its public partners are county clerks across the state, various federal, state and local law enforcement agencies, the Tennessee Department of Transportation (TDOT) and its Governor's Highway Safety Office (GHSO), the Tennessee Department of Finance & Administration's Office of Criminal Justice Programs, state attorneys, and the court systems.

The department also works closely with federal highway safety officials, as well as private highway safety advocacy groups.

Tennessee Department of Safety and Homeland Security

Administration





Effective Communications

The Department of Safety and Homeland Security strives to keep the citizens of Tennessee fully informed of its objectives, functions, and accomplishments.

Communications Office

The Department of Safety and Homeland Security strives to keep the citizens of Tennessee fully informed of its objectives, functions, and accomplishments. Through its Communications Office, the department maintains an atmosphere of open communication. Serving as the primary point of contact for the agency, the Communications 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, departmental reports, as well as social networking updates. The PIO Office also facilitates interviews, news conferences, and public presentations.

Media Relations

While fostering an environment of transparency and cooperation, the Communications Office is also protective of the public by ensuring compliance with all laws pertaining to public records. 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. The Communications 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 Tennessee Department of Transportation (TDOT), the Governor's Highway Safety Office (GHSO) and local law enforcement agencies.



14%
Decrease

The preliminary number of traffic fatalities on state roadways decreased by nearly 14% (13.8%) for the first six months of 2013, compared to the same time period in 2012.

Solutions for the Employee

Human Resources

As of June 30, 2013, the Human Resources division had 21 staff positions providing human resource management services to 1,745 Employees. It is the home of the official personnel and payroll files of all Department of Safety employees. The Department of Safety and Homeland Security is divided into 894 commissioned and 851 civilian positions.

Human Resources Accomplishments: The TEAM Act

The Governor signed into law, effective October 2012, the TEAM Act (Tennessee Excellence, Accountability, & Management) to establish a system that will attract, select, retain and promote the best applicants and employees based on performance and equal opportunities. Under the TEAM Act, applicants are no longer rated/scored, but rather, evaluated against the minimum qualifications of the position. HR was tasked with streamlining the Department's processes to better align with the new TEAM Act to include:

- Conducted job analysis on all Department-unique positions so as to define minimum qualifications and to identify specific knowledge, skills, abilities and competencies (KSAC's) required for each position.



- Restructured the process of managing the hiring and promotional process as the TEAM Act allows for veterans and their spouses to receive interview preference for both appointments and promotions, and if there are two candidates with equal qualifications, knowledge, skills, etc., preference will be given to the veteran.
- Conducted training workshops for all managers and supervisors to ensure the performance evaluation system provides for performance standards and expected outcomes that are Specific, Measurable, Achievable, Relevant and Time sensitive (SMART goals).
- Realigned the HR Team by locating the Transactions Unit to the downtown 25th Floor of the Tower with the Director allowing for better flow of processes between the necessary steps involving the appointing authority, Commissioner, and the Department of Human Resources.
- Coordinated the appointment of 56 Trooper Cadets this fiscal year under the TEAM Act system. This process includes retaining and setting up the physical interview 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 0713 graduated in July 2013.
- Organized the Sergeant and Lieutenant make-up examinations and interviews for those applicants that were eligible in 2012 but were on military leave. This process includes organizing the out-of-state interview teams and DOHR applicant services to a concurrent time-frame to allow the applicants an opportunity of testing at once.
- Re-invented the New Employee Onboarding (NEO) program by conducting the class via video conference. This reduced the amount of travel expense claims and adding the packet online allows the supervisors an opportunity to have initial policy training prior to NEO class.
- Delivered mandated Customer Focused Government training to all Department employees. Delivered mandated Coaching & Competency Based Interviewing training to all Department supervisors.
- Delivery of New Supervisory Orientation throughout the year for newly promoted supervisors and managers in our agency. The focus of this class is to provide managers with the necessary knowledge and skill sets to be successful leaders.
- Coordinated the unfortunate reduction-in-force (RIF) with only one employee being placed on the RIF list for other opportunities in the future. Fortunately, all other employees affected were placed in positions within the Department.
- As part of Governor Haslam's Customer Focused Government initiative, the Information Technology Division has undergone their Next Generation assessment. HR was tasked with assisting the IT Directors and their employees with their career development, determining business needs for the IT Division and necessary positions and organizational structure.

Embrace Technology

Technology Division

The Technology Division enables the Department to deliver high quality, efficient and effective services to the residents of Tennessee by providing a range of centralized technology services; overseeing IT projects, infrastructure and system support; and promoting cross-agency collaboration and adoption of shared services.

The division is divided into two operating sections: Information Technology and Information Processing.

Information Processing Section

Units in the Information Processing Section are responsible for processing various documents received from courts in Tennessee as well as courts from other states, crash reports received from Tennessee law enforcement agencies, and other documents received from departmental divisions e.g. driver license and handgun applications. Documents are also processed in support of federal grants for the collection of data utilized in a variety of federally funded traffic safety programs. Additional responsibilities include developing and maintaining guidelines in accordance with state and federal requirements, providing training, assisting in research and data compilation for reports and studies, participating in federal data quality reviews, traffic records assessments, and Traffic Records Coordinating Committee (TRCC) meetings.

Information Technology Section

Branches in the Information Technology Section work together to provide assistance in all IT related areas. This section 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 capturing for the different departmental divisions.

The following are the branches that compose the IT section and respective achievements:

- Business Solution Center (BSC) Project Analysis
- Desktop Support
- Project Management Office (PMO)
- System Development (SD)
- Field Support (FS)



FY 2012-2013 Technology Division Accomplishments and Highlights

- Updated the Driver License system to support the 5-year card printing contract
- Added Veterans indicator to Driver License card
- Updated THP Trooper Interview System for Sgt/Lt promotional interviews
- Implemented new Self Service Driver License Kiosks
- Developed a program to report expired tags to be used by the License Plate Readers
- Developed a program to report invalid identifications for the Rid-Meth Task Force
- Performed a CDLIS cleanup of obsolete pointers as required by AAMVA reducing the number of records maintained and will save the department over \$141,000
- Assisted TITAN with crash data conversion
- Assisted TITAN in Identifying and locating missing crash report images
- Completed CATS Migration
- Assisted with the installation of Capitol Fixed LPR
- Provided technical support for Trooper Interviews, Cadet Class 2013, and In-Service
- Worked with NIC, state portal vendor to implement the Handgun Online Application
- Performed an IVR software upgrade
- Revised and implemented the Law Enforcement Case Management System (CID)
- Developed and implemented the Out-of-Service Penalties for Driver Service System
- Developed and implemented revocation of driver privileges for failure to pay court fines and fees
- Worked with NIC to implement the Pupil Transportations School Bus Certification system
- Developed and distributed a Disaster Recovery Manual for IT personnel
- Scanned 1,815,324 documents; Indexed 1,741,371 documents; Microfilmed 2,165,110 documents and keyed 481,314 documents (DL mail renewal, AS400 and miscellaneous)
- November 2012, participated in the Nashville IT Symposium presenting information on Safety & Homeland Security's imaging solution experiences with usage of DataCap
- Assisted Commercial Driver License (CDL) staff preparation for the Federal Motor Carrier Safety Administration (FMSCA) Audit by creating a solution to process medical certificate applications; imaged and processed over 7,000 backlogged applications. The Medical Certificate template is now in use by CDL staff to process their work
- Established procedure and began processing Driver Services Customer Comment Cards in May 2013
- Established new procedures for handling "driver license change of address" documents in May 2013
- Participated in Conferences: Court Clerks – September 2012, Montgomery Bell; May 2013, Pigeon Forge; June 2013, Nashville; General Sessions Judges – October 2012, Murfreesboro. Over 400 participants were provided information on requirements for reporting and processing citations and convictions
- Participated in development of applications (electronic and paper) to process criminal offense revocations and reinstatements
- Completed project collecting document examples and compiling document comments for Microfilm Sunset Project to transition the microfilming system to the scan/imaging system for processing documents
- Scanned 33,894 paper crash reports, keyed 29,430 and edited 15,994. Of the paper reports scanned, 94% were keyed within 60 days of being scanned
- TITAN accepted 174,876 crash reports submitted electronically. TITAN Performance reports indicate: 97.0% of the crash reports were received within 15 days of the crash date
- Participated in Traffic Records Coordinating Committee (TRCC) meetings. This committee provides oversight and guidance to State and Local government agencies regarding traffic records. States with an active TRCC are eligible to compete for Federal funds allocated each year to improve traffic records information systems
- Awarded New Five-Year National Highway Traffic Safety Administration (NHTSA), Fatality Analysis Reporting System (FARS) grant for the collection of fatal vehicle traffic crash and fatality data
- Met all federal traffic fatality reporting goals (FARS); Maintained Good/Green Overall State Rating for MCMIS records
- December 2012, participated in FARS/NASS GES System-wide Training Workshop in Memphis, TN. Extensive training was provided on 2013 system/coding changes and quality data reporting review
- Participated in FARS Webinar training in July 2012; February, March, and May 2013. Topics included FARS Financial Process, Area of Impact Mapping, Roadway Departure, and Pre-Crash
- April 2013, participated in a training session for Trooper Cadet Class 713, presenting information on federal traffic crash reporting goals, crash report processing and reporting reminders

Our Achievements



Tennessee Wins Digital Government Achievement Award for Driver Service Center iPads

The Tennessee Department of Safety and Homeland Security has earned a Digital Government Achievement Award for use of Apple iPad technology in its state driver service centers. The iPads are located inside certain centers to help improve wait times for customers who need to renew or replace driver licenses. The Center for Digital Government issues the Digital Government Achievement Awards for outstanding state and local agency and department websites and applications. Fifty-six awards in eight categories were given this year. Tennessee's iPad project was honored in the Government-to-citizen State government category.

