

Tennessee Department of Safety

Annual Report
Fiscal Year 2002-2003



State of Tennessee
Phil Bredesen, Governor

Department of Safety
Fred Phillips, Commissioner
Tom Moore, Deputy Commissioner
Lynn Pitts, Colonel

www.tennessee.gov/safety



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GOVERNOR

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FRED PHILLIPS
COMMISSIONER

November 25, 2003

The Honorable Phil Bredesen
Governor of Tennessee
State Capitol
Nashville, Tennessee 37219

Governor Bredesen:

On behalf of the employees at the Tennessee Department of Safety, I respectfully submit the Department's Annual Report for the 2002-2003 fiscal year.

I am proud of the Department's accomplishments during the past fiscal year, which was filled with challenges, opportunities and successes. The Department maintained a high level of performance and worked diligently to enhance public safety through its enforcement, education and motorist services.

The Department's achievements are a direct result of each employee's dedication to make Tennessee a safer place for all citizens. Throughout the fiscal year some 1,800 commissioned and non-commissioned personnel contributed meaningfully to the Department's activities and operations.

With an eye toward the future, the Department prepares to celebrate its past with the upcoming 75th anniversary of the Tennessee Highway Patrol and the 65th anniversary of the Department of Safety. Recognized throughout the nation as a professional, service-oriented organization, the Department of Safety remains committed to providing the highest level of assistance and safety to all Tennesseans.

Sincerely,

A handwritten signature in cursive script that reads "Fred Phillips".

Fred Phillips
Commissioner



Internationally Accredited

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Created in 1939, the Tennessee Department of Safety (TDOS) is much more than its most traditional and visible division, the Tennessee Highway Patrol. Interestingly enough, the Highway Patrol was created 10 years earlier as an offshoot of the then-existing state police force. After many modifications, TDOS today still encompasses the Highway Patrol, but the department also issues driver licenses and vehicle titles, inspects public school buses, investigates auto theft, and enforces commercial vehicle safety and inspection laws.

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

1971	Driver License Issuance established as a function separate from the Highway Patrol
1990	Title and Registration moved from Department of Revenue to TDOS
1996	Commercial Vehicle Enforcement incorporated Public Service Commission function and staff related to commercial vehicle regulations
1996	Handgun Carry Permits moved from local sheriff departments to TDOS
1998	Remaining commercial vehicle title / registration functions moved to TDOS from Department of Revenue

Overview: The Tennessee Department of Safety (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
- Title and registration
- Administrative/support services
- Technical services

Headquartered in Nashville, the Department of Safety maintains a strong presence statewide with more than 50 field offices and employees in each of the state's 95 counties. TDOS is comprised of a highly professional staff of 1,869 employees. Approximately half of the department consists of 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. Though the primary focus is on highway safety and ensuring the general welfare

of motorists and passengers, the department's services extend to virtually everyone within the state's borders including students and teachers, attorneys and courts, financial institutions, insurance companies, automobile dealers, media representatives and various other persons in need of the department's specialized services.

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

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

Financial Overview: During the past several years, the department has generated \$300 - \$320 million in revenues, with \$327 million in revenues this current year. Approximately 87% of the revenue generated by the Department of Safety goes to the highway fund and the general fund.

The budget for TDOS for FY 2002-03 was \$165,214,800. Of this amount, 71.3% is funded from state appropriations, 3.5% from federal funds, and 25.2% from current services and interdepartmental revenues and from carry forward of reserves. These latter sources of revenue include revenue from Motor Vehicle Reports, reinstatement fees, driver license application fees, handgun permit fees, highway safety grants through the Governor's Highway Safety Office, tuition fees from the Law Enforcement Training Academy, and carry forward reserves from unexpended amounts for license plates and the handgun carry permit program.

Accreditation: TDOS is one of only fourteen (14) highway patrols or state police agencies in the nation accredited by the Commission on Accreditation for Law Enforcement Agencies (CALEA). Accreditation bestows recognition on outstanding law enforcement agencies that demonstrate excellence in management and

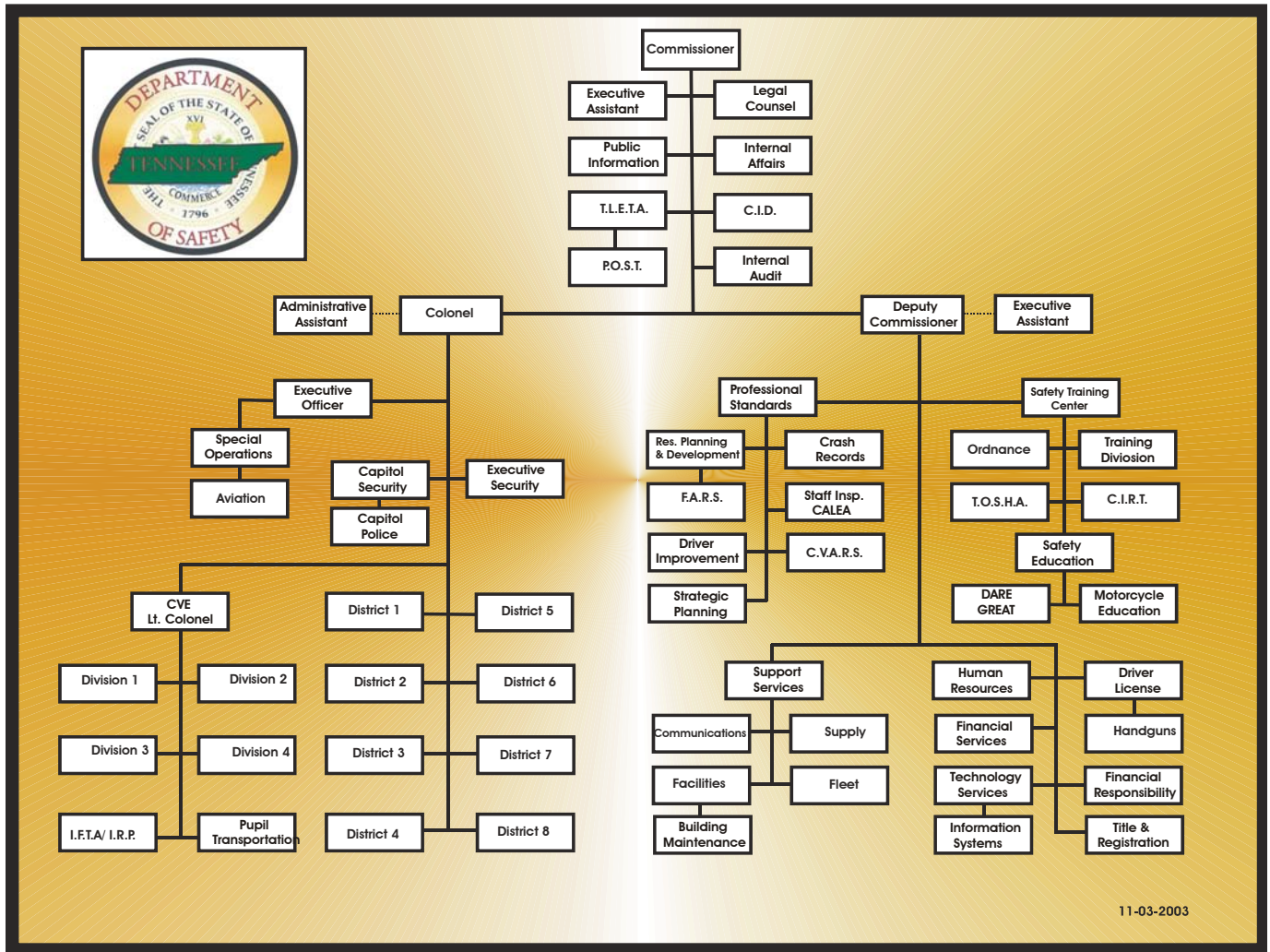
service by meeting an established set of professionally developed criteria. Accreditation requires agencies to meet or exceed 443 applicable standards, which address all areas of administration, operation and technical support activities. The process includes a thorough self-assessment and a vigorous 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 on November 16, 2002. Accreditation reinforces the department's position as, and commitment to remaining, an outstanding law enforcement organization comprised of highly skilled professionals.

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



Department of Safety Organizational Structure



11-03-2003

Department of Safety Highlights Fiscal Year 2002-2003

- ★ Tennessee Highway Patrol Troopers and Commercial Vehicle Enforcement Officers provided 450,071 hours of patrolling the highways.
- ★ Overall, there were fewer motor vehicle traffic fatalities per vehicular miles traveled both for all fatalities and for fatalities involving commercial vehicles than the previous fiscal year.
- ★ The Tennessee Highway Patrol executed an integral step in the establishment of the state's Amber Alert system by installing equipment used in the notification process at all eight district offices or communications centers.
- ★ The Department of Safety worked to increase homeland security by developing preparedness plans, assisting in security checkpoints, and dedicating personnel for the exclusive purpose of homeland security.
- ★ The Department of Safety improved customer service and efficiency at driver license facilities by instituting a reception process designed to assess the needs of citizens and ensure their needs were met appropriately. The Driver License division created service checklists that provide specific information as to what documents are required for all driver license transactions.
- ★ The Department of Safety experienced an increase of 48 percent in online driver license renewals, another method increasing the overall operating efficiencies at driver license stations.
- ★ The Department of Safety established an online subscription service for businesses desiring title and registration information. The move drastically reduced the cost of providing this service while at the same time improved the accuracy of the information provided.
- ★ The Department of Safety strengthened its anti-theft efforts by providing law enforcement with an improved method of tracking a motor vehicle by its title. Additionally, the Department initiated a new digitized license plate manufacturing process that assists with both fraud prevention and inventory control.

Fiscal Year 2002-2003: A Snapshot of TDOS

Key Activity and Performance Measures¹

ENFORCEMENT SERVICES

Miles of state and federal roadway patrolled by the Tennessee Highway Patrol:	14,150	
Number of motorists assisted by the Tennessee Highway Patrol:	58,750	
Number of citations and warnings issued by the Tennessee Highway Patrol:	400,907	
Number of motor vehicle crashes investigated by the Tennessee Highway Patrol:	32,631	
Number of highway fatalities in Tennessee:	1,114	•
Highway fatality rate per 100 million vehicular miles traveled (VMT):	1.62	•
Number of DUI arrests by THP and CVE:	4,623	•
Number of fatalities involving large trucks:	132	•
Rate of fatalities involving large trucks per 100 million commercial vehicular miles traveled:	2.16	•
Number of citations and warnings issued by Commercial Vehicle Enforcement:	66,041	
Number of inspections conducted by Commercial Vehicle Enforcement:	53,666	
Average number of days to upload commercial motor vehicle inspection data to Federal database:	30	•
Number of trucks weighed by Commercial Vehicle Enforcement:	10,890,876	
Number of school bus drivers trained and tested by the Pupil Transportation section:	11,404	
Number of school bus inspections conducted by the Pupil Transportation section:	10,851	
Ratio of school buses to school bus inspections:	1:1.3	•
Percent of salvage/rebuilt vehicles inspected within 28 days:	Not Available	•
Percent of operational expenses for auto theft investigations funded through the sale of seized property:	6.5%	•
Number of cases investigated by the Critical Incident Response Team (C.I.R.T.):	324	
Number of marijuana plants eradicated by Special Operations/Governor's Task Force for Marijuana Eradication:	485,751	

EDUCATION AND TRAINING SERVICES

Number of public and media events held to promote safe highways:	1,440	•
Number of law enforcement officers receiving safety education training and assistance:	178	•
Number of certified DARE officers throughout the state:	370	•
Number of students enrolled in a certified motorcycle rider education course:	5,808	•
Number of instructors certified to teach Motorcycle Rider Education Programs:	127	
Number of local law enforcement recruits trained by TLETA:	383	
Percent of new recruits trained within six months after application received by TLETA:	100%	•
Number of specialized training schools offered by TLETA:	51	•
Number of officers receiving POST salary supplement:	11,506	•

¹ Performance Measures, indicated with a "bullet," represent key indicators of the department's services, used as a baseline to measure the department's progress in achieving strategic plan goals.

MOTORIST SERVICES

Number of valid licensed drivers in the state of Tennessee:	4,210,659
Number of driver license/photo identification documents issued:	1,392,319
Percent of non-test applicants issued a driver license within 15 minutes of examiner pulling record:	79% •
Percent of non-test driver license transactions conducted outside the office (via Internet, mail):	23% •
Total number of driver licenses and ID's renewed:	677,434
Number of driver licenses and ID's renewed online:	58,509
Number of driver examinations conducted:	806,621
Number of voter registration applications processed by our DL offices:	93,237
Number of total handgun carry permits issued:	34,551
Number of handgun carry permit renewals processed:	17,275
Number of all offenses handled by Financial Responsibility:	246,293 •
Average number of days between the Department's receiving mandatory court convictions and mailing the letter revoking the driver license:	14 •
Number of hearings conducted by Driver Improvement:	14,016
Percent of hearings held within 60 calendar days of points suspension letter:	87% •
Number of state and county titles issued by the Title and Registration division:	2,173,241
Percent of titles issued locally by County Clerks:	69% •
Percentage of abandoned calls to T&R telephone operators:	34% •
Percentage of renewal registration errors:	3.5% •
Total value of services rendered by the Title and Registration division:	\$170,466,230
Number of vehicle registrations issued by Title and Registration division:	5,577,314

ADMINISTRATIVE AND SUPPORT SERVICES

Number of authorized positions:	1,877
Dollar amount of total departmental revenues:	\$325,496,858
Dollar amount of total departmental expenditures:	\$145,381,192
Dollar amount of federal grants and funds:	\$5,453,753
Number of services available by Internet:	6 •
Yearly volume of Internet service transactions:	2,131,520 •
Percent of driver license address changes made without visiting office:	26% •
Percentage of pursuit vehicles operating with mileage in excess of 85,000 miles:	37% •
Number of communication sites maintained:	43 •
Total cases of asset forfeiture hearings opened:	9,776
Dollar amount forfeited:	\$11,674,552