“We are honored to earn this award, but it is the satisfaction of our customers, the citizens of Tennessee, that matters most. Our customers have reacted very positively to this technology. Thousands of citizens have used these new tools to easily and quickly renew their driver licenses,” Commissioner Bill Gibbons said.



The department installed 72 iPad kiosks last June inside 26 driver service centers across Tennessee. Customers who visit specified driver service centers to simply renew or replace a lost driver license may use a special application installed on the iPads to quickly complete and pay for the transaction using a credit or debit card. Customers normally receive the new driver license within minutes of the transaction. Other services are also available by using the iPads, including the ability to change addresses on existing driver licenses and process reinstatement payments. In the near future, customers will be able to use the iPads to schedule road test appointments. The awards program is in its 17th year.



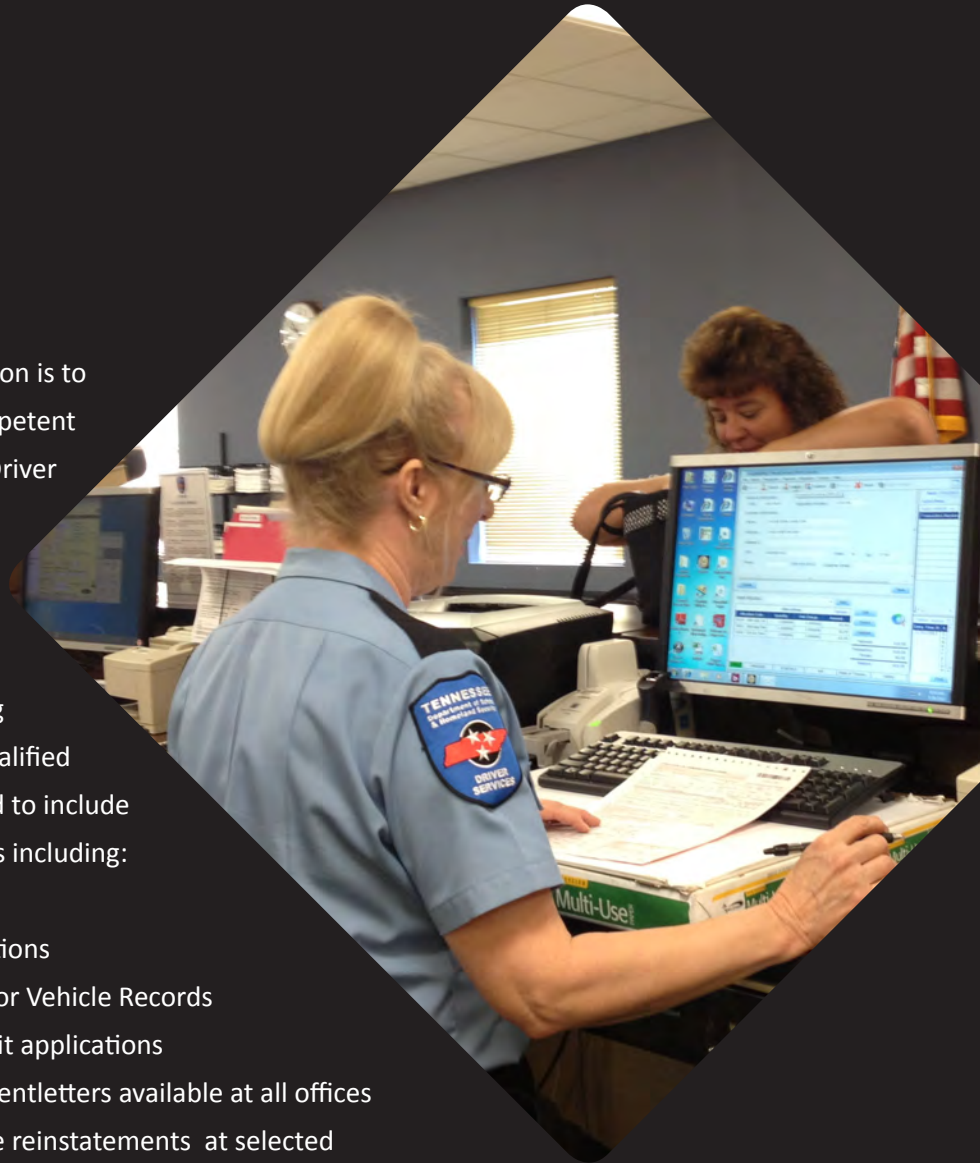
Driver Services

Driver Services

The mission of the Driver Services Division is to promote safe, knowledgeable, and competent drivers in the State of Tennessee. The Driver Services Division is staffed with 394 employees, with 78% (306) working in 48 field offices across the state.

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 applications
- Over-the-counter issuance of Motor Vehicle Records
- Processing of handgun carry permit applications
- Financial responsibility reinstatement letters available at all offices
- Financial responsibility compliance reinstatements at selected field offices





1.73
million

Driver Services issued approximately 1.73 million transactions during FY 2012 – 2013, with 77% of those transactions (1.3 million) occurring in the field offices at a daily rate of approximately 5,408 customers.



County Clerk Partners

The Driver License Division ended FY 2012 – 2013 with a total of 35 active county clerk locations through contracts with 31 county clerks; as Knox and Anderson Counties have multiple locations. The County Clerk locations statewide averaged a total of approximately 667 customers daily. A total of 162,092 driver license customers were served at County Clerk locations during FY 2012 – 2013. This was a 2.6 percent (2.6%) decrease of customers from the previous fiscal year. The County Clerks provide express services for duplicates and renewals of non-commercial driver licenses and identification licenses. Eight additional county clerks are scheduled to provide duplicates and renewal express services for non-commercial driver licenses and identification licenses beginning in August 2013.

Issuance Rates

In FY 2012 – 2013, the division issued 1,734,205 licenses and photo IDs. About 77% (1,330,386) 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 162,092 customers, about 9.3% of all field issuance customers.

Testing Activities

Driver license exams account for 28% of all services provided in the driver license offices. For FY 2012 – 2013, 605,397 driver license examinations were conducted in the field. This included 309,816 vision screenings and 213,539 Class D/M knowledge tests. There were 77,214 Class D (Operator's license) and Class M (Motorcycle) road skills tests of the applicant's driving abilities. 18,913 Commercial Driver's License (CDL) tests were administered through the CDL program consisting of 6,956 pretrips, 6,159 basic controls and 5,798 road skills tests testing the CDL applicant's driving abilities.

Reinstatements

The Driver Service Centers and Driver License reinstatement offices provided reinstatement services to 105,777 customers during FY 2012 – 2013. This is approximately a 1% decrease from the previous year (106,745 in FY 11-12).



Driver License Issuance

During FY 2012 – 2013, the daily average number of customers served per examiner statewide decreased slightly, to approximately 26 customers per examiner. 19 locations (38%) averaged 30 customers per examiner or more.

Middle and East Tennessee experienced the highest customer-to-examiner ratios during FY 2012 – 2013. Among the 19 locations with examiner workloads of 30 customers or more, 47% were Middle Tennessee locations (9 offices) and 37% were East Tennessee locations (7 offices). The top ten sites have workloads ranging from 30.4 to 50.7 customers per examiner.

Driver license and identification license transactions encompass approximately 58.8% of all services provided at driver service centers. These transactions include originals, duplicates and exchanges. Renewal transactions account for 48% of all transactions at driver service centers. Internet transactions consisting of renewals and duplicates experienced an increase by 8,370 over the previous year to 260,132 transactions. During FY 2012 – 2013 the self-service transactions conducted at kiosks in the driver service centers increased to 149,383 duplicates and renewals, representing a 19% increase over the previous fiscal year's total of 125,357.

As part of the Department's goal to improve customer service and reduce wait times, the department has 80 iPad kiosks installed inside 34 driver service centers across the state. Customers who visit these driver service centers to simply renew or replace a lost driver license may use a special application installed on the iPads to quickly complete and pay for the transaction using a credit or debit card. Other services are also available by using the iPads, including the ability to change addresses on existing driver licenses and process reinstatement payments. Future plans include the ability for iPads to schedule road test appointments.

In addition to the iPad kiosks, the Department has 40 self-service kiosks located across the state with some locations accessible 24 hours a day. These self-service kiosks, are equipped with a camera and big touch screen monitor, and accept major credit cards or debit card payments. The kiosks utilize facial recognition software that compares old driver license photos with the person trying to renew or order a new license. If the images do not match, it will reject the transaction. Licenses and ID cards are not printed at the kiosk for security reasons. Instead, a temporary driver's license is printed in a form of a receipt, complete with a photo.