Tennessee Department of Safety Customers and Services

Service Provider	Customers, Clients, Users	Type of Service Rendered
Administration	<ul style="list-style-type: none"> News Media 	<ul style="list-style-type: none"> Communicating newsworthy stories Issuing media passes Responding to inquiries
Administration [Legal Division]	<ul style="list-style-type: none"> Motorists and Passengers 	<ul style="list-style-type: none"> Holding hearings regarding property seized (vehicles, boats, trucks) by all Tennessee law enforcement agencies for driving on revoked licenses or transporting drugs
	<ul style="list-style-type: none"> Attorneys and Courts 	<ul style="list-style-type: none"> Representing local law enforcement agencies in all forfeiture/seizure hearings
Driver License Issuance	<ul style="list-style-type: none"> Motorists and Passengers 	<ul style="list-style-type: none"> Testing new or problem drivers and issuing driver licenses to those who qualify Renewing, replacing driver licenses
	<ul style="list-style-type: none"> Commercial Motor Vehicle Firms and Operators 	<ul style="list-style-type: none"> Qualifying and testing drivers who need Commercial Driver Licenses Monitoring third party CDL testers
	<ul style="list-style-type: none"> School Children 	<ul style="list-style-type: none"> Testing and licensing school bus drivers Administering Graduated Driver License provisions
	<ul style="list-style-type: none"> General Public 	<ul style="list-style-type: none"> Issuing handgun carry permits Issuing photo identification for those not qualified for a drivers license Collecting organ donor information
	<ul style="list-style-type: none"> Local Government 	<ul style="list-style-type: none"> Processing voter registration applications
	<ul style="list-style-type: none"> County Clerks 	<ul style="list-style-type: none"> Supporting, guiding, and assisting with issuance of driver licenses/ID's
	<ul style="list-style-type: none"> Military 	<ul style="list-style-type: none"> Supporting Selective Service
Safety Education	<ul style="list-style-type: none"> General Public School Children Local Law Enforcement 	<ul style="list-style-type: none"> Presenting programs promoting traffic awareness and safe driving Licensing qualified instructors and schools conducting driver education training for profit (not in school systems)
Motorcycle Rider Education Program (MREP)	<ul style="list-style-type: none"> Motorists and Passengers 	<ul style="list-style-type: none"> Administering motorcycle rider and safety training courses
Enforcement Tennessee Highway Patrol (THP) and Commercial Vehicle Enforcement (CVE)	<ul style="list-style-type: none"> Motorists and passengers 	<ul style="list-style-type: none"> Patrolling highways to enforce motor vehicle and driver license laws Investigating, reconstructing traffic crashes Assisting motorists Enforcing DUI (Driving Under the Influence) and DWI (Driving While Intoxicated) laws Seizing property from those driving on revoked licenses or transporting drugs
	<ul style="list-style-type: none"> General Public 	<ul style="list-style-type: none"> Providing traffic control for special events (races, ballgames, festivals) Maintaining order at critical special events, such as KKK rallies, executions Preparing for and supporting Homeland security in Tennessee Bomb threat assessment, containment Conducting drug searches and seizures Assisting in capture of prisoner escapees
	<ul style="list-style-type: none"> Federal Government 	<ul style="list-style-type: none"> Providing crash reports, support for fatal crashes
	<ul style="list-style-type: none"> State Government 	<ul style="list-style-type: none"> Providing security for visiting dignitaries, key executives, and legislative buildings

Service Provider	Customers, Clients, Users	Type of Service Rendered
		<ul style="list-style-type: none"> Collecting fuel taxes
	<ul style="list-style-type: none"> Commercial Motor Vehicle Firms and Operators 	<ul style="list-style-type: none"> Enforcing commercial vehicle laws on size, weight, and safety requirements; Educating CMV firms re safety issues [ACES -Alternative Commercial Enforcement Strategies] Ensuring new CMV firms understand and are in compliance with federal motor carrier standards Inspecting commercial motor vehicles and driver logs Registering commercial motor vehicles
	<ul style="list-style-type: none"> School Children 	<ul style="list-style-type: none"> Instructing all public school bus drivers Conducting safety inspections on private/public school buses Removing endorsement from drivers licenses of those not receiving annual school bus driver training DARE - implementing statewide drug abuse resistance education taught by trained law enforcement officers GREAT - helping educators reduce gang and individual violence through developing advisory guidelines
Criminal Investigation Division (CID)	<ul style="list-style-type: none"> General Public 	<ul style="list-style-type: none"> Investigating and preventing auto thefts, stolen vehicle parts, odometer fraud
Auto Theft Investigations	<ul style="list-style-type: none"> Department of Safety 	<ul style="list-style-type: none"> Supporting the department's work, led by CID regarding vehicular thefts
Titling and Registration	<ul style="list-style-type: none"> Motorists and Passengers General Public 	<ul style="list-style-type: none"> Issuing vehicle titles, license plates, and registrations for all vehicles in Tennessee Issuing disabled parking placards Maintaining vehicle records Surrender of titles to other jurisdictions
	<ul style="list-style-type: none"> Automobile Dealers 	<ul style="list-style-type: none"> Issuing dealer tags, drive out tags
	<ul style="list-style-type: none"> Commercial Motor Vehicle Firms and Operators 	<ul style="list-style-type: none"> Issuing vehicle titles for commercial vehicles
	<ul style="list-style-type: none"> County Clerks 	<ul style="list-style-type: none"> Supporting, guiding, and assisting with county clerk issuance of titles and registrations
	<ul style="list-style-type: none"> Financial Institutions 	<ul style="list-style-type: none"> Discharging of liens, noting of liens
	<ul style="list-style-type: none"> Insurance Companies 	<ul style="list-style-type: none"> Providing anti-theft information, procedures, processing of salvage titles
Tennessee Law Enforcement Training Academy (TLETA)	<ul style="list-style-type: none"> Local Law Enforcement 	<ul style="list-style-type: none"> Providing basic and specialized law enforcement training Maintaining records of all law enforcement officer training for all certified law enforcement agencies for POST commission Providing training for judges and court officers on courtroom and courthouse security
Peace Officers Standards and Training (POST)	<ul style="list-style-type: none"> Local Law Enforcement 	<ul style="list-style-type: none"> Setting standards for employment and training of police officers (POST Commission) Tracking annual required training and issue supplemental pay to law enforcement officers (POST)
Technical Services	<ul style="list-style-type: none"> Motorists and Passengers 	<ul style="list-style-type: none"> Reinstating driving privileges for those who qualify Selling MVR's (driving records) and crash

Service Provider	Customers, Clients, Users	Type of Service Rendered
		reports <ul style="list-style-type: none"> ▪ Maintaining driver records ▪ Keeping track of high risk drivers (points, medical referrals) ▪ Holding hearings with problem drivers ▪ Providing certified records ▪ Providing driving records, crash reports
	<ul style="list-style-type: none"> ▪ General Public 	<ul style="list-style-type: none"> ▪ Revoking, suspending or canceling driver licenses of those violating highway safety laws ▪ Revoking driver licenses for nonpayment of child support ▪ Suspending licenses for truancy, for Drug Free Youth Act ▪ Revoking licenses of drivers who default on payment after crash ▪ Revoking driver licenses for unsatisfied judgments
	<ul style="list-style-type: none"> ▪ Federal, State and Local Law Enforcement 	<ul style="list-style-type: none"> ▪ Providing information/photos for investigations on 24/7 basis ▪ Data transmission to multiple federal and/or government databases
	<ul style="list-style-type: none"> ▪ State Government 	<ul style="list-style-type: none"> ▪ Serving as the state's repository for all reportable crashes
	<ul style="list-style-type: none"> ▪ News Media 	<ul style="list-style-type: none"> ▪ Provide database extracts on request
	<ul style="list-style-type: none"> ▪ Private and Public Industry Employers 	<ul style="list-style-type: none"> ▪ Providing driving records, crash reports
	<ul style="list-style-type: none"> ▪ Insurance Companies 	<ul style="list-style-type: none"> ▪ Selling MVR's (driving records) and crash reports ▪ Revoking licenses of drivers who default on payment after crash
	<ul style="list-style-type: none"> ▪ Attorneys and Courts 	<ul style="list-style-type: none"> ▪ Revoking driver licenses for unsatisfied judgments ▪ Providing certified records
Motor Vehicle Operations	<ul style="list-style-type: none"> ▪ Department of Safety 	<ul style="list-style-type: none"> ▪ Providing a safe and operable fleet
Major Maintenance	<ul style="list-style-type: none"> ▪ Department of Safety 	<ul style="list-style-type: none"> ▪ Providing adequate and functioning radio towers and communication sites

Enforcement Services

The Tennessee Department of Safety Enforcement Services Program protects the traveling public and is responsible for the enforcement of all federal and state laws in general and relating to the safe operation of commercial vehicles on Tennessee roads and highways. Comprising nearly 60% of the Department's positions, approximately 85% of the enforcement positions are commissioned uniformed members. There are three primary areas within Enforcement Services: the Tennessee Highway Patrol, Commercial Vehicle Enforcement, and Criminal Investigations Division. Enforcement Services also include Capitol Security, Executive Protection Detail, Special Operations, and Pupil Transportation.

TENNESSEE HIGHWAY PATROL

Mandated to ensure the safety and welfare of the traveling public, the Tennessee Highway Patrol (THP) patrols highways to enforce all motor vehicle and driver license laws and to assist motorists. THP operates through patrol stations or posts in all 95 counties, organized into eight districts. Each district is headed by a Captain, and each has a communications dispatch office that serves both THP and CVE. 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. Specialized services operating under the direction of THP include Capitol Security, Executive Protection Detail and Special Operations.

THP is responsible for the investigation of crashes involving property damage, personal injury or fatal crashes involving drugs or alcohol, with some officers 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. THP also seizes property from those who are found to be driving on revoked licenses or transporting drugs.

Working with the federal, state, and local Attorney General Offices, THP provides expertise and assists in the prosecution of individuals convicted of driver and

traffic related felonies in the courts. This division also supports other law enforcement and criminal justice agencies by providing them with specialized training and manpower when needed, most notably of late in the arena of Homeland Security, but also in such practical matters as traffic control for special events. Furthermore, THP maintains a riot squad in each district that can respond to any emergency that may arise.

During this fiscal year, the THP was recipient of several federal grants for both traffic safety and criminal interdiction, which involves the suppression of narcotics on the roads, highways and interstate systems in Tennessee. This funding was used for overtime, support equipment and other traffic safety incentives provided by the Office of Criminal Justice Programs, the Governor's Highway Safety Office, and Appalachia H.I.D.T.A. (High Intensity Drug Trafficking Area).

CAPITOL SECURITY

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

Responsibilities include protection of:

- State legislators
- Legislative staff
- Other governmental officials
- Visiting dignitaries

- State employees
- Citizens visiting or conducting business on state property.

Other duties include:

- Enforcing parking regulations
- Investigating crashes
- Conducting investigations of reported criminal activities
- Conducting physical checks of state owned/leased buildings
- Conducting surveillance activities to spot incidences of criminal activity
- Providing bank escorts for state office staff
- The Capitol Police is also part of the Tennessee Homeland Security Team.

Capitol Security Activity FY02-03

Larceny	5
Burglary	12
Auto Theft	11
Robbery	0
Vandalism	24
Investigations	18
Arrests	4
Convictions	34
Recovered Property	3
Armed Bank Escorts	172
Vehicles Towed	224
Motorists Assisted	20
Warning Citations Issued	1
Parking Citations Issued	689
Safety Training Hours Completed	1,559
Traffic Crashes Worked	32
Court Time Hours	108

EXECUTIVE PROTECTION DETAIL

The Executive Protection Detail provides security for the First Family, Lt. Governor, Speaker of the House, and Attorney General. This Detail is comprised of commissioned members from the

Tennessee Highway Patrol, whose duties include the transportation of Governors from other states and/or their families. However, the primary responsibility of this detail is the protection and transportation of the First Family. Personnel assigned to the Governor and First Lady, provide 24-hour security and travel with them at all times.

Providing residential security is a high priority of the detail. Since visitors frequent the Executive residence daily for tours, meetings, banquets and other activities, the need for proper identification

exists. The Executive Protection detail identifies each visitor to the residence and escorts him or her to their designated meeting areas. Surveillance equipment is strategically located throughout the Executive Residence, as well as the grounds surrounding the residence. Monitors are manned 24 hours a day to observe the entire complex and telephones are answered any time. Packages and mail delivered to the Residence are inspected before being distributed.

Scheduled events are an essential part of this detail. Ensuring the

safest routes, the best mode of transportation, and adequate security are essential for protection of the First Family. When traveling to other cities or towns, other members of the Department of Safety along with local agencies may be called upon to assist with the execution of the assignment. The Executive Protection Detail also provides security to the Lieutenant Governor, Speaker of the House and State Attorney General. In March 2003 the unit began providing a staff member to the Office of Homeland Security.

Tennessee Highway Patrol Activity FY02-03

	FY00-01	FY01-02	FY02-03	Change
DUI	4,218	4,360	4,529	7.37%
SPEEDING TRUCKS	14,972	10,274	5,033	-66.38%
OTHER MOVING	233,520	214,262	205,433	-12.03%
SUBTOTAL	252,710	228,896	214,995	-14.92%
CHILD RESTRAINT LAW	6,666	4,104	3,750	-43.74%
OTHER NON-MOVING	154,883	148,490	169,611	9.51%
SUBTOTAL	161,549	152,594	173,361	7.31%
TOTAL CITATIONS	415,880	383,141	388,356	-6.62%
FELONY ARRESTS	1,621	1,651	1,650	1.79%
SEATBELTS*	649	310	0	-100.00%
OTHER WARNINGS	16,586	16,405	12,551	-24.33%
TOTAL	17,235	16,715	12,551	-27.18%
PROPERTY DAMAGE CRASHES	15,731	17,574	20,130	27.96%
INJURY CRASHES	11,562	11,794	11,990	3.70%
FATAL CRASHES	666	598	511	-23.27%
TOTAL	27,959	29,966	32,631	16.71%

Source: Trooper Activity for mentioned fiscal years.

*Note: Starting in 2002, seatbelt warnings and TN Crash Reporting System - 8/15/03 are counted in with total warnings. 2002 & 2003 crash data are preliminary

SPECIAL OPERATIONS

The Special Operations section of the Tennessee Highway Patrol 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, the Aviation Section, the Canine Unit and Governor's Task Force on Marijuana Eradication. The specialized units are based out of Nashville to allow for rapid deployment throughout the State.

SPECIAL OPERATIONS ACTIVITY FY 02-03		
Activity	Calls	Hours
Explosives Protection/V.I.P. Security	102	1,713.0
Public Relations	15	1,565.5
Dive Assignments	1	20.0
Tactical Assignments	4	207.0
Class Instruction	7	565.5
Training	5	50.0
Marijuana Task Force	69	1,576.0
Search & Rescue	26	1,328.8
Other	3	26.0
	8	1,029.0

TACTICAL/BOMB SQUAD

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

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

Explosives

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



Dive Team

Eleven of the Tactical/Bomb Squad officers are trained in search and rescue missions comprise the Special Operations Dive Team. Four (4) 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 communications systems, metal detectors, wet and dry suits, a 21-foot patrol boat and a Zodiac inflatable boat.

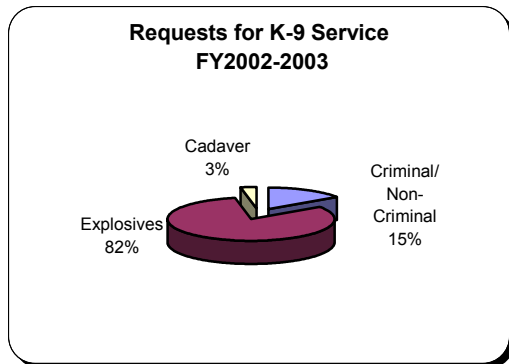
AVIATION

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



CANINE UNIT

The Special Operations Canine (K-9) Unit consists of one service (patrol) dog, one human remains detector, one explosives detector and one bloodhound tracker dog.



One explosives detector dog in the Third District is assigned to the State Capitol. There are three explosives detector dogs currently in training status. There were 37 drug detector dogs (23 T.H.P. and 14 C.V.E.) working for the Department of Safety for the Fiscal Year.

Turnover in the K-9 unit was relatively low this fiscal year. This year T.H.P. retired four dogs and endured the loss one dog due to death. C.V.E. retired one dog and added 14 dogs during the Fiscal Year. Currently, there are 33 K-9 assignments.

GOVERNOR'S TASK FORCE ON MARIJUANA ERADICATION

The Department of Safety is one of several agencies that make up the Governor's Task Force on Marijuana Eradication. Safety provides helicopters, ground personnel and bomb technicians to assist with the eradication of marijuana throughout the State. Other agencies on the Task Force are the Alcoholic Beverage Commission, Tennessee Bureau of Investigation, Tennessee National Guard and the Tennessee Wildlife Agency. This year the Task Force's activities in which the department was involved included eradicating 485,751 plants, locating 1,976 plots, and making 72 arrests.