Driver Services Center Average Wait Times in Minutes

| County Center | 2011-2012 | 2012-2013 | +/- Difference |
|--------------------------|-----------|-----------|----------------|
| Anderson Clinton | 30.79 | 23.12 | -7.67 |
| Bedford Shelbyville | 30.16 | 24.02 | -6.14 |
| Blount Maryville | 34.91 | 30.85 | -3.34 |
| Bradley Cleveland | 61.30 | 36.97 | -24.33 |
| Campbell LaFollette** | 37.49 | 25.95 | -11.54 |
| Carter Elizabethton | 58.62 | 34.25 | 24.37 |
| Coffee Tullahoma | 32.14 | 27.59 | -4.55 |
| Cumberland Crossville | 39.19 | 27.86 | -11.33 |
| Davidson Hart Lane | 54.75 | 40.50 | -14.25 |
| Davidson Centennial Blvd | 48.11 | 28.24 | -19.87 |
| Davidson Southeast | 25.79 | 20.73 | -5.06 |
| Davidson Tennessee Tower | 17.73 | 17.22 | -0.51 |
| Dickson Dickson | 24.11 | 33.01 | +8.9 |
| Dyer Dyersburg** | 30.16 | 14.29 | -15.87 |
| Fayette Oakland | 46.25 | 26.91 | -19.34 |
| Gibson Trenton | 16.47 | 10.20 | -6.27 |
| Greene Greeneville | 58.94 | 43.85 | -15.09 |
| Hamblen Morristown | 41.26 | 21.20 | -20.06 |
| Hamilton Dayton Blvd. | 38.70 | 20.59 | -18.11 |
| Hamilton Northgate | 20.60 | 9.99 | -10.61 |
| Hamilton Bonny Oaks | 61.39 | 31.63 | -29.76 |
| Hardeman Whiteville | 32.62 | 17.08 | -15.54 |
| Hardin Savannah | 19.65 | 17.58 | -2.07 |
| Henry Paris | 24.63 | 14.84 | -9.79 |
| Knox Strawberry Plains | 45.60 | 39.14 | -6.46 |
| Knox West Knoxville | 39.45 | 25.66 | -13.79 |
| Lawrence Lawrenceburg** | 26.94 | 22.74 | -4.2 |
| Lincoln Fayetteville | 26.97 | 16.10 | -10.84 |
| Madison Jackson | 30.12 | 13.94 | -16.18 |
| Marion Jasper | 18.75 | 9.46 | -9.29 |
| Maury Columbia | 27.86 | 17.60 | -10.26 |
| McMinn Athens | 40.63 | 28.71 | -11.92 |
| Montgomery Clarksville | 61.66 | 38.60 | -23.06 |
| Obion Union City | 30.56 | 23.54 | -7.02 |
| Putnam Cookeville | 70.33 | 31.20 | -39.13 |
| Roane Rockwood | 23.68 | 13.28 | -13.4 |
| Robertson Springfield | 28.26 | 18.77 | -9.49 |
| Rutherford Murfreesboro | 45.21 | 37.44 | -7.77 |
| Sevier Sevierville | 41.78 | 25.90 | -15.88 |
| Shelby Summer Ave. | 69.71 | 52.32 | -17.39 |
| Shelby East Shelby Drive | 75.78 | 49.57 | -26.21 |
| Shelby Millington | 52.21 | 28.29 | -23.92 |
| Shelby Hickory Ridge | 23.17 | 81.17 | +58.0 |
| Shelby Walnut Grove** | 50.88 | 31.12 | -19.76 |
| Sullivan Blountville | 79.97 | 32.10 | -47.87 |
| Sumner Gallatin | 39.76 | 41.80 | +2.04 |
| Tipton Covington | 33.71 | 28.45 | -5.26 |
| Warren McMinnville | 34.01 | 25.47 | -8.54 |
| Washington Johnson City | 73.88 | 40.04 | -33.84 |
| Weakley Dresden | 17.61 | 7.15 | -10.46 |
| Williamson Franklin | 65.91 | 59.85 | -6.06 |
| Wilson Lebanon | 48.48 | 52.65 | +4.17 |

** These four Driver Services Centers closed during FY2012-2013.

Department of Safety & Homeland Security Releases First Quarter Report on Driver Service Center Wait Times

The Tennessee Department of Safety and Homeland Security released a report on the performance of its Driver Services Division during the first quarter of 2013. For the first quarter, the average wait time at state driver service centers increased from the fourth quarter of 2012. The average wait time in the first quarter of 2013 was nearly 32 minutes, compared to 26 minutes in the fourth quarter of 2012. The number of statewide transactions increased from 295,444 in the fourth quarter of 2012 to 327,114 in the first quarter of 2013.

However, the average wait time for the first quarter of 2013 decreased slightly from the first quarter of 2012, when the average wait time was near 33 minutes.

“We are committed to reducing wait times at our driver service centers. We are concerned about the uptick in wait times, especially after making such great progress in the last three months of 2012. But, we are taking proactive steps to help reverse this trend and help create a more satisfying experience for our customers,” Commissioner Bill Gibbons said.

Gibbons attributed the increase in the first quarter of this year compared to the last quarter of 2012 to a number of factors, including a very significant increase in handgun permit applications, vacant management positions at a number of driver services centers, and equipment failures. In March 2013 alone, the Department accepted 16,951 handgun carry permit applications at driver services centers, compared to the 8,166 accepted in March 2012. That is an increase of 108 percent.

The Department is also installing new equipment and software at all centers as it prepares to start a new central issuance process of issuing driver licenses. While this new process should eventually help reduce wait times, it has currently caused some increase as the department has experienced equipment failures in certain centers. This issue is being addressed with staff and the vendor. The Driver Services Division hired additional part-time employees to help the centers at peak hours. Funding for the positions was appropriated in the Governor’s recently passed budget. The Department also plans to launch a marketing campaign to help increase public awareness about alternate locations and ways to renew driver licenses.





Highway Patrol

Highway Patrol

The Tennessee Highway Patrol (THP) is responsible for the enforcement of all federal and state laws relating to traffic.

The Tennessee Highway Patrol is responsible for investigating accidents involving property damage, personal injury, and fatalities. When personal injury or fatal accidents involve drugs or alcohol, the THP is responsible for prosecution in the courts and working with the Attorney General's Office. The Highway Patrol is active in criminal interdiction, which involves the suppression of narcotics on the roads, highways, and interstate systems in Tennessee. 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 Troopers assigned in each of Tennessee's 95 counties including eight District Headquarters and, 10 Commercial Vehicle Interstate Inspection Stations. 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, Giles County and Brownsville. Specialized services operating under the direction of the THP include Capitol Security, Executive Protection, and Special Operations.



TRAINING CENTER

TENNESSEE HIGHWAY PATROL



3

Bureaus

The THP has three Bureaus: Field Operations Bureau East, a Field Operations Bureau West, and an Administrative Support Bureau. Each Field Bureau is directed by a Major, who reports to a Lt. Colonel.



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. The 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, the 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.

In recent years, the THP has diligently strived to increase the use of occupant restraints on Tennessee highways and reduce impaired driving and speeding. From 2012 to 2013, the State of Tennessee had a 1.1% increase in the seat belt usage rate (84.8%), but saw an increase in fatalities state-wide. The Department hopes to continue 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".

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. As part of the Strike Three program, in FY 2012 – 2013, THP issued 455 citations for seat belt violations, 494 for speeding, 84 for DUI, 43 for child restraint violations, and 2 for violations of the Graduated Driver License statute.

Alcohol Saturation Patrols

Realizing the need for strict enforcement of Tennessee's impaired driving laws, the Alcohol Saturation Patrols (ASP) 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, supports 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. In addition to the THP, Local and State law enforcement agencies assisted in many of these activities.



Commercial Vehicle Safety

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.



| Tennessee Highway Patrol Enforcement Activity | | |
|---|----------------|----------------|
| | 2011-2012 | 2012-2013 |
| DUI Arrests | 5,428 | 6,168 |
| Speeding Trucks | 3,603 | 4,545 |
| Child Restraint Violations | 3,195 | 3,994 |
| Seatbelt Violations | 34,283 | 61,804 |
| Other Moving Violations | 123,571 | 130,326 |
| Other Non-Moving Violations | 170,495 | 174,751 |
| Total Citations | 340,575 | 381,588 |
| Property Damage Crashes Investigated | 16,772 | 16,934 |
| Injury Crashes Investigated | 10,171 | 9,452 |
| Fatal Crashes Investigated | 511 | 464 |
| Total Crashes Investigated | 27,454 | 26,850 |
| Warnings Issued | 33,114 | 26,546 |
| Overweight Assessments | 5,743 | 6,090 |
| Safety Inspections | 75,566 | 83,707 |

| THP Alcohol Saturation Patrols | | |
|--------------------------------|-----------|-----------|
| | 2011-2012 | 2012-2013 |
| DUI Arrests | 346 | 419 |
| Speeding Violations | 1,283 | 1,035 |
| Child Restraint Violations | 45 | 49 |
| Seatbelt Violations | 582 | 687 |
| Motorists Assisted | 116 | 69 |
| Safety Inspections | 28 | 16 |
| Out of Service Drivers | 5 | 5 |
| Out of Service Vehicles | 1 | 1 |
| Total Crashes Investigated | 138 | 115 |
| Total Citations Issued | 5,558 | 5,287 |

| Tennessee Highway Patrol Activity | |
|-----------------------------------|--------------------------|
| Year | DUI Arrests |
| 2010 | 3,376 |
| 2011 | 4,691 |
| 2012 | 5,878 |
| YTD 2013 | 3,933 |
| Year | Moving Violations |
| 2010 | 119,968 |
| 2011 | 125,073 |
| 2012 | 137,777 |
| YTD 2013 | 85,922 |
| Year | Fatalities |
| 2010 | 1,032 |
| 2011 | 938 |
| 2012 | 1,014 |
| YTD 2013 | 591 |

*YTD June 30, 2013.

Source: THP RP&D Unit: Patrick Dolan

Department of Safety & Homeland Security Announces New Identity Crimes Theft Unit

The Department of Safety and Homeland Security Commissioner Bill Gibbons announced in the fall of 2012 the formation of a new investigative unit to combat the increase in identity theft and related crimes in Tennessee. The newly formed Identity Crimes Unit is comprised of employees from three divisions of the department: Tennessee Highway Patrol, Office of Homeland Security, and Driver Services Division.

Additionally, the Identity Crimes Unit is receiving support from federal partners. The United States Secret Service Nashville and Memphis field offices; Homeland Security Investigations, under the U.S. Department of Homeland Security; and the Federal Bureau of Investigation Memphis division, are supporting the Identity Crimes Unit in investigations with possible federal violations. The new unit is the direct outgrowth of the department's top-to-bottom review requested last year by Governor Bill Haslam.

"As part of the top-to-bottom review, we focused on the needs of our citizens and the law enforcement community, as well as ways we could maximize the effective use of the resources we have," Gibbons said.

According to the Consumer Sentinel Network, a data base used by law enforcement to collect consumer complaints, in 2011 there were 4,275 complaints of identity theft filed in Tennessee, compared to 4,175 filed in 2010. Nationwide, in 2011 there were 279,156 complaints of identity theft filed, compared to 258,854 filed in 2010.

"Identity crimes are a growing part of our crime problem, and many local law enforcement agencies struggle with investigating these cases. In addition, the Highway Patrol has specific authority under state law to investigate identity theft, there are obvious homeland security concerns with such crimes, and many identity crimes relate to driver licenses. So, we see it as a great opportunity for all three divisions of the department—our state troopers, homeland security agents, and driver license examiners—to work together as a team," Gibbons noted.

The Identity Crimes Unit provides support to local law enforcement upon request, but will consider several factors to determine the level of involvement. Some of these factors include fraudulent use of a driver license; a nexus to homeland security issues; cooperation of victims; violation of Tennessee's felony theft law; the number, financial amount, and frequency of transactions; and referral from a federal agency. Investigators and staff assigned to the Identity Crimes Unit have been training for months to increase skills in the area of identity crimes and collect best practices for this type of investigating from other states.

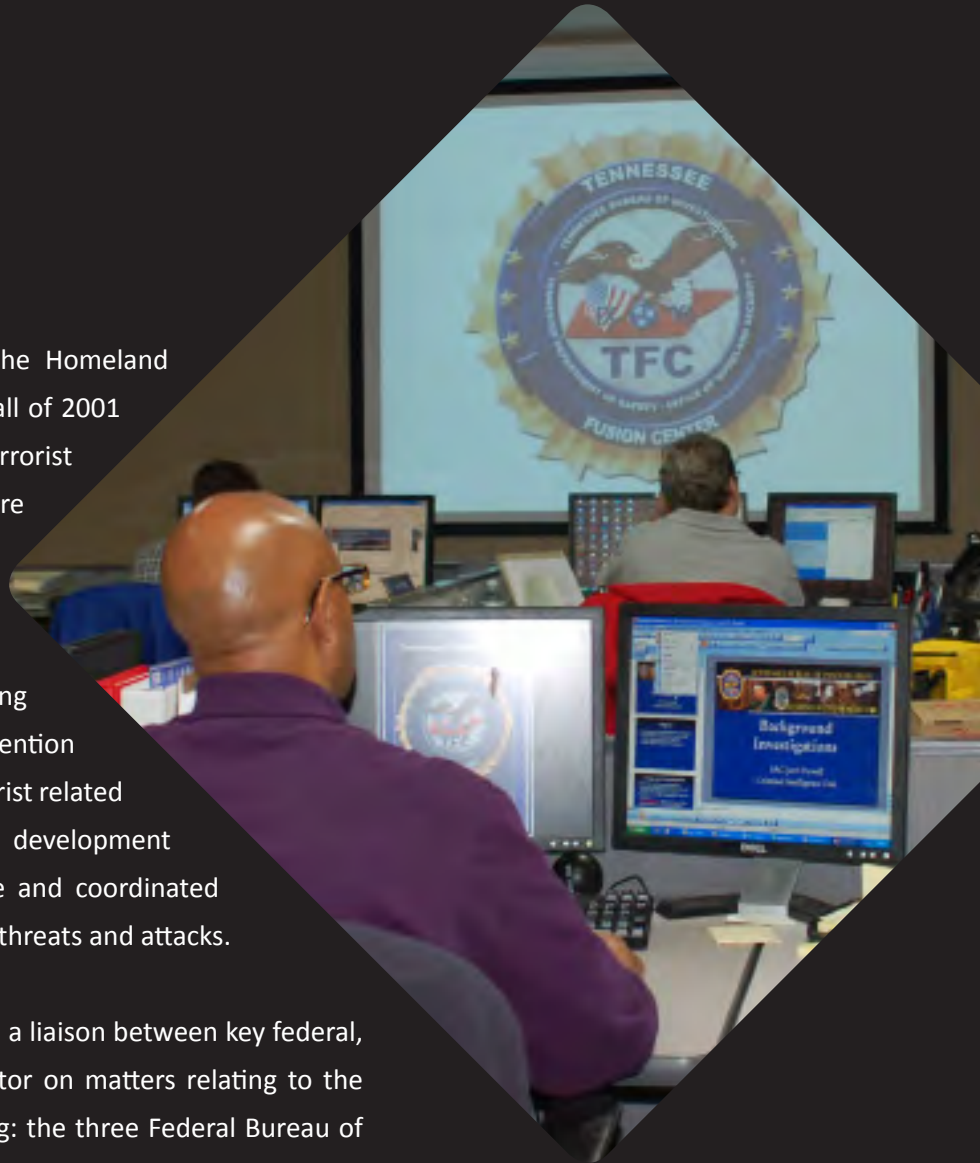


Homeland Security

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 Office and Council were formally established on April 3, 2003 by Executive Order #8 assigning the Office of Homeland Security the primary responsibility and authority for directing statewide activities pertaining to the prevention of, protection from, and response to terrorist related events. This responsibility includes the development and implementation of a comprehensive and coordinated strategy to secure the state from terrorist threats and attacks.

The Office of Homeland Security serves as a liaison between key federal, state and local agencies, and private sector on matters relating to the security of our state and citizens including: the three Federal Bureau of Investigation (FBI) Joint Terrorism 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

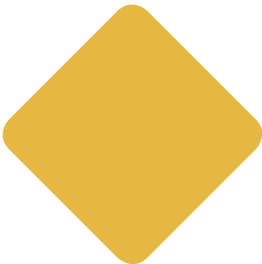
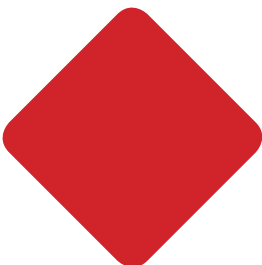




Information Sharing

The Tennessee Fusion Center, a partnership between the Office of Homeland Security and the Tennessee Bureau of Investigation, is Tennessee's core law enforcement information sharing capability. The Fusion Center coordinates the collection, analysis and dissemination of criminal and terrorism information/intelligence, with federal, state, and local, partners, as well as regional partners in the Southeast United States. The Fusion Center is a collaborative effort that provides resources, expertise and information with the goal of enhancing Tennessee's ability to detect, prevent, investigate, and respond to criminal and terrorist activity. Specially trained intelligence analysts analyze suspicious activity reports and law enforcement records shared through a web-based consolidated records management system to maximize information sharing. A number of Federal and State agencies maintain a full or part-time analytical presence in the Fusion Center.

Infrastructure Protection



Tennessee possesses a wealth of critical infrastructure, 85% of which is owned by the private sector. As part of our public-private partnership efforts, the Office of Homeland Security, in cooperation with INFRAGARD and the FBI, has established public-private coordinating councils. In support of this partnership, the Office of Homeland Security has delivered terrorism awareness workshops that have included a myriad of subject matter experts to ensure the information presented is beneficial to our private sector partners. The goal of these workshops is to provide the private sector with the appropriate information to enable them to develop and/or adopt the effective critical infrastructure protection practices for their facilities. The Office of Homeland Security continues to expand this program through an aggressive outreach to critical infrastructure sector partners.



Training

During the last six years, the Office of Homeland Security has trained over 30,000 state, federal, and local officials in Homeland Security related subjects. Training has included subjects ranging from detecting/defeating improvised explosive devices, soft target awareness, surveillance detection, bomb making materials awareness, suspicious activity reporting, agriculture security, critical infrastructure protection, and a myriad of other courses.

During this period, the Office of Homeland Security has also conducted 37 realistic Homeland Security exercises to better prepare law enforcement and first responders to prevent terrorism, protect citizens and critical infrastructure, and, if necessary, respond to acts of terrorism.

Citizen Preparedness

Citizen Preparedness, under the umbrella of the Tennessee Citizen Corps Program, is a key component of the state's Homeland Security Program. Citizens are provided the opportunity to receive education and training in preparedness through partnerships and collaborative efforts with local law enforcement and first responder partners statewide. Participation occurs through one or more of the five Citizen Corps programs: Community Emergency Response Teams, Neighborhood Watch, Volunteers in Police Service, Medical Reserve Corps and the Fire Corps. All 95 counties participate in one or more of these programs.

Cybersecurity

The Office has entered into memoranda of agreement with the FBI as well as applicable state agencies to address the threat posed from cyber-attacks and cybercrime. The initial efforts of this new endeavor are designed to educate the employees of the state and the citizens of Tennessee, through training events, seminars and conferences, about how to better protect against and report occurrences of this threat.



Homeland Security Grants

The Office has provided oversight for more than \$250 million in US Department of Homeland Security State Homeland Security Grant Program funds. These grant funds have been provided to state and local agencies to enhance capabilities to prevent, protect, and respond to terrorism. Funds have created 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.