C COMMERCIAL VEHICLE ENFORCEMENT

Commercial Vehicle Enforcement (CVE) is responsible for the enforcement of all laws and rules and regulations pertaining to the safe operation of commercial vehicles on the roads and highways of Tennessee. Major activities for the commissioned CVE staff include inspecting commercial vehicles and driver logs, patrolling highways with a focus on truck traffic violations, and weighing the commercial vehicles both at fixed roadside scale houses, and with portable scales along the highways.

CVE is required to register and enforce interstate motor carriers with respect to licensing, fuel taxes, and insurance filings. Three separate agreements with other member jurisdictions (International Fuel Tax Agreement, International Registration Plan, and Single State Registration) govern the collection and disbursement of fuel taxes, registrations and permits, which CVE administers. Auditing IFTA/IRP registered carriers and regulating carriers that operate solely within Tennessee are additional services of this division.

Recognizing the value of proactive enforcement efforts, CVE offers and participates in various voluntary compliance programs. CVE provides educational opportunities to motor carriers through its Alternative Commercial Enforcement Strategies program. This division is an active participant in Federal Commercial Vehicle Information Systems Network and Performance Registration Information System Management programs as well.

CVE also provides administrative oversight for the State's Pupil Transportation section. This section provides mandatory bus driver training sessions for public school systems, inspects all public school buses, and was recently given the added responsibility of inspecting day care vans.

CVE CITATIONS ISSUED FY 02-03	
Speeding (CMV)	11,694
Excessive Speeding (CMV)	2,944
Other HMV (CMV)	1,391
Total HMV (CMV)	16,029
HMV (NON-CMV)	4,044
Total HMV	20,073
Non Moving Citations	37,422
TOTAL CITATIONS	57,495
Total Warning Tickets	8,546

* CMV = Commercial Motor Vehicle

*HMV = Hazardous Moving Violation

INTERNATIONAL FUEL TAX AGREEMENT

The International Fuel Tax Agreement (IFTA) Unit is responsible for the administration of the base state quarterly fuel tax reporting. IFTA is an Agreement among the states of the United States and provinces of Canada outlining the concept of one fuel use license per carrier and two decals per each qualified vehicle. The license and decals allow carriers to travel into member jurisdictions without obtaining multiple licenses. The base state collects taxes due in all jurisdictions traveled, performs a netting process and disburses taxes to or requests taxes due from member jurisdictions.

SINGLE STATE REGISTRATION

The Single State Registration Unit is to offers for-hire motor carriers an opportunity to register in their base state and purchase permits for all states they wish to travel, eliminating contacting each state. All fees are paid directly to the base state and in turn are transmitted monthly to the states that the motor carriers are permitted.

INTRASTATE AUTHORITY

The Intrastate Authority Unit licenses for-hire vehicles that pick up and deliver within Tennessee. In order to obtain intrastate authority, a one-time fifty dollar (\$50.00) filing fee is required along with an application, proof of public liability and cargo insurance, designation of a local agent for service of process and a per vehicle fee of eight dollars (\$8.00).

COMPLIANCE/ASSESSMENT

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

INTERNATIONAL REGISTRATION PLAN

The International Registration Plan (IRP) Unit is responsible for the registration of freight motor vehicles. IRP is an agreement among states of the United States and provinces of Canada providing for payment of license fees based on total distance in all jurisdictions. The concept of this agreement is to provide for one registration plate and one cab card for each vehicle. All fees are paid

directly to the base state. An audit netting process is performed and fees are transmitted monthly to the jurisdictions in which the motor carriers are registered.

IFTA/IRP AUDIT

The Audit unit performs audits on carriers registered under IFTA and IRP. Such audits are necessary to ensure that the proper amount of registration fees and fuel taxes have been paid by the carriers to the State of Tennessee or other states and jurisdictions participating in the IFTA and IRP.

Commercial Motor Vehicle Registrations FY 02-03	
IRP Active Accounts	8,118
Vehicles Registered Power Units	71,219
IFTA Active Accounts	5,450
SSRS Active Accounts	
For Hire Carriers	2,564
Exempt Carriers	741
Intrastate	764

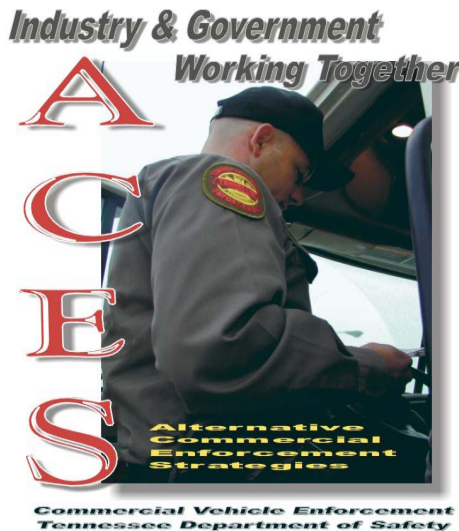
A.C.E.S

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

The ACES program performs many functions, but its main priority is education of all interested parties.

ACES Officers:

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



ACES Officers are trained to perform safety audits of trucking companies. The audits, upon completion, are forwarded to the Federal Motor Carrier Safety Administration and the motor

carrier is issued a safety rating based on the audit and other safety factors. This rating is very important to the companies as their insurance rates are based on their safety rating.

Under a new federal mandate, a new motor carrier has 18 months from issuance of a DOT number to undergo a safety audit. The Motor Carrier must show compliance with the Safety Regulations before being granted permanent authority to operate. This responsibility falls to the New Entrant Officers within the ACES unit.

C.V.I.S.N.

The Commercial Vehicle Information Systems Network (CVISN) Program is a nationwide initiative designed to link all databases that relate to commercial vehicles, their owners, operators, drivers, and operation to similar databases in other states. The information in this database is used by the Federal Motor Carrier Safety Administration to generate safety ratings and profiles from their master database known as the Motor Carrier Management Information System (MCMIS). This program also includes the Pre-Pass System that electronically screens commercial vehicles and allows them to by-pass the fixed site inspection station.

CVE has undertaken several projects as a result of its participation in this national program. Providing connectivity to all major enforcement databases for the exchange of vital safety information is the primary goal of this program. CVE is in the process of building a communications infrastructure throughout the State that will allow data transmission to and from users whether they are at fixed sites or at the roadside. Computers and other electronic

devices are also in the early stages of usage by CVE officers in the field to capture and send “real time” data. Full implementation of these projects will enable the Department to provide detailed and timely information as well as resources to other enforcement officers and stakeholders.

P.R.I.S.M.

The Performance Registration Information System Management (PRISM) program is designed to link carriers’ safety performance to their vehicle registrations. This is accomplished by recording the United States Department of Transportation (USDOT) number for each truck registered. When safety inspections are conducted on these vehicles, the results are uploaded to the MCMIS database. An algorithm is run on this data quarterly and vehicles are given a “SafeStat” rating ranging from A to H. If a company is allowing its trucks to be operated in an unsafe manner their rating will be in the “A” to “B” to “C” range. “A” carriers are the most “at-risk” carriers and are placed on a list pending sanctions. Carriers in the “B” to “C” range are given notice that they must improve or face sanctions. Sanctions may include the suspension, revocation, or cancellation of the carrier’s registration and could include, in the most serious cases, the denial of their authority to register their vehicles and purchase registrations. The Tennessee CVE program is one of a select few of states chosen to participate in this program. The PRISM program is in the very early stages of implementation. As of this fiscal year, no state has fully implemented the program.

PUPIL TRANSPORTATION

The Pupil Transportation Section ensures that school children throughout the state are transported safely to and from

school. Currently, there are approximately 8,253 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. Pupil Transportation duties are accomplished through three primary areas: Training, Inspection, and Office/Records Administration.

Training

Each year, the Pupil Transportation Section provides mandatory four-hour school bus driver training sessions to all individuals who have a school bus driver license endorsement. Following each training session, a test is given to all attendees. The results are maintained and distributed by this section. Certificate of Training Awards are completed, as proof of attendance, and sent to each system as the drivers complete the training. Downgrades are conducted whereby the school bus endorsement is removed from a driver license for failure to attend a training session. This fiscal year 1,746 school bus drivers were downgraded. Downgrade information is forwarded to the Transportation Director for the county or school system in which the school bus driver employed.

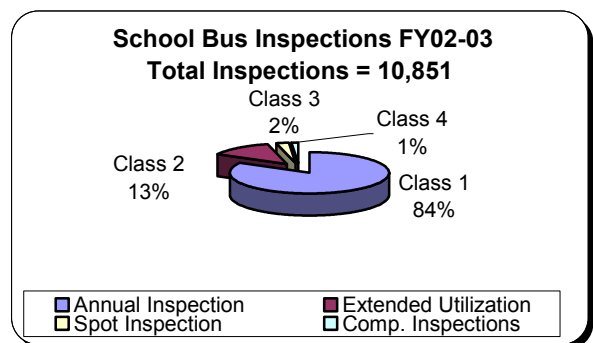
The following table depicts this training activity for the 2002-2003 Fiscal Year:

School Bus Drivers Trained FY 02-03	
East Region	3,941
Middle Region	3,974
West Region	3,489
TOTAL	11,404

Inspection

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

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



During the 2002-2003 school year School bus inspections were conducted in 137 systems statewide. (This does not include complimentary inspections.) As a result of these inspections, 1,853 buses were placed out-of-service. Ninety-nine percent (99%) of those buses that were placed out of service were re-inspected within 30 days and cleared for safe operation.

Records Administration

Maintaining accurate files relating to school bus activity, has helped keep crashes involving school

buses in Tennessee to a minimum. The Pupil Transportation section serves as a repository for incidents involving school buses, school bus systems, and school bus drivers.

Annually, Moving Violation Reports indicating individuals with school bus endorsements whose licenses

have been revoked, suspended, or canceled, are sent to school superintendents with a letter advising them that drivers should not drive a bus until they have followed proper procedures to have the violation reconciled with the Department of Safety. Warning letters are sent to drivers for which Motorist Violation Reports (passing

stopped school bus) are received. Files are maintained on all school bus inspections that have been conducted (annual, follow-up, extended utilization, complimentary). Files are also kept on all reported school bus crashes.



C RIMINAL INVESTIGATIONS DIVISION

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

Agents of CID provide specialized training and assistance to other state and local law enforcement agencies when warranted or requested. In January 1999, Drivers License Fraud was transferred to the Criminal Investigations Division. This transfer increased the number of fraud cases that can be investigated by CID agents, resulting in an increase in the number of individuals prosecuted for driver license fraud. Agents are also charged with the regulatory responsibilities of drive out tags audits and salvage yard audits as well as the regulatory inspections of rebuilt vehicles for which a title application has been submitted.

CID ACTIVITY FY 02-03	
Regular Investigations Opened	790
Internal Affairs Cases Worked	18
Number Of Informants Registered	36
Number Of Individuals Arrested/Indicted	208
Assists to Other Agencies	2,309
Number Of Searches Executed	141
Intelligence Reports Submitted	1,725
Vehicles Seized - Auto Theft (Includes Altered VIN, Stolen)	375
Seizures other than vehicles	178
Citations Issued	54
Warning Citations Issued	18
Regulatory Inspections Of Reconstructed Vehicles	4,747
Salvage Yard Audits	143
Drive Out Tag Audits	111
Odometer Complaints	129
Odometer Complaints Closed/Unfounded	106
Drivers License Complaints	588
Training Schools:	
Taught by CID Investigators	76
Hours Used by CID Personnel to Instruct	383
Attended by CID Personnel	96
Officers Receiving Training	2,020
Overtime Hours	1,081

Education & Training

Services

The Tennessee Department of Safety Training Division plans, coordinates, and administers a vast array of training programs for both commissioned and non-commissioned personnel in the Department, as well as the general law enforcement community. In addition to administering specialized schools for state law enforcement officers, this division is responsible administering the Trooper/CVE Cadet schools, local and state law enforcement in-service training, and departmental supervisory training. There are three primary areas within Education and Training Services: the Tennessee Department of Safety Training Center, Safety Education, and the Tennessee Law Enforcement Training Academy. Additional programs within this service include: C.I.R.T., D.A.R.E, G.R.E.A.T., M.R.E.P. and the P.O.S.T. Commission.

T RAINING CENTER

Several of the Department's educational services are located at the Tennessee Department of Safety Training Center. The center serves as the operations hub for the Training Division, Critical Incident Response Team (C.I.R.T.) Ordnance, Safety Education, D.A.R.E., G.R.E.A.T, Motorcycle Rider Education Program (MREP), and T.O.S.H.A. sections as well as the department's Video Production unit.

Highlights

- The Training Division designed and developed the Department's first, and presumably the first of its kind in Tennessee, "SIMUNITION Shoot House." This facility provides all commissioned officers Reality Based Scenario Training using both real and animated targets. The use of FX Marking cartridges and actual live fire weapons provides officers with the most realistic training available in the country today. The Shoot House is equipped with video cameras to assist the Training Division with worthwhile critiques.
- A redesign of the Department's obstacle course was another major undertaking of the division this year. The redesign not only provided an obstacle course that is completely job-task oriented, but it also afforded the division an opportunity to complete a "Self Validation Test" which ensures the validity of the course.

- The training center served over 3000 participants in 77 training programs and specialized schools this year. Resources and space were provided for several Trooper/CVE, CID, Supervisor in-service training programs and two D.A.R.E. America conferences.
- Specialized schools held this year include the Officer Survival School, AR15/M16 Armorers School, CVE Cadet School, THP Cadet School and the School of Police Staff and Command.
- Job specific training and courses offered this year included: Riot Training, Driver License Verbal Judo, Computerized Collision Diagramming, TDOT Critical Incident Management, Advanced Crash Investigation, EMD/CPR Certification, Stinger Spike T4T, RADAR/LIDAR Recertification, and Basic Computer Training.

VIDEO PRODUCTION

The Video Production Unit edits and produces presentations for the Department of Safety and various other departments in state government. This unit is also responsible for creating digital still, 35mm stills, and duplicating safety training videos for special classes and groups. Projects undertaken this year by the video production unit include the following:

- Production of public safety videos for the Governor of the State of Tennessee
- Creation of informational posters for Motorcycle Riders Education Program
- Production of Public Service Announcements for other state departments and divisions
- Production of THP and CVE In-Service videos
- Production of THP and CVE Cadet graduation videos
- Duplication of various safety training videos
- Production and editing of the Dispatcher Call Taking and Documentation Video
- Production and editing of the American Human Animal Behavior Video



ORDNANCE

The Ordnance Section is responsible for all activities pertaining to firearms for the Department. This Section maintains records on all departmental firearms, including those assigned commissioned officers in the Department. The Ordnance section is also responsible for repairing departmental weapons as needed. Additionally, this section maintains and destroys seized weapons and corresponding seizure records that are obtained by the Department as a result of confiscation and/or criminal prosecution.

Throughout the year, the Ordnance Section conducted qualifications activities during THP, CVE, CID and Capitol Police In-Service training. Specialized schools for the Executive Protection Detail and remedial firearms training courses were also conducted for various department members.

This Section provided necessary specifications and testing of an assortment of handguns and ammunition for an upgrade in the Department's handguns that resulted in the selection of the Glock 31 and Glock 33 (.357 sig) for usage by officers in the Department. Following the selection and receipt of the handguns, this section conducted transition training for personnel in all THP districts statewide.

Specifications and testing for a law enforcement carbine that will be obtained in the near future for the departments commissioned personnel was also performed by the ordnance section this year. The table below provides summary of the firearm related activities conducted by this section.

FIREARM ACTIVITY FY02-03

Handgun Qualifications	1,900
Shotgun Qualifications	900
Off-Duty Weapons	238
Special Schools Conducted	3
Handgun Annual Inspections*	10
Shotgun Annual Inspections	960
Handguns Repaired	14
Shotguns Repaired	22
Shotguns Reconditioned	40
Confiscated Weapons Received	210
Confiscated Weapons Destroyed	73

CRITICAL INCIDENT RESPONSE TEAM

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

The C.I.R.T. Unit consists of four teams statewide, each covering two of the eight THP districts. A Lieutenant is responsible for overall command of the unit. Each team has one Sergeant, who serves as the Team Supervisor.