Homeland Security Grant allocations to the State of Tennessee have decreased 85% since 2010.

Major Homeland Security Grant Funding Received by Tennessee

| Year | State | Memphis UASI | Nashville UASI |
|--------------|----------------------|---------------------|--------------------|
| 2003 | \$40,058,000 | \$6,071,695 | 0 |
| 2004 | \$42,111,000 | \$10,008,079 | 0 |
| 2005 | \$28,070,941 | 0 | 0 |
| 2006 | \$8,260,000 | \$4,200,000 | 0 |
| 2007 | \$14,140,000 | \$4,590,000 | 0 |
| 2008 | \$12,880,000 | \$4,452,500 | \$1,783,500 |
| 2009 | \$11,844,500 | \$4,166,500 | \$2,836,900 |
| 2010 | \$11,036,637 | \$1,110,503 | \$757,545 |
| 2011 | \$5,518,319 | 0 | 0 |
| 2012 | \$2,801,316 | 0 | 0 |
| 2013 | \$3,459,364 | 0 | 0 |
| Total | \$180,180,077 | \$34,599,377 | \$5,377,945 |

Source: Office of Homeland Security: Rick Shipkowski



Fiscal 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 24 employees, the two operating offices of this division are:

- Budget - Accounting Unit
- Revenue - Accounting Unit

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, this division strives to provide the appropriate amount of fiscal support to all divisions 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 and Homeland Security 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.

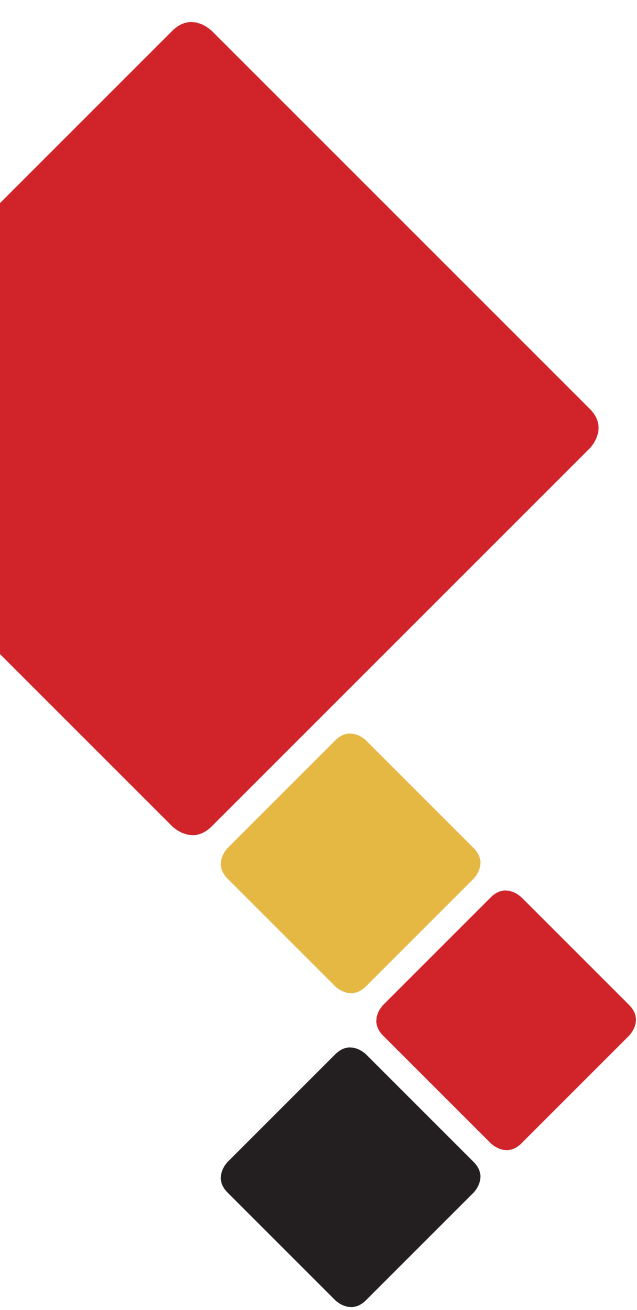
During FY 2012 - 2013, the Budget - Accounting Unit processed \$175,597,900 in payroll and operational expenses. This unit also projects the fiscal impact of all legislation affecting the Department of Safety and Homeland Security.

Revenue – Accounting Unit

The Revenue – Accounting Unit is responsible for the receipt, deposit, and accounting for all revenues collected by the department, including:

- Filing claims and collecting reimbursement for expenditures incurred under federal and interdepartmental grant programs.
- Processing Driver License (D.L.) fees.
- Receipting payments such as Motor Vehicle Reports (MVR's) and D.L. Reinstatement fees.
- Refunding revenues, accounting for bad checks and field deposits from driver license stations.
- Auditing reports of law enforcement fines and fees from various courts across the state.

During FY 2012 - 2013, this unit processed revenues for \$95,120,600, which included \$12,304,200 in reimbursements from federal and interdepartmental grants.



**Expenditures
FY 2012 - 2013**

| | |
|-----------------------------|----------------------|
| Administration | \$8,992,700 |
| Driver License Services | \$46,061,500 |
| Highway Patrol | \$98,239,700 |
| Technical Services | \$6,838,200 |
| Office of Homeland Security | \$3,938,500 |
| Motorcycle Safety Education | \$469,100 |
| Auto Theft Investigations | \$18,600 |
| Motor Vehicle Operations | \$10,825,600 |
| Major Maintenance | \$6,300 |
| Driver Education | \$207,700 |
| Total Expenditures | \$175,597,900 |

**Revenue Sources
FY 2012- 2013**

| | |
|-------------------------------------|---------------------|
| Driver License Fees | \$25,807,700 |
| Law Enforcement Fines and Fees | \$9,387,200 |
| Motor Vehicle Reports | \$7,874,600 |
| Driver License Reinstatement Fees | \$17,085,400 |
| Driver License Application Fees | \$3,915,700 |
| Handgun Permit Fees | \$12,009,100 |
| Overweight Assessments | \$940,200 |
| Crash Reports | \$122,300 |
| Cost Bonds from Asset Forfeitures | \$557,100 |
| Drug Asset Forfeitures | \$398,300 |
| Vehicle Asset Forfeitures | \$28,300 |
| Overtime Reimbursements | \$1,765,800 |
| Computer Records | \$634,700 |
| Miscellaneous Current Services | \$1,297,800 |
| Interdepartmental (Other) | \$247,700 |
| Interdepartmental (Grants) | \$2,519,656 |
| Federal Grants | \$5,363,517 |
| Driver Education Revenues | \$272,300 |
| Motorcycle Rider Education Revenues | \$445,200 |
| Total Expenditures | \$95,120,600 |

Source: Fiscal Services Division: Sonya Hadley

Tennessee Highway Patrol Announces New Statewide Interoperable Communications System

Tennessee Department of Safety and Homeland Security Commissioner Bill Gibbons and Tennessee Highway Patrol (THP) Colonel Tracy Trott today announced the Chattanooga THP district is the first to use a new statewide interoperable communications system. Motorola Solutions is upgrading each district in the state to the new system that will enhance the efficiency, safety and service of troopers and the public. The Motorola ASTRO® 25 radio system will ultimately allow troopers across the state, no matter where they are located, to clearly speak to each other with the push of a button. The radio system went live in Chattanooga on March 27. Phase one of this project also included radio upgrades in the Knoxville and Fall Branch districts. Knoxville switched to the new system on May 29, one month ahead of schedule. Fall Branch converted to the system in late July, two months ahead of schedule.

“This advanced statewide interoperable communication system is a top priority in securing our state,” Commissioner Gibbons said. “By enhancing communication among public safety agencies in Tennessee, and with agencies in surrounding states, we will better serve the public. This radio system is part of our customer-focused government plan.”

The department secured \$39.2 million dollars from the Tennessee General Assembly for this first phase and \$80 million for phase two, which will begin later this year. Phase two will include the Nashville, Cookeville, Lawrenceburg, Jackson and Memphis THP districts. It is scheduled to be completed by 2015. The State of Tennessee Real Estate Asset Management (STREAM) division, under the Department of General Services, is managing the multi-year project. Replacing a structure more than 30 years old, the new radio system will provide commonality between THP’s system and the bordering states of Mississippi, Arkansas, Georgia, North Carolina, South Carolina and Virginia. It will also offer new safety enhancements for State Troopers, such as Emergency Man-Down notification and Global Positioning Satellite (GPS) capabilities, along with improved coverage and the latest in interoperable radio capabilities.

“Our outdated communications system has been a challenge for years, preventing state troopers from sharing vital voice or data information via radio with our neighboring jurisdictions in daily operations or emergency response situations,” Colonel Trott said. “This new interoperable communications system will help increase public safety by allowing us to better perform critical duties across the state.”

Some new towers have been constructed as part of this project. The department has also reused antenna sites and equipment in existing Motorola Project 25 systems operated by the Tennessee Department of Correction (TDOC) and the Tennessee Valley Regional Communications System (TVRS). A total of 100 towers will be used for this system statewide.



Legal Division

Legal Division

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. In FY 2012-2013, the Legal Division opened 10,918 cases and closed 10,069 cases.

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.



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 and Homeland Security 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-lieu of or to 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 approving and monitoring the Defensive Driving Schools located across the state.





| HEARING OFFICER ACTIVITY FY 2012 - 2013 | | | |
|--|--------------------------|---------------------------|--------------------|
| DISTRICT | HEARING SCHEDULED | HEARINGS CONDUCTED | MVRS ISSUED |
| 1 | 346 | 266 | 0 |
| 2 | 302 | 213 | 24 |
| 3 | 727 | 556 | 0 |
| 4 | 385 | 275 | 0 |
| 5 | 437 | 349 | 0 |
| TOTAL | 2,197 | 1,659 | 24 |

| MEDICAL COMPLAINTS FY 2012 - 2013 | |
|--|---------------|
| MEDICALS | NUMBER |
| Complaints Received | 1,670 |
| Approved | 834 |
| Approved for Re-Examination | 195 |
| Disapproved | 376 |
| Pending | 231 |
| Driver Medical Evaluations | 1,703 |

| RE-EXAMINATIONS FY 2011 - 2012 | |
|---|---------------|
| RE-EXAMINATIONS | NUMBER |
| Complaints Received | 180 |
| Failure to Re-Exam | 47 |
| Passed | 259 |
| Passed after Failing Prior Re-Exam | 23 |
| Failed | 138 |

Source: Legal Division: Donna Elmore

Governor Haslam Signs Gang-Enhanced Sentencing Bill in Memphis

Tennessee Gov. Bill Haslam held a ceremonial bill signing in Memphis for legislation that rewrites and simplifies the criminal gang offense enhanced punishment law.

Gang-related crimes are of increasing concern across Tennessee, in the state's rural and urban communities, and the bill, HB 196/SB 202, changes the definition of "criminal gang offense" from a vague and broad definition to a specific list of offenses that will make it easier for prosecutors to seek a greater sentence.

"The good news is the number of reported violent crimes in Tennessee is decreasing. Yet, we continue to have one of the highest violent crime rates in the nation," Haslam said. "This legislation gives prosecutors another tool to fight criminal gang activity and help make Tennessee safer."

According to the Tennessee Bureau of Investigation, through May of this year murders are down almost 22 percent, robberies have decreased almost 17 percent, and aggravated assaults have declined more than 20 percent compared to 2010.

The offenses included in the legislation are crimes that Tennessee communities combat every day, such as robbery, carjacking, and drug possession with intent to sell, among others. Under this new law, if one of the defined offenses is committed, prosecutors must also prove the defendant committed the crime as a part of a criminal gang and must prove the defendant is a member of the criminal gang to enhance the sentence.

The gang enhanced-sentencing bill is one of several pieces of legislation introduced by the administration to address the challenge of gang violence in Tennessee. Other laws enacted since 2011 create tougher sentences for certain types of crimes committed by three or more acting in concert, tougher sentences for convicted felons who persist in illegally possessing guns, and mandatory sentences for repeat domestic violence offenders where physical injury is involved.

Senate Majority Leader Mark Norris (R-Collierville), House Majority Leader Gerald McCormick (R-Chattanooga) and State Rep. Barrett Rich (R-Hickory Withe) sponsored the legislation in the General Assembly.

The new legislation went into effect July 1, 2013.



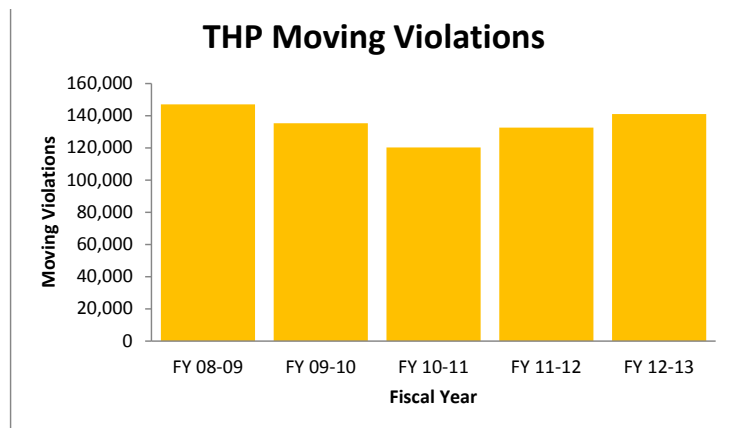
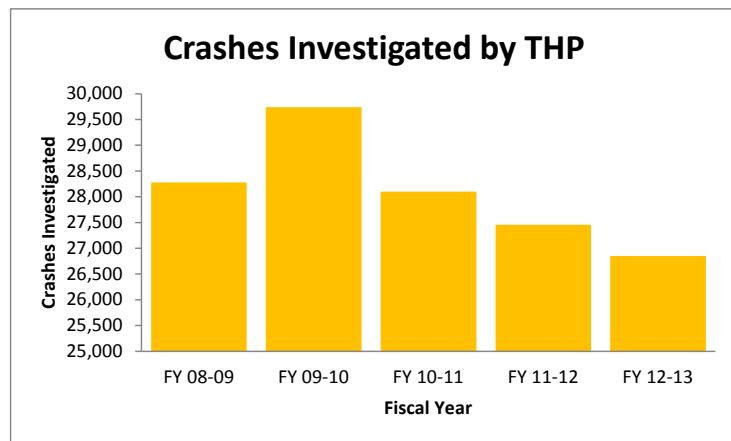
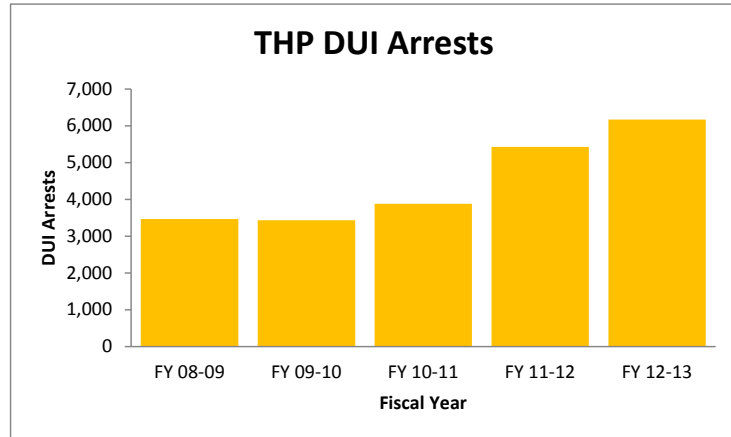
Enforcement, Issuance and Crime Stats

The table below, and the charts that follow, reflect data for the last six fiscal years and cover enforcement, issuance and crime statistics compiled from the various divisions within the Tennessee Department of Safety and Homeland Security.

| CATEGORY | FY 06-07 | FY 07-08 | FY 08-09 | FY 09-10 | FY 10-11 | FY 11-12 | FY 12-13 |
|--|-----------|-----------|-----------|-----------|-----------|-----------|-----------|
| THP DUI Arrests | 3,837 | 3,736 | 3,465 | 3,433 | 3,876 | 5,428 | 6,168 |
| Crashes Investigated by THP | 31,809 | 29,587 | 28,279 | 29,738 | 28,098 | 27,454 | 26,849 |
| Moving Violations Issued by THP | 177,480 | 165,885 | 147,065 | 135,351 | 120,184 | 132,602 | 141,039 |
| Non-Moving Violations Issued by THP | 226,049 | 214,701 | 210,934 | 212,220 | 181,193 | 207,973 | 240,549 |
| Strike 3 Citations Issued by THP | 11,273 | 5,751 | 3,697 | 9,601 | 6,604 | 5,556 | 2,251 |
| CMV Inspections | 71,345 | 69,165 | 65,927 | 67,205 | 60,700 | 75,556 | 83,703 |
| Driver Licenses Issued by Driver Services | 1,632,164 | 1,667,363 | 1,625,939 | 1,503,309 | 1,554,683 | 1,726,076 | 1,734,205 |
| Handgun Carry Permits Issued by Driver Services | 49,093 | 42,111 | 90,164 | 124,191 | 88,469 | 94,975 | 130,706 |

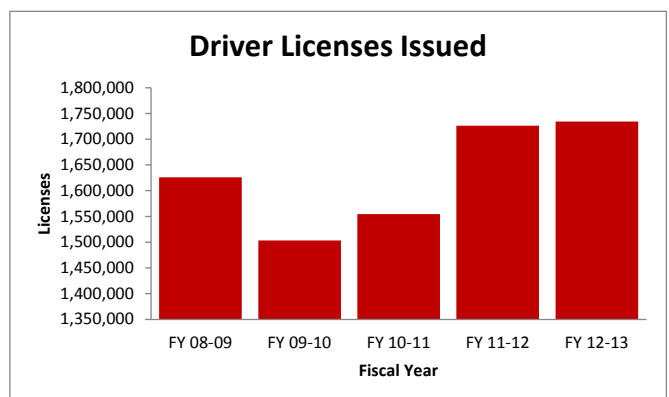
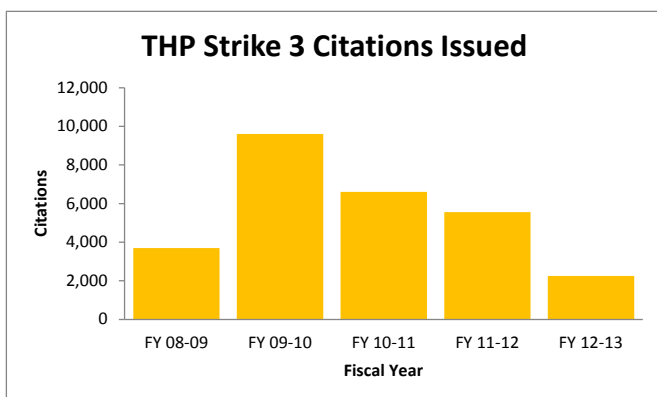
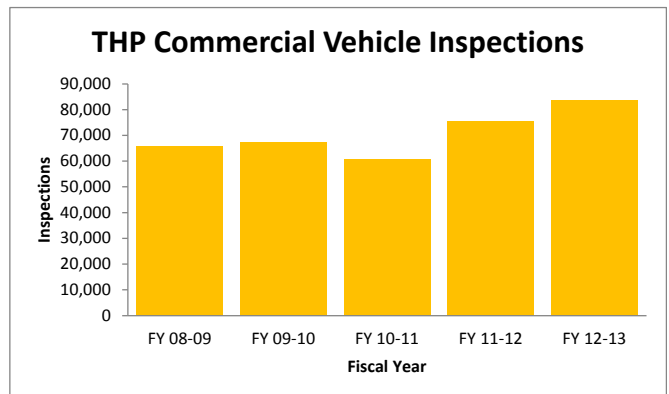
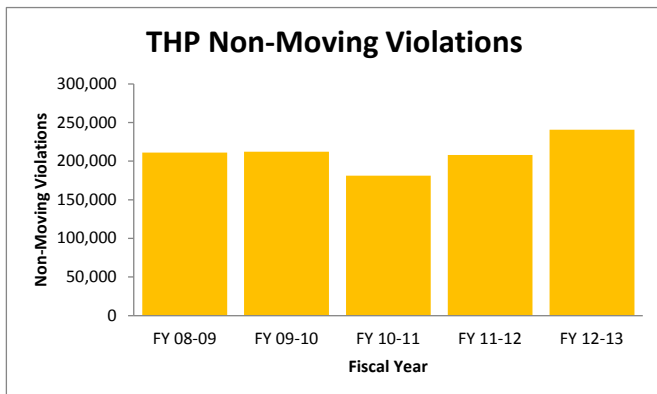
Sources: THP RP&D Unit: Patrick Dolan