All 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:

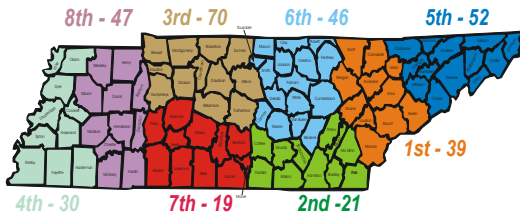
- Laser Total Stations for the expeditious and precise measuring of crash and crime scenes;
- Accelerometers which are used to determine the coefficients of friction of roadway surfaces as well as vehicle acceleration rates;
- Crash Data Retrieval systems to enable the collection and interpretation of information stored in a vehicle's air bag module;
- Video, digital and 35 mm cameras for the documentation of evidence;
- Generators and External Lighting devices;
- Air compressors and tools to aid in the examination of vehicles;
- Fingerprint equipment to lift both latent and inked prints, and
- Computers that collect, store, communicate, and retrieve of all the Unit's information.

Since the inception of the C.I.R.T. Unit in April of 2001, members have assisted in over 700 cases throughout Tennessee, including 324 this fiscal year. The figure below identifies the THP district location of calls for service during the last fiscal year.

While primarily responsible for internal investigations, C.I.R.T. has also assisted many local and federal law enforcement agencies as well as other state agencies. C.I.R.T. is also responsible for the investigation of all criminal homicides investigated by the

C.I.R.T. CASES

Jul 1, 2002 thru Jun 30, 2003
by District
Total 324



Highway Patrol. During the last fiscal year eighty-one (81) criminal homicide cases were opened and processed.

T.O.S.H.A

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

health in the workplace. If the complaints are valid this Division contacts the proper authority to remedy the situation.

This Division is also responsible for recording and reporting accidents and illnesses to OSHA annually, and maintains a five (5) year file on these incidents.

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

This Division is staffed with one Lieutenant and employees from the various divisions of the Department of Safety who serve as safety representatives. The safety representatives, commissioned and non-commissioned, are responsible for the reporting of injury and illnesses as well as annual inspections and compliance letters about their facilities. Working toward a goal of "zero accidents and illnesses", the TOSHA section performed the following activities over the course of fiscal year 2002-2003.

Accomplishments

- Developed and presented a lecture on Blood Born Pathogens
- Developed and presented a lecture on Hazardous Materials
- Performed two fire drills at the Training Center
- Completed the revision of the TOSHA Manual and General Order
- Implemented new OSHA forms and new rules for recording and reporting accidents or illnesses
- Conducted the annual safety inspection of Department of Safety facilities
- Gained approval for eye wash stations to be located at all CVE Scale Buildings
- Handled complaints from employees and questions from other divisions in the Department concerning OSHA standards

TDOS TOSHA FACTS & FIGURES FY02-03

Number of Reportable Injuries	65
Number of Other Illnesses	14
Total Number Days of Job Restrictions	227
Total Number of Days Away from Work	991

S SAFETY EDUCATION

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

Since January 2003, this division has sponsored, conducted, or participated in 982 programs promoting driver safety and serving 18,528 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, "The Dead or Alive" computer program simulations, and fatal vision goggle demonstrations were held at schools, malls, fairs, and other special events throughout the state to promote driver safety issues. By partnering with the Governor's Highway Safety Office,

the division has been able to launch intensive DUI campaigns. Other partnerships, such as that with Vanderbilt University for CRD demonstrations, were formed to get driver education messages out as widely as possible.

The Safety Education Division annually inspects the private driving schools and vehicles statewide that are licensed by the department. There are a total of twenty-eight (28) driving schools statewide, with one hundred thirty-one (131) instructors, and a total of seventy-four (74) 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.

The Safety Education Division also serves as a liaison to local traffic courts statewide and aids the Department's hearing officers by maintaining a list of court approved driver safety programs and instructors.

While not mandated, but as an outgrowth of their skills and contacts, the Safety Education officers routinely assume the role of the local public information officers for the department.



Litter Control

Assisting in the coordination of the activities of the eight (8) Litter Control Officers is another responsibility of this division. The Litter Control unit educates the general public about litter problems and the state laws that are related to this issue. Activities of the litter enforcement personnel are submitted to the Safety Education office each month to compile statistical data. During the 2002-2003 fiscal year litter enforcement personnel sponsored, participated, or conducted 8,773 programs that served approximately 137,504 people.

D.A.R.E. AND G.R.E.A.T.

Mandated as the lead agency in Tennessee for Drug Abuse Resistance Education (D.A.R.E.) and Gang Resistance Education and Training (G.R.E.A.T.), the Department provides a unit comprised of seven (7) Troopers to implement the statewide D.A.R.E. program and help educators reduce gang and individual violence through developing advisory guidelines. With administrative oversight from the Safety Education division, both programs are able to provide a representative or coverage in each of the THP districts.

The reputation of the Department's D.A.R.E. unit is well recognized and appreciated throughout the state, nation, and the world. Since 1990, the number of officers trained the D.A.R.E. unit has increased to approximately 828 statewide. The unit also is frequently called upon to assist the national D.A.R.E. program, D.A.R.E. America, in its national and international certification efforts as well.



By statute, the Tennessee Department of Safety, through the Highway Patrol, is the agency responsible for the continuing observation and evaluation of all certified D.A.R.E. officers within Tennessee. Currently, Tennessee has approximately 370 certified D.A.R.E. officers throughout the state. These officers are responsible for instructing some 51,000 fifth and sixth grade students, 6,500 junior high/middle school students and 17,000 K-4 students in 118 of the state's 139 school districts. Annually, the unit observes and evaluates city, county and state D.A.R.E. officers while they were instructing in schools, thus assuring competency and faithfulness to the copyrighted D.A.R.E. curricula. The D.A.R.E. Troopers personally contact D.A.R.E. classroom teachers to see if the D.A.R.E. Unit could be of any assistance to them or their D.A.R.E. officer in Tennessee's elementary and middle schools.

This unit is in the process of revising its elementary and middle school curricula, adding school-based law enforcement (SRO) training to the basic D.A.R.E. Officer Training, and enhancing the recertification component of the program. The revision and addition will enhance the unit's ability to provide timely and relevant information to program participants. The unit plans to accomplish the complete revision in three phases. The Phase I update was well received at the in-service training sponsored by the Tennessee D.A.R.E. Officer's Association Annual Conference and In-Service held October 2002 in Clarksville.

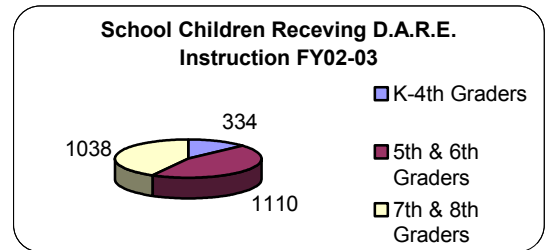
In the upcoming fiscal year, the unit will be making preparation to once again host the International D.A.R.E. Officers Conference and In-Service. Approximately 2500 D.A.R.E. officers and their families around the world are expected to attend the conference. The conference will take place July 6 - 10, 2004 at the Opryland Hotel. The last conference hosted by the Unit was at the Opryland Hotel in 2000.

Accomplishments:

- Conducted two (2) 80-hour basic D.A.R.E. Officer Trainings, resulting in a total of 52 new local city, county, and state D.A.R.E. Officers being certified to instruct the elementary and middle school D.A.R.E. curriculum. These officers were also certified as school-based law enforcement officers, commonly referred to a School Resource Officers or SRO's.
- Conducted a specialized, 32-hour D.A.R.E. Parent Program training at Gatlinburg. During this training event nine instructors were certified to teach the D.A.R.E. Parenting Program to adults of school age children throughout the state.
- Assisted D.A.R.E. America in training U.S. Military Police, Canadian law enforcement personnel, and South Carolina and New York State law enforcement personnel by traveling to Nova Scotia, New York, South Carolina, and Tokyo, Japan. . Also assisted D.A.R.E. America in the recertification process at its National Conferences in Las Vegas in 2002 and Atlantic City in 2003.
- Attained P.O.S.T. in-service credit approval and conducted Phase I training of

the revised curriculum for approximately 210 D.A.R.E. officers from across the state.

- Instructed 1,110 fifth and sixth grade students over the course of 17 weeks, 1,038 junior high/middle school students over the course of 10 weeks, and 334 K-4th graders in the D.A.R.E./G.R.E.A.T on the fundamentals of program.



MOTORCYCLE RIDER EDUCATION PROGRAM

The Tennessee Motorcycle Rider Education Program (MREP) is responsible for establishing standards and administering the motorcycle rider education program for Tennessee residents who currently ride or those interested in learning to ride motorcycles safely. Motorcycle rider safety courses are available to all persons 14 years of age or older. Continuing a three-year trend, the MREP experienced a significant growth in program participation. Five thousand eight hundred and eight (5,808) Tennesseans enrolled in one of the two rider education programs across the state this year. This represents a 31% increase in program participation over the last fiscal year.

Using the Motorcycle Safety Foundation's (MSF) curricula, the

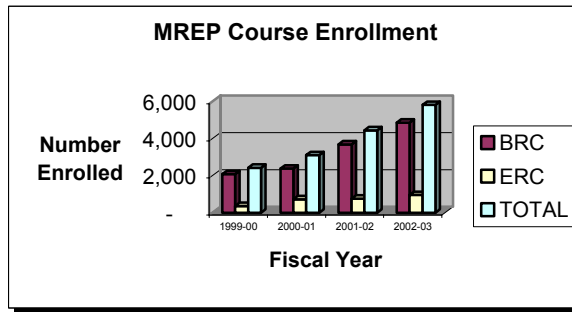
Motorcycle Rider Education Program provides rider training programs for novice and experienced riders. The Basic Rider and Experienced Rider courses are taught in safe, off street environments where students learn and practice riding fundamentals as well as motorcycle safety techniques. A riding evaluation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

This program is also responsible for recruiting, training, certifying, and evaluating new instructors as well as developing new training sites. Currently there are 20 motorcycle-training sites available to the public. Each of these training sites is monitored at least three times a year.

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 Department's MREP.

The MREP website continues to generate additional interest and

has increased the exposure for the MREP, both within and outside the State of Tennessee.



Accomplishments

- Assisted the national Motorcycle Safety Foundation, in field-testing the new Experienced Rider Course (ERC). Field-testing of the new ERC curricula concluded was adopted throughout the US in July 2003.
- Conducted in-service training for both the Highway Patrol and Commercial Vehicle Enforcement Officers this year. Officers received training on "How to Identify DUI Motorcyclists" and "How To Identify Fake (Novelty) Helmets."
- Trained and certified forty-six (46) new Motorcycle Safety instructor. This instructor training program was authorized to award P.O.S.T continuing education credit to law enforcement officers participating in instructor

training, resulting in an increase in the number of law enforcement officers being certified to instruct rider education courses.

- Conducted a three day session on "Creative Training Techniques and Adult Learning Concepts" for one hundred twenty seven (127) instructors. This update training is mandatory for the instructors to maintain their State certification.
- Promoted motorcycle safety awareness during various motorcycle industry expositions, motorcycle dealer open houses, and enthusiast rallies. For the second year, MREP participated in the "Honda Hoot", a major motorcycle rally held in Knoxville, Tennessee. During this rally, 78 individuals attending the rally were trained in experienced rider fundamentals. Over 30,000 individuals were exposed to information about MREP.
- A new brochure advertising and promoting the Motorcycle Rider Education Program was developed. These brochures were distributed in the driver license renewal notices, motorcycle dealers, training sites, and driver license testing stations statewide.



TENNESSEE LAW ENFORCEMENT TRAINING ACADEMY

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

TLETA strives to:

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

Annually, the Training Academy generally trains about half of the new police recruits in the state, provides in-service training, and assists the Peace Officers Standards and Training (P.O.S.T.) Commission in maintaining records for approximately 17,000 certified officers in the state. Specialized school offerings by the Academy in mandated, requested, and emerging subjects provide an opportunity for P.O.S.T. certified officers to receive the required in-

service training as well as learn innovative techniques in maintaining law enforcement services. TLETA also provides mandated consultative services to local law enforcement agencies and associations. Associations and agencies such as the Tennessee Sheriff's Association, Association of Tennessee Chiefs of Police, and Tennessee District Attorneys benefit from the expertise of the TLETA staff on matters involving emerging law enforcement issues or methods of service.



TLETA Highlights

Basic Recruit Training

Over the course of fiscal year 2002-2003 the academy conducted six (6) basic police schools (520 hours, 8 weeks each) during which 383 recruits were trained.

Specialized Training

Over 750 officers received specialized training and 768 were trained through different grants and local agency programs. TLETA plans to continue to meet the future needs of the law enforcement community by offering sophisticated training in more specialized areas, as well as in the basic classes. The academy conducted a total number of 51 specialized schools this fiscal year, including 16 through different

grants and local agency programs. A detailed listing of specialized school offerings may be found in the appendix.

Firearms Training

Advanced firearms training was offered in addition to instruction for new officers.

Firearms' training continues to be enhanced by the use of the Firearms Training Simulator (FATS). This equipment allows instructors to measure the action and reaction responses of the officer. A new system was acquired in early 2001 allowing the academy to update its offerings in this area.

Physical Fitness

The use of an expanded weight room and other updated physical training facilities by students has allowed the physical training instructor to assist in conditioning the officers more effectively. Graduates and area law enforcement officers are encouraged to utilize this facility to remain in physical condition.

Emergency Vehicle Training

The addition of a driving track has allowed for more in-depth training in emergency vehicle operations training.

Gang and Domestic Violence Instruction

The demand and need for instruction in the areas of gang and domestic violence continued to grow following the expiration of the grant servicing these programs last year.



This year the Academy committed resources for these programs to continue to be conducted at TLETA and throughout the state.

P.O.S.T. COMMISSION

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

P.O.S.T. COMMISSION Highlights

Certifications of Police Officers

During fiscal year 2002-2003, there were 1,641 applications for certifications processed.

Certifications Issued

P.O.S.T. certified 857 officers during fiscal year 2002-2003. P.O.S.T. decertified 30 officers during the same period.

Salary Supplement Pay

During the 2002 calendar year, salary supplement income for each officer was \$600. Total amount paid to 11,506 officers was \$6,903,600.

P.O.S.T. Certification Examination

The P.O.S.T. Commission Administrative Office proctors the P.O.S.T. Certification Examination. In 2002-2003, 62 officers took the examination, with an average score of those who passed of 79 percent.

Motorist Services

The Department of Safety is responsible for all services related to the motoring public, including those related to driver licenses and vehicle titles and registrations. Three main divisions within the department oversee these services, the Driver License Issuance Division, the Financial Responsibility Division, and the Title and Registration Division. In addition, with its function of oversight of problem drivers, the Driver Improvement Section, formally a subsection of the Professional Standards Division, is included in this chapter.

D DRIVER LICENSE ISSUANCE

The Driver License Issuance Division is a much-diversified program offering varied services for the citizens 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 MVR's (driving records),
- 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 300 employees. Of this number, 277 work in the field at 44 locations across the state.

DRIVER LICENSE ISSUANCE

During the 2002-2003 fiscal year the statewide average activity per examiner continued on a steady climb to 34.3 customers per day.