Driver Services Unit: Ed Mimms



**LICENSES ISSUED BY
CARD TYPE AND OUTLET**

| CARD TYPE & OUTLET | FY 2012-2013 | FY 2011-2012 | % OVERALL ACTIVITY | % CHANGE |
|------------------------------------|------------------|------------------|-----------------------|----------|
| Field Issued Photo | 1,179,448 | 1,218,641 | 68.01% | -3.3% |
| Internet Photo | 257,037 | 247,450 | 14.82% | 3.7% |
| Field Issued Non-Photo | 1,555 | 2,177 | 0.09% | -40.0% |
| Internet Non-Photo | 3,095 | 4,312 | 0.18% | -39.3% |
| Mail/Batch Renewal Photo | 113,867 | 101,594 | 6.57% | 10.8% |
| Mail/Batch Renewal Non-Photo | 18,963 | 26,545 | 1.09% | -40.0% |
| Self-Service Kiosk Photo | 149,177 | 125,147 | 8.60% | 16.1% |
| Self-Service Kiosk Non-Photo | 206 | 210 | 0.01% | -1.9% |
| Self-Service Super Kiosk Photo | 10,751 | 0 | 0.62% | 100.0% |
| Self-Service Super Kiosk Non-Photo | 106 | 0 | 0.01% | 100.0% |
| TOTAL | 1,734,205 | 1,726,076 | | |



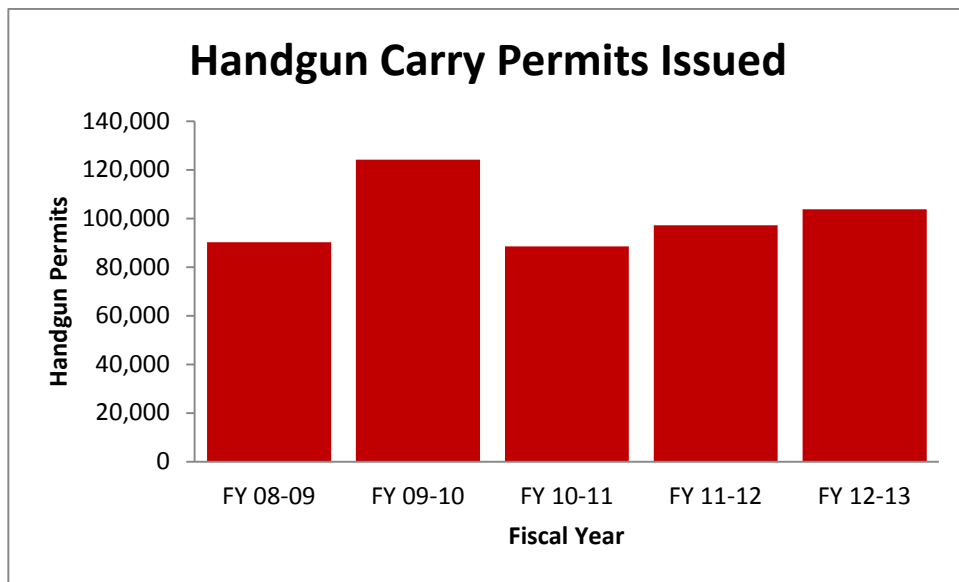




Handgun Carry Permit Stats

The state of Tennessee issued 114,031 handgun carry permits in calendar year 2012. Of those issued, 45.9 percent were originals, 46.9 percent were either renewals or reinstatements, 5.7 percent were duplicates, 0.8 percent were free, and 0.7 percent were new residents. The most active month was March, with 11,394 handgun carry permits issued. The state of Tennessee suspended 1,105 handgun carry permits, revoked 284 handgun carry permits, and denied 574 handgun carry permits in 2012. Handgun carry permits were issued to males at an approximate ratio of 2.5:1 (81,677 to 32,354) compared to females, with the age group of 46-50 years being the most populous for females and males.

The state of Tennessee issued 130,706 handgun carry permits in FY2012-2013.



The counties with the highest number of Tennessee handgun carry permits issued were: Shelby (13,860), Davidson (7,609), Knox (7,521), Hamilton (5,048), and Rutherford (4,830). The counties with the highest number of Tennessee handgun carry permits suspended, revoked, or denied were: Shelby (338), Davidson (204), Knox (117), Rutherford (108), and Hamilton (62).

Source: Handgun Unit: Lisa Knight

| STATEWIDE PERFORMANCE MEASURES | 2007 | 2008 | 2009 | 2010 | 2011 | 2012 | YTD 2013* |
|---|-------------|-------------|-------------|-------------|-------------|-------------|------------------|
| All Crashes Investigated | 29,873 | 27,668 | 29,577 | 29,154 | 27,201 | 26,715 | 14,741 |
| Injury Crashes Investigated | 11,352 | 10,418 | 11,181 | 10,921 | 10,082 | 9,853 | 5,251 |
| Alcohol Impaired Crashes | 2,253 | 2,051 | 2,046 | 1,466 | 1,117 | 2,095 | 1,149 |
| FCMSA Reportable Crashes | 4,337 | 3,973 | 3,276 | 1,144 | 1,391 | 1,438 | 784 |
| Traffic Fatalities | 1,211 | 1,043 | 986 | 1,032 | 947 | 1,018 | 528 |
| DUI Arrests | 3,848 | 3,508 | 3,541 | 3,374 | 4,691 | 5,882 | 3,709 |
| Seatbelt Citations | 44,109 | 37,736 | 41,183 | 31,599 | 30,172 | 47,407 | 43,474 |
| Total Citations | 389,914 | 352,258 | 386,367 | 303,555 | 312,600 | 363,584 | 228,507 |
| Commercial Motor Vehicle Citations | 24,040 | 21,646 | 17,524 | 29,997 | 28,384 | 36,345 | 24,127 |
| Commercial Motor Vehicle Inspections | 68,460 | 69,722 | 72,962 | 63,061 | 60,834 | 80,143 | 50,408 |

*YTD June 30, 2013.

Source: THP RP&D Unit: Patrick Dolan



Fatalities, Arrests and Violent Crime Rates

The table below on this page and the charts that follow reflect data for the last five years and cover traffic fatalities, arrests and violent crime rates in the state of Tennessee as well as in seven surrounding states and nationwide.

PLEASE NOTE: The data for 2012 has not yet been released by the FBI for crime rates in the surrounding states. Once that data has been released the 2012 information will be updated.

| CATEGORY | 2006 | 2007 | 2008 | 2009 | 2010 | 2011 | 2012 |
|--|-------|-------|-------|-------|-------|-------|--------------------|
| Tennessee Traffic Fatalities | 1,284 | 1,211 | 1,043 | 986 | 1,031 | 938 | 1,014 |
| TBIRS Group A Arrests by THP * | 1,201 | 1,090 | 675 | 1,076 | 1,189 | 1,480 | 1,445 |
| Tennessee Violent Crime Rates** | 760.2 | 753.3 | 720.6 | 666.0 | 613.3 | 608.2 | 642.1 |
| Surrounding States *** Violent Crime Rates** | 402.6 | 408.9 | 404.7 | 366.5 | 375.1 | 326.0 | DATA NEEDED |
| Nationwide Violent Crime Rates* | 473.6 | 466.9 | 457.5 | 431.9 | 403.6 | 386.3 | |

* Includes most categories of major types of crimes.

** Includes murder, forcible rape, and robbery crimes. Calculated per 100,000 residents.

*** Alabama, Arkansas, Georgia, Kentucky, Mississippi, North Carolina, and Virginia.

Sources: All data from TN Dept. of Safety and Homeland Security, Research, Planning and Development, with the exception of:

TBIRS Group A Arrests by THP - Tennessee Bureau of Investigation and Violent Crime Rates - Federal Bureau of Investigation

Tennessee Highway Patrol's Six-Month Performance Report

Tennessee Highway Patrol (THP) Colonel Tracy Trott today announced the preliminary number of traffic fatalities on state roadways have decreased by nearly 14 percent (13.8%) for the first six months of 2013, compared to the same time period in 2012.