However, 16 of the 44 locations (36%) have at least 40 customers per examiner. Carter and Rutherford Counties had the highest per examiner rate at 59.4 and 53.3 each respectively.

Four out of five of the division's field examiners and over 95% of field supervisors have received American Association of Motor Vehicle Administrators (AAMVA) recognition as Certified Driver Examiners (CDE), a nationally recognized professional certification.

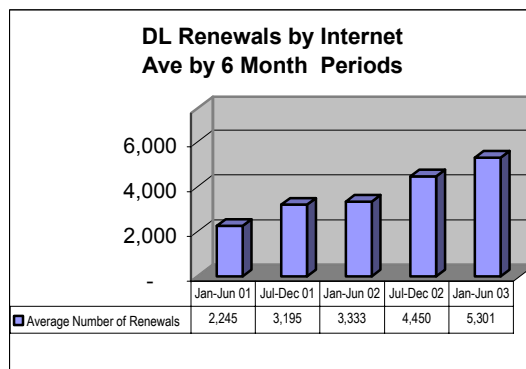
Issuance Rates

During FY 2002-2003, the division issued 1,389,765 driver licenses/photo ID's, a slight 2% decrease from the previous year.

The Internet Renewal Program continued to grow with a significant 48% increase in usage. Over fifty-eight thousand Tennessee citizens renewed their driver licenses "on-line" instead of standing in line at a station. As shown below, 18% of all licenses issued were issued through the mail or Internet. When looking at just non-test transactions, citizens were able to do nearly a quarter of these (23%) outside a driver license office.

Activity Figures

As detailed in the appendices, total field activities provided during



2002-2003 exceeded the 2.1 million mark for the second year running. These activities include citizens taking various exams and receiving voter registration, MVR's, Handgun Carry Permit and reinstatement services in addition

to the previously noted issuance rate.

Total driver examinations conducted in the field encountered a slight 1% decrease to 806,621. Examinations administered included a total of 732,001 Class D tests, 32,732 Class M and 41,888 CDL tests.

Commercial Driver License Third Party Testing

At the end of the Fiscal Year, there were 52 Commercial Driver License (CDL) Third Party Testing Organizations with 86 Third Party Examiners authorized to conduct Commercial Driver License skills tests. The CDL Program Manager routinely audits the CDL Third Party Testers with Audit Teams comprised of specially trained CDL Examiners, Branch Supervisors, and CVE "ACES" Officers across the state.

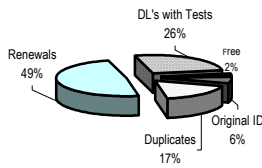
The division is working with a federal grant issued July 2002 to improve auditing and monitoring of Third Party Companies/Schools. Through this grant the division has acquired improved computer technology to assist the field

auditors and conducted specialized "interviewing techniques" training through the Criminal Investigations Division. The division is also working closely with CID to develop a system of performing covert audits on third party activities and also surveillance means of monitoring tests and activity at the

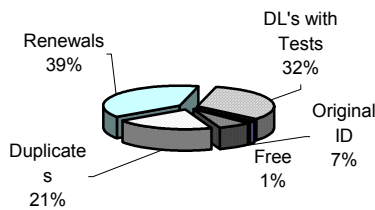
eight Department of Safety CDL sites statewide.

All Driver License Customers, 2002-03

(Field and Central Office)



**Driver License Customers 2002-03
Field Office Transactions**



Cooperative Driver Third Party Testing Partners

There are 42 Cooperative Driver-Testing Partners (CDTP) with 164 authorized CDTP instructors conducting Class D knowledge and skills tests as part of their driver education programs. The CDL program manager and driver license supervisors also routinely conduct audits of the CDTP program.

Motor Vehicle Records

The Division experienced its first decrease in MVR's sold at field offices during the previous Fiscal Year as reflected in the 34,075 records generated. While this was only a slight 2% decrease the Division has remained steady at

the 34,000 level for the third straight year. Additionally for the second year, these stations issued approximately 35,000 reinstatement advice letters to citizens requesting specific information on how to reinstate their driving privileges.

Voter Registration

Voter registration applications handled by field offices continued to rise significantly by 22% to a total of 93,237 applications processed by our DL offices.

Reinstatements

Driver License field reinstatement offices provided Financial Responsibility reinstatement services to 26,861 citizens at nine (9) selected offices spaced throughout the state. This total includes both "fee required" reinstatements as well as "compliance only" and juvenile reinstatement activities. The figures for FY 2002-2003 are down by approximately 16% from the previous year.

HANDGUN CARRY PERMITS

During this past year, the driver license field offices have processed 35,972 applications for Handgun Carry Permits, including duplicates, renewals and originals, a significant decrease over the previous year. With the first cycle of handgun permit renewals successfully been completed Original handgun permit applications leveling off, we expect this activity to remain lower until

the next 4 year renewal cycle that will begin in 2004-2005. Only 5,847 of these applications required the examiners to also process fingerprints of the applicants because this activity has been transferred to a new contract vendor.

The Handgun Carry Permit Unit in Nashville reviewed and processed 34,735 applications. The Unit issued 34,551 handgun carry permits with 50% of these being renewal applications. The unit also denied, cancelled or revoked 640 permits. Of the handgun carry permits issued 19% were to female citizens and 81% to males. The vast majority of all applicants were between the ages of 31 and 60 with the highest percentage (25%) being in the age 46-55 category.

This unit is also responsible for certification of Handgun Safety Programs and Instructors. In fiscal year 2002-03, there were 165 certified programs and 612 certified instructors. Through the combined efforts of the Handgun Unit and THP inspections of 79 programs were conducted last year, which included inspection of the program's classroom facilities and firing ranges



Listed below is a summary of Drivers License Issuance over the last ten years.

Licenses Issued Past 10 Years					
Fiscal Year	Total Licenses Issued	Issued by Field Offices	Issued By Mail	Issued by Internet	% Field
1993-94	1,430,855	922,854	508,001	0	64%
1994-95	1,329,884	959,853	370,031	0	72%
1995-96	1,402,176	1,153,271	248,905	0	82%
1996-97	1,312,244	1,178,469	133,775	0	90%
1997-98	1,141,252	1,051,351	89,901	0	92%
1998-99	1,341,721	1,208,377	133,344	0	90%
1999-00	1,275,586	1,111,498	164,088	0	87%
2000-01	1,402,735	1,232,721	154,692	15,322	88%
2001-02	1,419,733	1,209,081	171,360	39,292	85%
2002-03	1,392,319	1,138,941	194,869	58,509	82%

F INANCIAL RESPONSIBILITY

With a staff of 93 positions, the Financial Responsibility Division administers the Financial Responsibility Law. This involves both canceling and restoring driving privileges, as well as maintaining all driver records. These services are based in Nashville, where teams of safety examiners handle public inquiries and reinstatements by means of correspondence, telephone, fax and email, as well as in-person. The division also has one full time office in Memphis to carry out these duties, and works with the Driver License Issuance Division to support these services at 9 driver license stations where selected examiners are trained to do them as well.

The Financial Responsibility Division is required to cancel, revoke or suspend driver licenses for crashes and a variety of traffic and other offenses, including: moving traffic convictions, truancy, drug free youth act/age 18-21 alcohol violations, weapons, child support, uninsured violations, and failure to appear in court. Once the driver is eligible to regain driving privileges, Financial Responsibility also verifies eligibility, collects the appropriate fees and updates the record to show the driver's new status. Reinstatements of cancelled, suspended and revoked driver license are processed at the Summer Avenue Office in Memphis

and 1150 Foster Avenue in Nashville, and some Driver License Stations.

Along with reinstating licenses, Financial Responsibility also:

- Maintains certified driving records and when subpoenaed, appears in court to testify regarding such records.
- Issues restricted licenses to those found eligible
- Maintains a 24-hour Law Enforcement Help Desk that provides information regarding organ donors and driving records

The Call Center of the division answers telephone inquiries regarding revocations, suspensions, cancellations, and reinstatements, as well as driver licensing questions. Last year there were 604,116 calls handled by this office: the automated system handled 270,749 (45%), leaving 333,367 to be answered by the examiners.

The division maintains information on out-of-state traffic violations by Tennessee licensed drivers, as well as offenses committed in this state. Records are constantly monitored to identify problem drivers and provide statistical data to the District Attorney General when the driver is subject to prosecution as a habitual offender of the motor vehicle laws.

Accomplishments

Since January 2003, the division established a THP/CVE Ticket Accountability Unit to process citations written by the Tennessee Highway Patrol and Commercial Vehicle Enforcement officers. This

allows more efficient monitoring and processing of these citations.

We also worked in conjunction with the Information Systems Division and the Driver License Issuance Division to establish programs and procedures to implement the legislation effective July 1, 2003 requiring certain drivers to operate only vehicles equipped with an ignition interlock device.

Following is a summary of the major fiscal activities and transactions conducted by the Financial Responsibility Division for fiscal year 2002-2003. Details can be found in the appendices.

FINANCIAL RESPONSIBILITY ACTIVITIES FY 02-03	
Restoration Fees	\$ 14,068,673.36
Fees From MVR	\$ 10,369,196.34
SUBTOTAL	\$ 24,585,290.92
DUI Offenses, Non-Commercial Licenses	26,582
Total Non-Commercial Offenses	245,934
Total Commercial Offenses	359
GRAND TOTAL	246,293

D RIVER IMPROVEMENT

Driver Improvement, a section within the Professional Standards Division, is required to evaluate the driving records of Tennessee drivers, based on crashes and/or convictions of traffic violations, in order to identify and keep track of high-risk drivers, as well as to establish procedures for their rehabilitation.

Individuals who are found to be frequent traffic violators are sent a

notice of proposed suspension and given an opportunity to attend a hearing. If they fail to request a hearing, their driving privileges are suspended for a period of 6 to 12 months. Hearing officers are located throughout the state in seven offices, and in addition to holding the hearings in person, offer phone hearings for out-of-state drivers. In most cases, when a driver attends a hearing, he or she is given the opportunity to attend a defensive driving class in order to either eliminate or reduce the suspension.

Driver Improvement is also required to handle medical

referrals regarding the capability of drivers (physical, mental and substance abuse concerns). After seeing that a proper evaluation of the driver has been undertaken either by a medical professional or by a licensing re-examination, the section may suspend the driver's license, add restrictions, or remove the proposed suspension.

Additional responsibilities include reinstatement of driving privileges on a part-time basis and monitoring the Mature Driving Premium Reduction Program. This program, enacted by the legislature, assists our senior citizens with their driving habits.

DRIVER IMPROVEMENT ACTIVITY, FY 02-03

TYPE HEARINGS	Upheld	Withdrawn	Failure to Appear	FY 02-03	FY 01-02
Driver Improvement Points	7,672	193	5,278	13,143	10,156
Financial	411	146	309	866	723
Medicals	42	4	12	58	54
Fraud	9	12	7	28	24
Other	35	3	5	43	23
TOTAL	8,169	358	5,611	14,137	10,979
Rescheduled Hearings				1,316	435
OTHER				FY 02-03	FY 01-02
Reinstated				3,145	6,537
Phone Calls				12,652	13,410
Mvr's Issued				1,364	2,706
Defensive Driving Courses Assigned				7,346	7,330

TITLE AND REGISTRATION

The Title and Registration Division (T&R) is responsible for all aspects of the issuance of motor vehicle registrations, titles and related activities for all motor vehicles. Vehicles include passenger vehicles, commercial motor vehicles and mobile homes. Headquartered in Nashville with 160 full time positions, the division also has oversight for 95 county clerks who serve as the state's local agents.

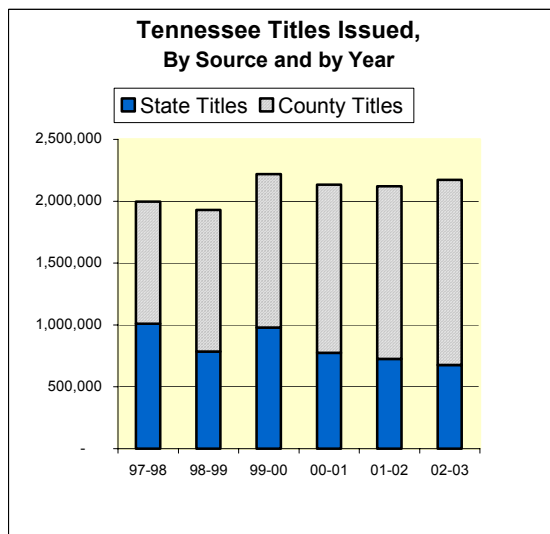
Two of the highest volume services for the T&R program are the issuance of titles and the registration of all new and used vehicles within the state. Through county clerks, who serve as agents working with the Department, the T&R program registers vehicles in all 95 counties. The state office serves primarily to regulate and provide guidance and support to the clerks in these tasks, as well as to resolve problems beyond the resources of the county clerks. In addition, T&R is responsible for:

- Noting and discharging liens on the property
- Surrendering titles to other jurisdictions
- Serving as the central repository of all vehicular records for the state
- Coordinating the issuance of more than 244 types of

registration plates and all personalized plates, and serving as a broker for the specialty plate funds

- Issuing disabled plates and placards, drive-out tags and temporary operating permit tags
- Evaluating title applications for salvage and abandoned vehicles

In the 1992-93 fiscal year, four county clerks began issuing titles locally from their offices. Today there are 82 out of 95 authorized to issue titles in their offices. While many of the counties are limited to issuing replacement certificates of title and noting of liens, others issue titles in most situations. Additionally, 55 counties are now issuing temporary operation permits and 86 counties are now issuing disabled person placards. These transactions provide expeditious service to the motorists in those counties.



The Title and Registration User System of Tennessee (TRUST), a redesigned computer system made possible through legislation in 2000, has completed its planning stage and begun the design phase. Its development and implementation is a collaborative effort involving county clerks, automotive dealers, financial institutions, division personnel, law enforcement, and various vendors holding vested interest. The new system is designed to improve customer service, minimize fraud, maximize revenue and aid law enforcement.

Accomplishments

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

- **IVTR:** Establishing an online subscription service for businesses authorized by the Driver's Privacy Protection Act to make Interactive Vehicle, Title and Registration (IVTR) inquiries. Having the service online has drastically reduced the cost of providing it and at the same time increased the accuracy of the information received by our customers. During FY 02-03, 30,057 inquiries were made online.
- **NMVTIS:** upgrading the National Motor Vehicle Title Information System (NMVTIS) which verifies the title issuance against the national theft and branding files
- **Anti-Theft:** keying the anti-theft decal control number on the title to provide a link between the two for law

enforcement officers was initiated this year

- **Digitized license plates:** T&R is transitioning to a new manufacturing process, which

will allow the license plates to be designed on-site with an enormous increase in flexibility and efficiency. The new process will assist with both fraud prevention and

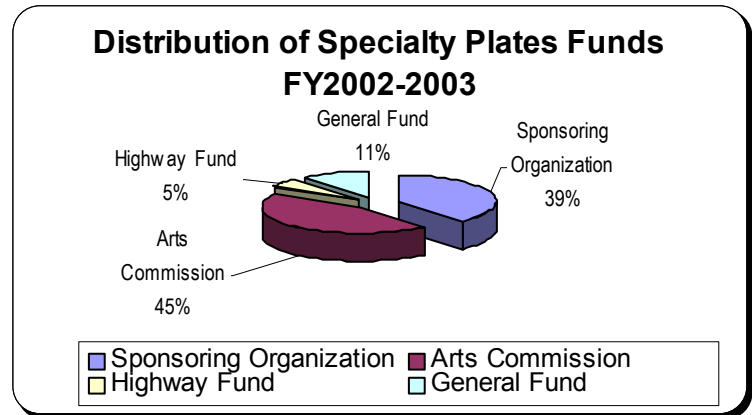
inventory control, will be more cost effective and will streamline the entire plate production process.