The THP reported 436 people died in traffic crashes in Tennessee from January 1 through June 30, 2013. That is 70 fewer than the 506 vehicular fatalities that occurred during the same dates in 2012. (Please note these figures include vehicular fatalities reported by all law enforcement agencies across the state.)

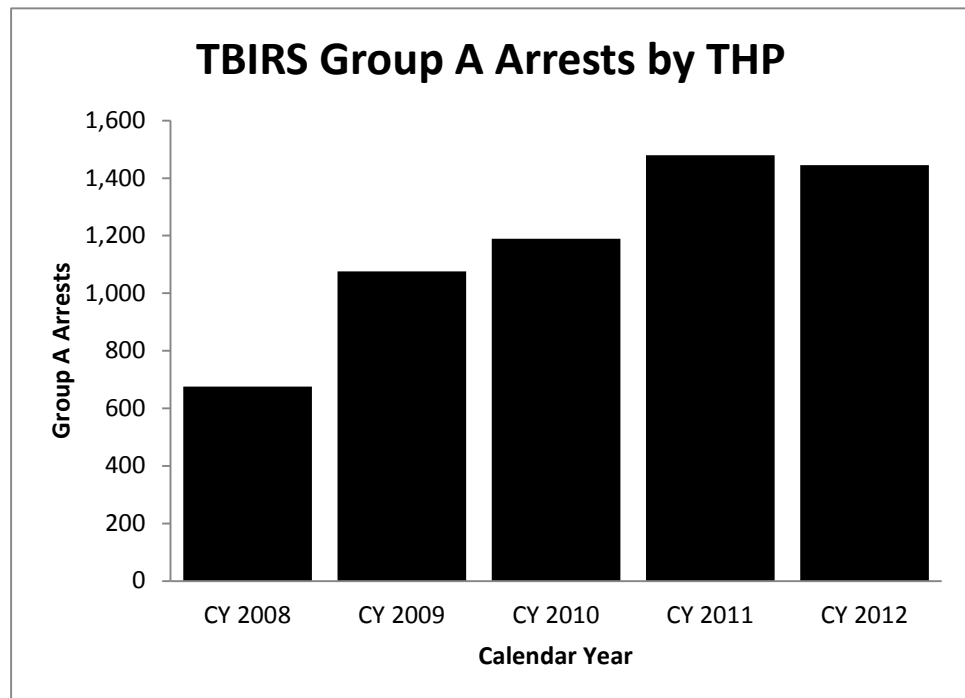
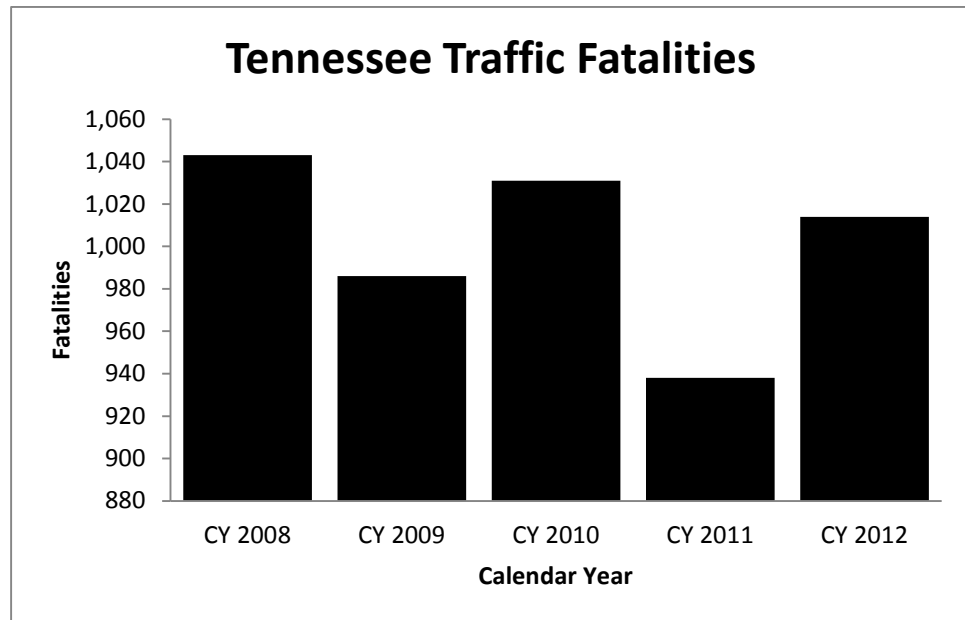
Colonel Trott also noted a 10.7 percent decline in alcohol-related crashes investigated by the THP. State Troopers worked 975 impaired driving accidents from January 1 through June 30, 2013, a drop from the 1,092 crashes involving alcohol the previous year during the same time frame.

"DUI enforcement has become one of our agency's top priorities in the last few years. We have arrested 3,151 individuals on suspicion of impaired driving during the first six months of this year – a 9.8 percent increase from the 2,870 DUI arrests made the first half of 2012," Colonel Trott said. "Each time we remove a drunk driver from our roadways, we reduce the chance of a serious injury or fatal crash occurring," he added.

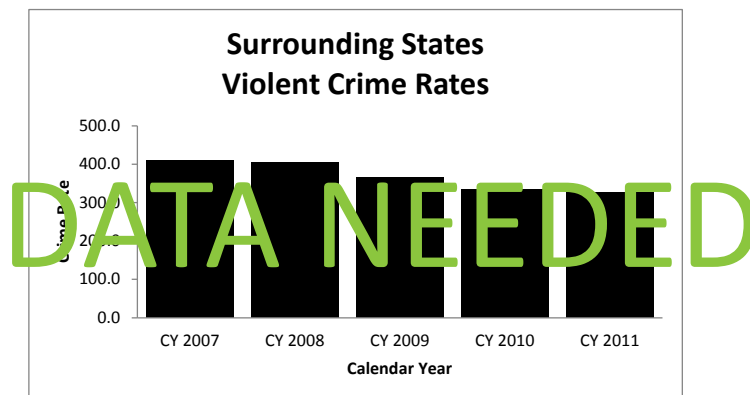
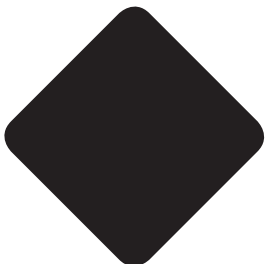
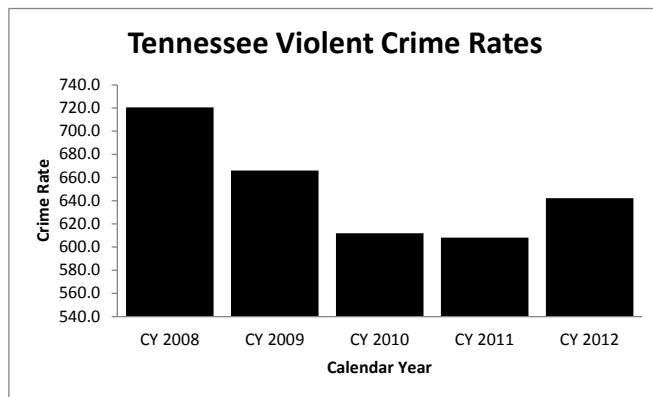
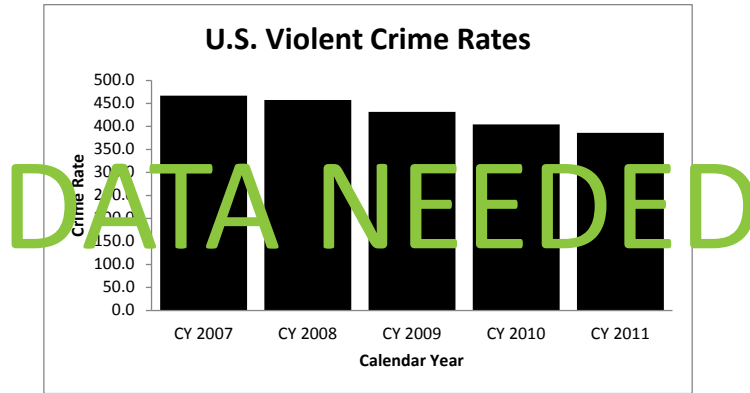
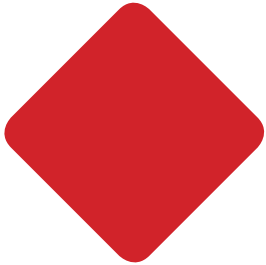
"The efforts of the Tennessee Highway Patrol is evident in the data produced on the roadways," Department of Safety and Homeland Security Bill Commissioner said. "We are encouraged by the reduction of crashes investigated, specifically injury and alcohol-related across the state. Our hope is to continue this trend and keep the motoring public safe in Tennessee."

THP has also placed a greater emphasis on seat belt enforcement in 2013. As of June 30, 2013, State Troopers have issued 37,191 seat belt citations in Tennessee. That's 14,000 more seat belt citations or a 62.3 percent increase than those issued during the first six months of 2012. Colonel Trott believes the seat belt enforcement has resulted in a 31.2 percent decline in the number of unrestrained fatalities across the state.





PLEASE NOTE: The data for 2012 has not yet been released by the FBI for crime rates in the surrounding states. Once that data has been released the 2012 information will be updated.





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2012-2013 TDOSHS Annual Report
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