Title and Registration	Fiscal Year 2000-2001	Fiscal Year 2001-2002	Fiscal Year 2002-2003
Documents Processed			
Discharges of Lien	341,251	277,263	237,068
Salvage Certificates Issued	46,399	41,176	46,356
State Titles Issued	774,808	725,034	677,615
County Titles Issued	1,357,271	1,396,305	1,495,626
Total Titles Issued	2,132,079	2,121,339	2,173,241
Registrations	5,582,729	6,090,419	5,577,314
Fees Received			
Registrations	\$143,967,921	\$146,542,093	\$153,167,927.50
Titles	10,617,077	10,639,986	10,866,206.17
Drive-Out Tags	2,405,192	4,624,486	5,089,855.25
Temporary Permits	46,210	38,265	39,866.95
Fines	252,676	283,017	240,884.86
Miscellaneous	(74,393)	182,264	167,658.29
Personal Registrations	342,204	304,850	352,655.50
Disabled Registrations	105,830	110,622	97,399.40
Inquiry Information Fees	11,757	10,289	22,854.85
Fleet Registrations	645,668	409,338	420,920.99
TOTAL	\$158,320,143	\$163,145,210	\$170,466,229.76

SPECIALTY PLATES

The State of Tennessee offers more than 75 specialty license plates for Tennessee motorists to display on their registered motor vehicles. These plates represent colleges and universities, branches of the military, special interest organizations, professional organizations and other topics, with the most popular ones depicted below. Based on the specific law creating a plate, the funds are distributed as shown in the table below:

Summary of Specialty Plates FY02-03 (As if June 30, 2003)	
Total Number of Plates	222,392
Total Funds Collected	\$7,884,765
Specialty Plates Funds Distribution	
Sponsoring Organization	\$3,040,558
Arts Commission	\$3,529,750
Highway Fund	\$424,889
General Fund	\$889,568



Pictured below are some of the more popular specialty plates.



Administrative & Support Services

The administrative and support services area is responsible for the overall administration of the Department, including establishing rules, regulations and policies, and providing basic support services for departmental operations. This area includes the Commissioner and his immediate staff, Human Resources, Fiscal Services, Internal Audit, Internal Affairs, the Public Information Office, the Legal Division, and Information Systems

The primary services of Administration involve the executive oversight of the entire Department, which is carried out by the Commissioner's Office. In addition to overseeing the programs within the Department, this office initiates Department-wide strategies and goals, and sets priorities for their funding and execution.

HUMAN RESOURCES

The Human Resources Division is committed to providing a comprehensive collection of personnel services for all employees in the Department of Safety. This division, comprised of ten staff members, provides vital day-to-day human resource management for approximately 1,817 employees with 1,877 authorized positions. We have 927 commissioned employees and 890 civilian employees across the state of Tennessee in all 95 counties.

Beginning with the very first day an applicant responds to an employment invitation from the Department of Safety, regardless of title, the Transactions Unit is involved.

This unit is responsible for the interpretation and implementation of the Department of Personnel's policies and procedures concerning civil service registers. This responsibility requires constant interaction with all divisions within the Department of Safety as well as numerous divisions in the Department of Personnel. In addition, this unit is responsible for the coordination, scheduling and tracking of physical and psychological examinations, drug screenings, and background investigations for new and existing employees as necessary. The employees in the Transaction Unit work diligently to provide the Department of Safety with the finest and most accurate transaction support possible.

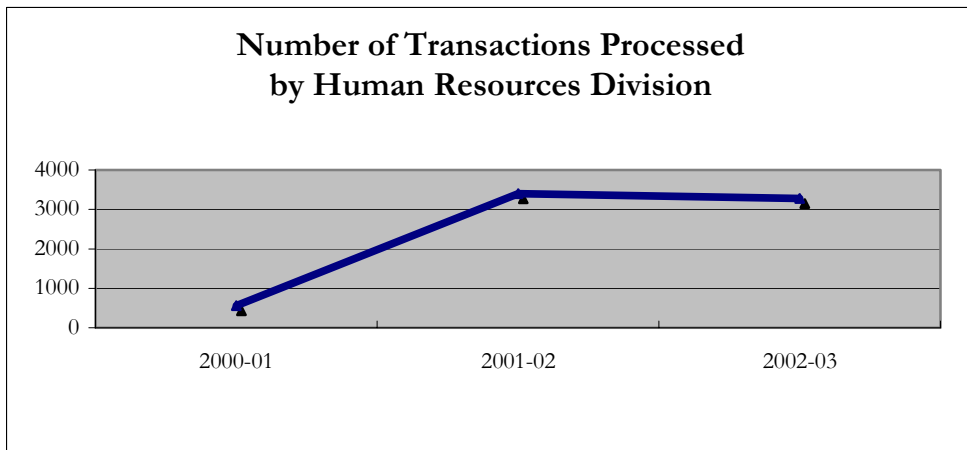
The number of transactions has increased approximately 600% during the last two fiscal years. This year would have exceeded last years with the exception that last fiscal year there was not a raise for the commissioned personnel and there was not a Trooper/Commercial Vehicle Officer recruit school.

Commissioned vs Civilian Positions



The Transaction Unit provides the department with all of the technical services required for appointing, promoting, demoting, transferring, or terminating any employee.

Number of Transactions Processed by Human Resources Division



FISCAL SERVICES

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

BUDGET-ACCOUNTING SECTION

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

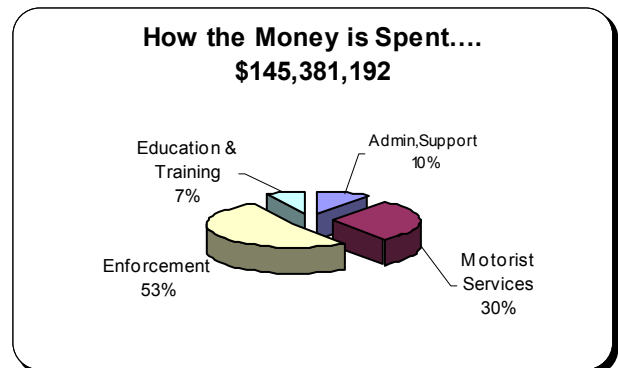
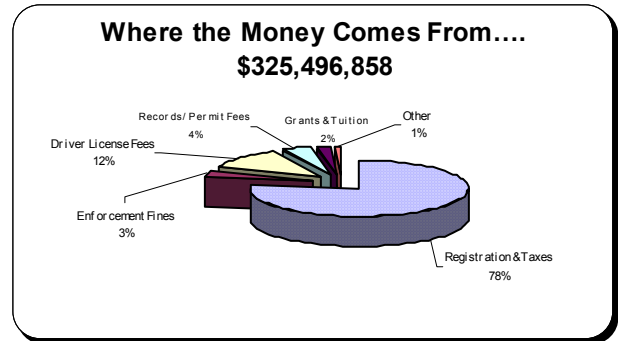
Goods and services are procured in this division. All departmental expenditures are processed through this section. It is the responsibility of this office to ensure that all invoices and travel claims are audited and paid promptly in accordance with state law. Payroll and timekeeping functions are performed in this section. During the 2002-2003 Fiscal Year, this section processed \$145,381,192 in payroll and operational expenses. This section also projects the fiscal impact of all legislation affecting the Department of Safety.

CASHIER-REVENUE SECTION

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

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

During the 2002-2003 Fiscal Year, this section processed revenues for \$325,496,858, which included \$5,453,753 in reimbursements from federal grants.



Revenues and expenditures are detailed in the appendices.



INTERNAL AUDIT & INTERNAL AFFAIRS

INTERNAL AUDIT

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

For the 2002-2003 Fiscal Year, the Internal Audit Division:

- Performed audits of the evidence rooms of THP, CVE, and CID, and the field offices of THP
- Observed and compiled the annual inventory of supply items,
- Assessed the quality of the year 2004 registration renewal validation stickers,
- Consulted in design of several internal control and accounting systems,
- Performed numerous special projects during the fiscal year.
- Assist Comptroller Auditors with Bi-annual audit
- Analysis of cost of processing new and old crash reports for P&R.

- Audit of CID and Special Operations equipment

INTERNAL AFFAIRS

The responsibility and duty of the Internal Affairs Division is to receive, investigate and file all complaints regardless of their nature, attempt to bring the matter to a satisfactory conclusion, and to notify the complainant, in writing, of the final disposition of a valid complaint.

All complaints received concerning members of the Department of Safety are forwarded to the Internal Affairs Division. The complaint is numbered and assigned to an investigation unit or to a member of the Department for a thorough investigation. All investigative files are secured in the Internal Affairs Division in order to assure confidentiality. The files are maintained for a period of 70 years. A new number tracking system is expected to be implemented in January 2004, to ensure a more efficient filing system.

The Internal Affairs Division continues to utilize the IA-Trak for Windows computer program that produces statistics and summary reports of Internal Affairs cases and dispositions. This fiscal year, the division investigated 120 complaints, of which 54 were not sustained, and 66 were sustained.

PUBLIC INFORMATION OFFICE

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

Another method the office used to distribute information is through the development and maintenance of the Department of Safety's World Wide Web site. Visitors to the department's web site (www.tennessee.gov/safety) can access a wealth of information, including directions on how to obtain or replace a driver license, title and register a vehicle and much more. The office also receives and responds to inquiries received daily via e-mail (email.safety@state.tn.us). Some valuable services, such as the ability for driver license renewal and registering an address change with the department, can already be accomplished through the Internet. The web site is a successful way of improving accessibility and delivery of Department of Safety services to the public.

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

LEGAL

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

With an office in each of the three grand divisions, the Legal Division also administers

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

SUMMARY OF ASSET FORFEITURE HEARINGS FY 2002-2003

PROPERTY	SEIZED	FORFEITED
Number of Cars	4,035	3,008
Trucks	1,850	1,148
Motorcycles	71	43
Boats	14	8
RV's or Vans	256	204
Aircraft	0	0
Miscellaneous (pagers, jewelry, etc.)	1,302	1,164
Real Estate	1	0
Other Major	106	60
TOTALS	7,635	5,636
MONEY	SEIZED	FORFEITED
Money Seized	\$9,857,375.17	
Money Forfeited		\$9,813,879.30
Drug Fund Payment Forfeited		1,860,672.69
TOTALS	\$9,857,375.17	\$11,674,551.99
Total Cases By Fiscal Year	OPENED	CLOSED
2000-2001	8,964	8,541
2001-2002	9,000	9,596
2002-2003	9,776	9,125

I NFORMATION SYSTEMS

The Information Systems Division (IS) is staffed with an Information Systems Director, four (4) IS Managers and various section staff for a total of 54 positions. Responsibilities include systems' design, procurement, installation, maintenance, and all other computer related equipment activity. The division is also responsible for researching, acquiring, project management and implementing new technologies, and for data capture.

MAINFRAME /PRODUCTION SUPPORT

The Systems-Production Section is responsible for: the development and maintenance of departmental mainframe applications; data extract files for agency and outside sources; data capture; and development and maintenance of Internet and Intranet websites.

This section's activities consisted of processing 74 requests for departmental applications and 69 requests for honoring data extracts for in-house and outside sources, as well as mainframe transactions as shown in the accompanying table.

Major projects handled by this Section for FY 2002-2003 included:

- Implemented Commercial Vehicle violation codes for railroad grade crossing and aggravated vehicular homicide convictions.

- Developed programs to notify Title & Registration of drivers in violation of statute 55-12-140 (failure to show proof of liability insurance at time of violation).
- Implemented an automated process to notify the Selective Service System of males between the ages of 18 and 26 who are issued a license at the testing stations.
- Modified driver history programs to capture and store violation conviction dates in order to comply with FMCSA rules.
- Implemented Watch Your Car Program. This database contains Owner and Vehicle information to assist theft prevention.
- All data scanned and keyed into Polaris has been exported and updated on the mainframe. There are 90,000+ crashes from

NETWORK AND DESKTOP SUPPORT

The Network and Desktop Support Section is responsible for the installation and maintenance of 5,156 pieces of computer related equipment. At the end of Fiscal Year 2002-03, this equipment was located in the following locations:

- Ninety-five (95) County Clerk Offices.
- Forty-two (42) permanent driver license stations.
- Fourteen (14) County Clerks offices issuing Drivers Licenses
- Forty (40) Tennessee Highway Patrol Offices.
- Nine (9) Commercial Vehicle Enforcement inspection stations,
- Four (4) Criminal Investigation offices.
- Tennessee Law Enforcement Training Academy.

Mainframe Transactions FY2002-2003

Driver License Renewal Transactions	617,652
Driver License Original Transactions	659,810
Trooper Citations Document	558,207
Court Abstracts	61,650
Crash Reports (Officer)	231,344
Crash Reports (Operators)	231,927
Other Driver & Misc. Documents	514,644
Correspondence Received and Prepared	589,261
Moving Violation Reports (MVR's)	2,130,485
Micrographic Documents	4,669,692
SUB TOTAL	10,264,672
T&R Title Transaction	2,176,935
T&R Renewal Transaction	5,577,314
GRAND TOTAL	18,018,921

calendar year 2002 on the mainframe. The remainder was scanned and keyed into CATS.

- Safety Training Academy.
- Title and Registration.
- Safety Main Headquarters.
- CVE Headquarters.
- Three (3) Legal Offices.
- Nine (9) Driver Improvement Hearing Offices.

In addition to the installation and maintenance, this Section provides a Help Desk service to all Department of Safety personnel. From the period of June 30, 2002, through July 1, 2003, our Help Desk technicians responded to 5,155 help desk calls. These responses are documented to create a history of repairs and trends.

Other Section accomplishments for this past year are:

- Installation of 202 desktop computers, 92 Laptops and 95 desktop printers.
- The replacement of 105 new PC's at the permanent Drivers License Stations. Installation of additional network printers to support Federal Motor Voter form requirement.
- The installation of the new DigiMarc Digitized Drivers License Systems statewide.
- Installation of Digitized Drivers License at the Knox County Clerks three offices.
- Ongoing project to update desktop computers with additional RAM and upgraded OS's.
- Converted existing PPP accounts to the State's new RAP accounts (over 300 dial-up accounts). Provided out-of-state 800 numbers to Safety travelers.
- Installed Trooper Dispatch software on TIES computers. This was required to satisfy accreditation recommendations.
- Took over ordering of computers and computer related equipment to facilitate faster service to departmental users.

TITLE AND REGISTRATION SUPPORT

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

The Production staff analyses problems, requests, or any other situation that may occur during production or performance of daily duties. They also ensure the Production system continues to function properly and the user

community does not realize a lapse in responsiveness.

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

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

Activities processed by this Section for FY 2002-2003 are as follows:

T&R SUPPORT ACTIVITY	
Maintenance RFS*	126
In-House RFS*	47
T&R Users Local	175
T&R Users (Statewide)	2,550
Business	125
Other Gov. Agencies	160
Ad-Hoc Report	152
Fund Accumulation RFS	25
County Clerk Trained	10
**RACF Updates & Resets	2,000
Network Support Calls	1,169
Hardware Support Calls	289
Legislative Review	52

*RFS-Request For Service

**RACF-Remote Access Control Facility

SYSTEMS DEVELOPMENT

The Systems Development staff work with Department of Safety computers users to design and develop computer systems to meet user's needs and to maintain and upgrade existing PC, client server and AS400 based systems.

This staff develops and updates technical documentation for newly developed and modified systems, creates user manuals for new systems and provides initial training for users of new systems. Once a new system is implemented, updates to the user manual become the responsibility of the users of the system for their own future staff training.

The staff provides, after implementation, support through the Office for Information Resources (OIR) Help Desk for systems they design and develop. Support for purchased systems is provided through the OIR Help Desk by the division's (IRSS) Section.

PLANNING / RESEARCH AND SPECIAL PROJECTS

The Planning / Research and Special Projects Section consults with Department of Safety divisions to analyze and engineer business solutions to meet user's current and future needs. They will manage the projects utilizing state of the art tools and processes. They will manage vendor participation and work with users to research, purchase and implement new technology solutions.

2002-2003 Achievements

Fiscal year 2002/2003 was a very productive year for the Information Systems Division in that several major Information Technology projects were initiated or implemented. Some of the major projects were:

T&R Redesign Project:

- Completion of Iteration 1. This iteration provided for processing basic Title information for a new car or new customer, with the payment of fees.
- The iteration demonstrated the Basic Title functionality

with the integration of the Cash Drawer. The project was divided into 7 sections to provide for an iterative approach. Each section will provide functionality that builds upon itself, and requires some State testing before final approval.

- The Contract with the Vendor (Covansys) has been amended to follow the 7 step iterative approach.

Digitized Driver License

Project:

- LIST application deployed statewide using Jacada. A2G cashing system is being reworked due to interoperability considerations. ATD testing machines to be replaced and software upgraded this year. Developing contracts with County Clerk offices to issue licenses. Five locations completed with nine more currently in process of being established. More offices are expected as contracts are signed.

CVISN:

- Continued the migration of commercial vehicle

operations to the CVISN concepts,

- Completed the analysis of requirements for implementation of mobile data terminals in THP and CVE vehicles,
- Purchased and began the installation of 30 MTD's in the Nashville District CVE and THP cars,
- Implemented a CVE Document Imaging System to scan and store OS/OW assessment documents instead of microfilming.

Officer Activity :

- The Officer Activity Systems for both THP and CVE officer activity reporting were completed and deployed to all regions. It is a client server system allowing data entry from all regional offices with the *SQL database being maintained in Nashville. Regional reports may be printed in regional offices and statewide reports may be printed at the headquarters offices.

Computer Aided Dispatch:

- Computer Aided Dispatch Project to provide a statewide CAD/RMS system has been approved, with a Request for Proposal currently under development

Other Key Projects:

- Completed a reinstatement payment plan for drivers owing in excess of \$400 for reinstatement fees,
- Upgraded the Call Management System for the Financial Responsibility Customer Service Section.
- Upgraded the Capitol Police Citation System,
- Made major upgrades to the Crash Analysis & Tracking System by simplifying the upload of data from the scanner to the *SQL database tables, improving data entry programs and image search programs.

P ROFESSIONAL STANDARDS

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

RESEARCH, PLANNING AND DEVELOPMENT

The Research, Planning and Development Section (RP&D) gathers, analyzes and interprets enforcement activity, crash data and all reports associated with each. It publishes and distributes this information to all facets of government and communities alike.

A second function of the section is to procure and implement federal grants. Continual monitoring and reporting of activities during grant

periods is required. In addition, RP&D develops and issues the department's general order policy statements.

Working with the General Assembly RP&D also analyzes the effectiveness and feasibility of various laws and initiatives, proposed by the Legislature. Other key duties include:

- Evaluating vehicular pursuits and arrests
- Submitting data from Arrest and Criminal Interdiction reports to the Tennessee Bureau of Investigation for inclusion in the National Crime Statistics Report.
- Providing statistics and analyses to the Training Division to be used in formulating or updating officer safety courses
- Responding to surveys and information requests
- Revising forms, and designing brochures.
- Working closely with the department's Public Information Office in the development and production of press releases and public
- Manpower Allocation Study
- Conducting numerous pilot programs which affect personnel assignments
- Maintaining and updating a detailed Organizational Chart
- Continual monitoring of Alcohol-Related Fatalities and Fatal Crash Statistics
- Compiling Weekly Vehicle Seizures Reports
- Publishing departmental Crash Report, Annual Report, Criminal Interdiction Report
- Producing all quarterly and final project reports for associated grants

RP&D accomplishments include: Implementing a modified Leave & Attendance Form and new Trooper Activity Reports; identifying Homeland Security-mass targets of opportunity and preparing a manual ; and enhancing the Scannable Crash Report System.

STAFF INSPECTION / ACCREDITATION

The Staff Inspection Section is a unit within the Professional Standards Division. The Staff Inspection Team is composed of Department of Safety personnel assigned to the Research, Planning and Development Section, and the Staff Inspection Section. The objectives of the Staff Inspection Team are:

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

THE STRATEGIC PLANNING OFFICE

The Strategic Planning Office is responsible for developing the department's annual strategic plan, working with the commissioner's office, the budget staff, and all program directors. Preparation, monitoring and evaluation of the plan and its progress is a continual process throughout the year.

Because of the requirements of the Governmental Accountability Act of 2002 and the department's designation as one of the four lead agencies to be subject to its provisions, the TDOS Strategic Plan developed for submission on July 1, 2003 differed significantly from strategic plans developed in earlier years. Perhaps the most significant difference was the careful development of meaningful performance standards and measures for each of the department's program areas. In all, 27 performance measures were established. Once again, the Strategic Plan that resulted from these meetings was available to all TDOS employees through both the intranet and the shared drive.

During 2002-2003, the strategic planning staff held numerous planning and review meetings. As an outgrowth of these sessions, the staff also served as

consultants and facilitators for various management initiatives, including feasibility studies, Internet applications, and customer service plans, as well as assisting with meshing the strategic plan with the budget and the Information Systems Plan.

CRASH ANALYSIS RECORDS SYSTEM

The Crash Analysis Records System processes traffic crash reports forwarded to the Department of Safety in accordance with Sections 55-10-101 through 55-10-115 of the Tennessee Code Annotated. This includes traffic crashes investigated by the Tennessee Highway Patrol, city police departments, county sheriff offices, and all other public agencies that investigate traffic crashes occurring in Tennessee.

Functions completed by this section include: communicating with agencies concerning incomplete or unacceptable reports, classifying reports by type, microfilming, analyzing, verifying, evaluating, and encoding information, data entry, correcting database records, and assisting other sections in research and data compilation for reports and studies.

FATALITY ANALYSIS REPORTING SYSTEM

This subsection of the Professional Standards Division maintains records of fatal traffic crashes occurring in Tennessee. It is also the responsibility of this section to complete all duties necessary to comply with the National Highway Traffic Safety Administration's Fatality Analysis Reporting System (FARS) Cooperative Agreement with the Department of Safety for fatal traffic crash information from Tennessee.

Functions completed by this section include:

- Preparing and distributing the Daily Traffic Fatality Report and listings, as well as the holiday traffic fatality reports
- Receiving fatal crash reports for fatality verification and distribution;
- Communicating with agencies to obtain reports and gather additional information;
- Classifying reports by type; verifying and encoding information; entering and editing database records; and
- Assisting in research and data compilation for reports and studies

Crash Reports Processed By Fiscal Year

Year	Total Processed	Number Scanned	% Scanned
1999-2000	220,592	29,993	13.6%
2000-2001	216,068	28,859	13.4%
2001-2002	213,076	66,819	31.4%
2002-2003	267,591	177,558	66.4%

The table below summarizes activity for the FARS section.

FATALITY ANALYSIS REPORTING SYSTEM (FARS)			
FARS FORMS CODED & KEYED	CY00	CY01	CY02
Crash Level	1,177	1,126	1,058
Vehicle/Driver Level	1,754	1,718	1,562
Person Level	2,864	2,860	2,618
DATA GATHERED	FY00-01	FY01-02	FY02-03
Driver Inquiries			
In-State	1,492	1,485	1,349
Out-of-State	231	202	191
Others	31	18	18
Vehicle Inquires			
In-State	1,493	1,496	1,327
Out-of-State	186	167	155
Others	75	55	80
Emergency Medical Services			
Initial Request	849	851	743
Follow-Up Request	0	0	0
Others	87	85	80
Toxicology			
Initial Request	1,200	1,100	1,200
Follow-Up Request	0	0	0
Others	0	0	0
Death Certificates	1,623	1,491	1,417
Roadway Location	1,177	1,126	1,058
Messages Received	2,087	2,568	1,884
Messages Sent	911	986	1,266

SUPPORT SERVICES

The Support Services Division consolidates several general functions vital to the efficient and effective delivery of services to the entire department. Under this division are Communications, Facilities Management/Building Maintenance, Fleet and Supply.

COMMUNICATIONS

The Communications Section is responsible for the design, procurement, installation and maintenance of the statewide 800-Megahertz Mobile Data System. The system now has ten radio sites on the air in the mid state area with full coverage in West Tennessee expected by the end of 2003. CVE and THP cars equipped with computers and modems now have secure roadside access to TCIC and NCIC files. The Communication Section maintains the primary and secondary radio networks, mobile and portable radios, video systems, radar devices, and all other electronic equipment utilized by the Department of Safety. The Tennessee Highway Patrol has eight districts and Commercial Vehicle Enforcement has four divisions, which covers the entire geographical area of the state.

Service is provided within the Department of Safety for:

- Tennessee Highway Patrol
- Commercial Vehicle Enforcement
- Capitol Police
- Criminal Investigation Division
- Department of Safety Training Center
- Tennessee Law Enforcement Training Academy
- Driver License Issuance

- Pupil Transportation Section
- Communications service is often provided for other state departments to include:
 - Department of Revenue
 - Alcohol Beverage Commission
 - Department of Corrections
 - Department of Agriculture
 - Department of Commerce
 - Arson Investigations
 - Federal Agencies including the FBI, Secret Service, United States Marshall's Office and others.

This section also maintains a Mobile Communications and Command Center and five (5) DUI/Mobile Command Post vehicles for response to special situations.

The Communications Section is staffed with a Program Manager, Radio Systems Analyst, Technician Supervisor, Administrative Secretary, Purchasing Officer, Property Officer, eight (8) technicians in the Nashville Shop, and one technician in each of the district service shops located at Fall Branch, Knoxville, Chattanooga, Jackson and Memphis.

FACILITIES MANAGEMENT / BUILDING MAINTENANCE

The Facilities Management/Building Maintenance Section is responsible for the coordination of the building maintenance program and for planning, organizing, and directing the department's statewide construction 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 moments notice.

FACILITIES MANAGEMENT CURRENT PROJECTS STATUS 7/31/03	
TLETA/Lab Renovation (to be completed in 2003)	\$2,200,000.00
Crestview Radio Tower Replacement (to be Completed in 2003)	\$ 520,000.00
THP Memphis Radio Tower Replacement (to be completed in 2003)	\$ 580,000.00
Williamson County Driver's License Testing Station	\$ 950,000.00

SUPPLY SECTION

This section has three areas of responsibility. The Quartermaster Supply System is responsible for acquiring and issuing all uniforms worn by members of the Department of Safety, and, the supply and issuance of all forms and envelopes. 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, Commercial Vehicle Enforcement, Capitol Police and the Driver License Division. Records for stock control and accounting purposes are kept on all items delivered to or shipped from the Supply Section.

In addition, The Title and Registration warehouse coordinates the manufacture and delivery to each county clerk all license plates, validation decals and forms and documents necessary to properly register vehicles within the State of Tennessee. With these plates, all forms, titles, and envelopes required to issue license plates for over 6.0 million vehicles in Tennessee are also shipped.

SUPPLY SECTION ACTIVITY FY 2002 - 03	
Change Of Location Forms Processed	12,000
Equipment Tagged and Assigned	3,500
Supply Request Orders Filled	30 per day
License Plates Shipped	1,950,000
Validation Decals to County Clerks	5,000,000

FLEET SECTION

The Fleet Section has been in existence since 1949. This section is responsible for acquiring, preparing, and delivering all vehicles to departmental personnel. All vehicle purchases are based on simple criteria, functional use, safety, performance, and comfort.

Since 1993, all vehicles have been purchased and disposed of by the Motor Vehicle Management Division of the Department of General Services. Motor Vehicle Management also maintains service Records for each vehicle. Preventive Maintenance is performed by the Department of Transportation.

VEHICLES PURCHASED FY 02-03		
	NUMBER	COST
THP MARKED PURSUIT	134	\$2,681,072.00
CVE MARKED PURSUIT	34	742,447.80
CVE GRANT CARS	23	502,244.10
FULL SIZE PURSUIT UNMARKED	11	245,104.75
PURSUIT MOTORCYCLE	1	12,964.00
SEVEN PASSENGER VAN	5	82,855.00
FULL SIZE MARKED 4x4	3	86,835.00
4x2 EXT. CAB	4	66,284.00
DODGE STRATUS FFV	1	12,784.25
PICKUP	1	23,080.25
DODGE INTREPID MARKED	8	127,875.44
DODGE INTREPID UNMARKED	1	15,984.43
DODGE RAM CREW CAB	1	22,065.19
TOTALS	227	\$4,621,595.90

Appendices

Appendix A - Enforcement Services

- A-1: Commercial Vehicle Activity Summary
- A-2: School Bus Inspection Summary
- A-3: Explosives Disposition Table
- A-4: Drug Detector Calls (By District)
- A-5: Aviation Inventory and Activity Summary
- A-6: Communications Summary

Appendix B - Education & Training Services

- B-1: TDOS Training Center Activity Summary
- B-2: DARE & GREAT Activity Summary
- B-3: MREP Enrollment Summary

Appendix C - Motorist Services

- C-1: Driver License Issuance Activity
- C-2: Financial Responsibility Detail Activity
- C-3: Hearing Officer Activity (By District)

Appendix D - Administrative & Support Services

- D-1: TDOS Expenditures
- D-2: TDOS Revenue Sources
- D-3: Federal Grants
- D-4: Summary of Internal Affairs Complaints

Appendix A – Enforcement Services

A-1: Commercial Vehicle Activity Summary

COMMERCIAL VEHICLE ENFORCEMENT ACTIVITY FY02-03			
SAFETY INSPECTIONS	<i>All Commercial Motor Vehicles</i>	<i>Buses</i>	<i>CMV's with Hazardous Materials</i>
Level I	9,013	14	1,019
Level II	36,131	1	1,932
Level III	4,728	3	32
Level IV & V	736	3	11
		3	
Total Inspections	53,666		
ASSESSMENTS WRITTEN			
Overweight Assessment	8,475		
TRUCKS WEIGHED			
Portable Scales	848		
Fixed Scales	10,890,028		
TOTAL	10,890,876		
AUDITS	IFTA	IRP	
Accounts Available for Audit	8,071	6,414	
Annual Minimum (3%)	141	193	
Annual Audits	186	204	
Completed Audit Percentage	131.91%	105.70%	

A-2: School Bus Inspection Summary

SCHOOL BUS INSPECTIONS FY02-03				
Class	East Region	Middle Region	West Region	Total Inspections
Class #1 - Annual Inspection	3,575	2,585	2,844	9,004
Class #2 - Extended Utilization	924	189	320	1,433
Class #3 - Spot Inspection	178	36	54	268
Class #4 - Comp. Inspections	46	25	75	146
TOTAL INSPECTIONS	4,723	2,835	3,293	10,851
Number of Buses in System	3,015	2,249	2,989	8,253

A-3: Explosives Disposition Table

EXPLOSIVE DISPOSITION FY2002-2003	
High Explosives	
Dynamite	609 Sticks
C-4	1
Class C Fireworks	72
Detonator Cord	3,000 feet
Cartridge Power Devices	35
Slurry Sticks	31
Aluminum Powder	2 containers
Potassium Chlorate	2 containers
Low Explosives	
Smokeless Powder	4 cans
Time Fuse	22 feet
Pyrodex	1 can
Black Powder	10 pounds
Hobby Fuse	130 feet
Devices	
Pipe Bombs	4
Improvised Explosive Devices	28
Incendiary Device	1
Booby Trap	2
Blasting Caps	
Blasting Caps	3,814
Electric Matches	496
Binary Explosive	
Kinestick Liquid (Bottles)	354
Kinestick Solid (Sticks)	534
Military Ordnance	
Artillery Flashes	3
Civil War Cannon Balls	3
Fuses M228	3
Grenades	9
Grenade Simulator	1
Military Artillery Simulator	1
Military Flares	2
Military Ordnance	1
Mortar Rounds	3
Parachute Flare Shells	9
Signal Flares	2
Suspicious Items	
Suspicious Packages	10
Hoax Devices	2

A-4: Drug Detector Calls Table (By Districts)

Drug Detector Calls FY02-03	
THP DISTRICT	ASSIGNED K-9s
1st	3
2nd	2
3rd	2
4th	2
5th	3
6th	2
7th	2
8th	2
Sub-Total	
Calls	2,006
Drug Finds	448
CVE DIVISION	ASSIGNED K-9s
1st	4
2nd	3
3rd	4
4th	3
Sub-Total	
Calls	3,114
Drug Finds	457
Total	
Calls	5,130
Drug Finds	905

A-5: Aviation Inventory and Activity Summary

Helicopter Inventory FY 2002-03				
Year	Make	Model	Number	S/N
1966	Bell Helicopter	UH-1H Huey	N760HP	66-1080
1970	Bell Helicopter	UH-1H Huey	N750HP	70-16409
1973	Bell Helicopter	206B Jet Ranger	N730HP	8642
1975	Bell Helicopter	206B Jet Ranger	N710HP	1755
1978	Bell Helicopter	206B Jet Ranger	N720HP	2325
1983	Bell Helicopter	206B Jet Ranger	N740HP	3785

Aviation Activity-FY 2002-2003								
Model	Aircraft	Flight Gallons	Fuel Costs	Oil Qts.	Oil Costs	Parts Cost	Time (Hrs.)	Cost Per Hour
1966	N760HP	0	0	0	0	0	0	0
1970	N750HP	2,009.6	\$4,178.59	0	0	\$114,116.00	24.7	\$4,789
1973	N730HP	7,628.5	11,991.79	53	\$424	44,933.21	384.0	149
1975	N710HP	9,757.5	11,872.13	65	520	356,471.09	413.9	891
1978	N720HP	8,571.2	6,141.76	74	592	210,045.09	385.1	563
1983	N740HP	7,625.8	10,804.27	64	512	111,494.33	390.7	314

A-6: Communications Summary

"Communications Infrastructure"								
	Knoxville	Chattanooga	Nashville	Memphis	Fall Branch	Cookeville	L'burg	Jackson
Base Stations	12	17	20	10	9	11	11	12
Mobile Relays	8	8	10	10	8	8	8	9
Mobile Data Sites	0	0	10	6	0	0	0	6
Control Stations	10	7	10	5	5	6	8	6
Microwave Links	2	2	4	2	0	2	2	0
Station Consoles	2	2	5	2	2	2	2	2
Rmt. Radio Sites	5	5	5	6	5	5	5	4
Emergency Power	5	5	5	6	5	5	5	4

"Mobile / Portable / Test Equipment"									
MOBILE RADIOS (VHF-UHF)				MOBILE VIDEO SYSTEMS					
	Vhf-Low	1,200					750		
	Vhf-High	850							
	Uhf	850		REMOTE PLAYBACK RECORDERS					
					Replacement Units		4		
VEHICULAR REPEATERS									
		850		VOICE LOGGING RECORDERS					
							8		
VEHICLE WARNING SYSTEMS									
		1,000		CALL CHECK RECORDERS					
							8		
PORTABLE EQUIPMENT									
	Radios	1,400		TEST EQUIPMENT					
	Chargers	1,300			Analog Service Monitors	16			
	Analyzers	17			P-25 Service Monitors	1			
	Repeaters	3			Circuit Analyzers	1			
					Phone Line Test Monitors	3			
RADAR					Wattmeters	15			
	Laser	56							
	Eagle VG2	733		PAGERS (Leased)					
	Detectors	130					319		
	S-80	11							
	Hand Held	62		CELLULAR TELEPHONES					
	Stalker	328					59		
				NEXTEL TELEPHONES/RADIOS					
							223		

APPENDIX B – Education & Training Services

B-1: TDOS Training Center Activity Summary

Activity Held	Participants	Dates
1. School of Police Staff and Command	50	July 8, 02 – Sept. 13, 02
2. TDOT Incident Response	25	July 18, 02
3. CID In-Service Training #1	20	July 15 -19, 02
4. CID In-Service Training #2	20	July 22 – 26, 02
5. Advanced Crash Investigation	30	August 5 – 16, 02
6. CVE Thermal Imaging Brake Testing	16	August 6, 02
7. Supervisor Sexual Harassment	25	August 7, 02
8. Colonel's Staff Meeting	20	August 13, 02
9. Supervisor Sexual Harassment	25	August 14, 02
10. Computerized Collision Diagramming	20	August 19 – 23, 02
11. EMD/CPR Certification	8	August 19 – 23, 02
12. Supervisor Sexual Harassment	25	August 21, 02
13. EMD/CPR Re-certification	15	August 26 – 28, 02
14. Supervisor Sexual Harassment	25	August 28, 02
15. EMD/CPR Re-certification	15	August 3 – 6, 02
16. Supervisor Sexual Harassment	25	Sept. 4, 02
17. TDOT Critical Incident Management	15	August 9, 02
18. Advanced Crash Investigation	30	Sept. 9 – 20, 02
19. Stinger Spike T4T	16	Sept. 10, 02
20. Supervisor Sexual Harassment	25	Sept. 11, 02
21. TDOT Highway Incident Management	40	Sept. 17, 02
22. Trooper In-Service Training	42	Sept. 23 – 27, 02
23. Supervisor Sexual Harassment	25	Sept. 25, 02
24. Drivers License CDL Audit	31	Sept. 30, 02
25. Trooper In-Service Training	41	Sept. 30- Oct. 4, 02
26. Supervisor Sexual Harassment	25	Oct. 2, 02
27. CID Staff Meeting	16	Oct. 7, 02
28. Trooper In-Service Training	42	Oct. 7 – 11, 02
29. AR15/M16 Armorers School	20	Oct. 14 – 15, 02
30. Trooper In-Service Training	44	Oct. 14 – 18, 02
31. CVE Agility Testing	98	October 17, 02
32. Trooper In-Service Training	40	Oct. 21 – 25, 02
33. THP M/C Recertification/New Rider	15	Oct. 27 – 31, 02
34. Trooper In-Service Training	40	Oct. 28 – Nov. 1, 02
35. Trooper In-Service Training	39	Nov. 4 – 8, 02
36. CVE Cadet School	42	Nov. 17 – March 14, 03
37. Trooper In-Service Training	35	Nov. 18 – 22, 02
38. Trooper In-Service Training	35	Dec. 2 – 6, 02
39. Trooper In-Service Training	31	Dec. 9 – 13, 02
40. Colonel's Staff Meeting	30	Dec. 12, 02
41. CID Staff Meeting	20	Jan. 6, 03
42. Supervisor In-Service Training	50	Feb. 10 – 12, 03
43. Supervisor In-Service Training	50	Feb. 12 – 14, 03
44. CVE Computer Training	32	Feb. 12 – 14, 03
45. Safety Education Staff Meeting	10	Feb. 18, 03

Activity Held		Participants	Dates
46.	CVE FTO School	32	Feb. 18 – 21, 03
47.	Supervisor In-Service Training	50	Feb. 24 – 26, 03
48.	Supervisor In-Service Training	25	Feb. 26 – 28, 03
49.	Drivers License Staff Meeting	20	March 18, 03
50.	Drivers License Staff Meeting	20	March 26, 03
51.	Nashville District Riot Training	22	April 4, 03
52.	Animal Behavior Video Production	4	April 7 – 9, 03
53.	Drivers License Verbal Judo	8	April 8, 03
54.	Nashville District Riot Training	22	April 11, 03
55.	Basic Computer Training	6	April 16, 03
56.	Instructor Development	15	April 21 – 25, 03
57.	Nashville District Riot Training	25	April 25, 03
58.	D.A.R.E. America Conference #1	40	April 28 – May 2, 03
59.	THP Rehire	2	May 1 - 9, 03
60.	D.A.R.E. America Conference #2	40	May 5 – 9, 03
61.	Officer Survival School	34	May 12 – 16, 03
62.	Child Restraint Device Technician	20	May 19 – 22, 03
63.	CVE Computer Class	20	May 19 – 20, 03
64.	CVE Computer Class	20	May 21 – 22, 03
65.	Officer Survival School	32	May 27 – 30, 03
66.	THP Rehire School	3	June 2 – 11, 03
67.	CVE In-Service Training	40	June 2 – 6, 03
68.	CVE In-Service Training	40	June 9 – 13, 03
69.	Third Party Audit/Interviewing School	25	June 9 – 13, 03
70.	Supervisor Training School	25	June 9 – 12, 03
71.	CVE In-Service Training	40	June 16 – 20, 03
72.	Driver License Computer Class	20	June 17 – 20, 03
73.	THP Cadet School (wk#17)	73	May 6, 02 - May 10, 02
74.	CVE In-Service Training	40	June 23 – 27, 03
75.	Driver License Computer Class	20	June 24 – 27, 03
76.	RADAR/LIDAR Recertification	18	June 25 – 26, 03
77.	Supervisor Training School	25	June 30 – July 3, 03
TOTAL		3,347	

B-2: D.A.R.E. and G.R.E.A.T. Program Activity Summary Table

D.A.R.E./G.R.E.A.T. ACTIVITY SUMMARY FY02-03						
CLASSES/MEETINGS	YEAR TO DATE		TIME ACC.		YEAR TO DATE	
	DARE	GREAT	DARE	GREAT	DARE	GREAT
*Core Classes	398	527	1038	856	11203	15988
*Grades K-4	143		215		6467	
*Junior High Visits/Classes	21/146		37/412		443/3833	
*Senior High Visits	0	0	0	0	0	0
*Parent Education	23		82		355	
Principals/Teachers Meetings	74	9	123	36	125	111
PTO/PTA Meetings	4	0	13	0	81	0
School Board	28	0	94	0	92	0
Civic/Community/Churches	16	0	88	0	743	0
City Police Departments	78	235	80	240	147	251
Sheriffs' Departments	83	0	249	0	138	90
Preparation			807	212		
Training:						
Instructor	152		1830		1542	
Student	173	0	304	0		
Observations: Elem.	87		263		87	
Junior High	1		1		1	
Applicant Interviews	40		102		40	
Other – DARE/GREAT	262	0	1988	0	1576	0
TOTAL	1729	762	7726	1344	26873	16440
Other - Departmental	176		917		622	
Mileage - 88453						
<i>* Figures from July 2002 – June 2003</i>						

B-3: Motorcycle Rider Education Program (MREP) Enrollment Summary (By Training Enterprise)

MREP ENROLLMENT SUMMARY FY02-03		
TRAINING ENTERPRISE	BEGINNERS RIDER COURSE	EXPERIENCED RIDER COURSE
1. Austin Peay-Montgomery Co.	271	20
2. Bumpus / Rider's Edge - Memphis	274	71
3. Chattanooga - Cleveland	336	40
4. Chapel Hill	81	14
5. Cookeville	59	0
6. Dyersburg	43	0
7. Fort Campbell, Ky.	0	272
8. Jackson State Community College	278	5
9. Karnes High School-Knoxville	233	56
10. Kingsport	336	24
11. Memphis-Midsouth Community College	508	10
12. Memphis – Midsouth Union Campus		
13. Motlow Community College-Tullahoma	39	7
14. MTSU-Murfreesboro	500	144
15. Nashville Tech.	516	95
16. Pellissippi- Knoxville	359	0
17. T.L.E.T.A.-Donelson	408	131
18. Vol State Community College-Gallatin	180	0
19. Walters State Community College-Knoxville	218	21
20. Nashville Super Speedway	214	40
TOTAL:	4853	955
GRAND TOTAL:	5808	

Appendix C – Motorist Services

C-1: Driver License Issuance Activity, July 2002 through June 2003

<u>I. LICENSES ISSUED BY TYPE OF TRANSACTION</u>							
	CDL	Non-CDL	Total Drivers	Grand Total Plus ID's	Previous Year 2001-2002	% Overall Activity	% Change Prev Year
NEW DRIVERS	4,223	132,879	137,102	169,792	186,106	12.2%	-9%
Originals, CDL Convert	17	38,980	38,997	67,934	80,312	4.9%	-15%
New Residents	2,531	74,063	76,594	79,668	82,816	5.7%	-4%
Returning Residents	1,675	19,836	21,511	22,190	22,978	1.6%	-3%
RENEWALS	30,495	576,764	607,259	677,434	692,719	48.7%	-2%
			All Photo	434,609	476,790	31.3%	-9%
			All Non-Photo (minus Internet)	60,756	64,532	4.4%	-6%
			Internet Non-Photo	343	330	0.0%	4%
			All Stickers (minus Internet)	125,443	112,105	9.0%	12%
			Internet Stickers	56,283	38,962	4.0%	44%
DUPLICATES	6,780	207,328	214,108	238,468	252,466	17.2%	-6%
PROBLEM DRIVERS	2,665	68,832	71,497	73,052	76,346	5.3%	-4%
Reinstatements--Adult	2,598	62,734	65,332	66,630	70,111	4.8%	-5%
Reinstatements--Juvenile	0	1,153	1,153	1,171	695	0.1%	68%
Restricted Licenses--Adult	67	4,945	5,012	5,251	5,540	0.4%	-5%
CHANGE/ADD TO CLASS	16,299	141,488	157,787	203,217	183,540	14.6%	11%
Reclass, Exchange, Upgrade	10,063	117,178	127,241	172,671	153,016	12.4%	13%
Add permit, class, endorsement	6,236	24,310	30,546	30,546	30,524	2.2%	0%
FREE	1,205	25,505	26,710	28,284	28,480	2.0%	-2%
TOTAL LICENSES ISSUED	61,667	1,152,796	1,214,463	1,392,319	1,419,657	100.0%	-2%

C-1: Driver License Issuance Activity (continued)

<u>II. SUMMARY OF LICENSES ISSUED BY DOCUMENT TYPE</u>		
	<u>2002-2003</u>	<u>2001-2002</u>
VALID PHOTOS ISSUED	82.2%	87.5%
VALID NON-PHOTOS ISSUED	4.8%	5.0%
VALID RENEWAL STICKERS ISSUED	13.1%	7.5%

<u>III. DRIVER LICENSE APPLICANT SERVICES RECEIVED IN THE FIELD</u>							
EXAM ACTIVITY							
	<u>CDL</u>	<u>Class D/H</u>	<u>Class M</u>	<u>2002-2003</u>	<u>2001-2002</u>	<u>% Overall Activity</u>	<u>% Change Prev Year</u>
Vision	16,951	335,297	15,151	367,399	400,464	17.1%	-8%
Knowledge	19,263	291,102	8,923	319,288	302,685	14.9%	5%
Skills	5,674	105,602	8,658	119,934	109,525	5.6%	10%
Total Exams	41,888	732,001	32,732	806,621	812,674	37.6%	-1%
SPECIAL PROGRAM AREAS							
				<u>2002-2003</u>	<u>2001-2002</u>	<u>% Overall Activity</u>	<u>% Change Prev Year</u>
Handgun Carry Permits, Processed by Field Offices				35,972	46,035	1.7%	-22%
Voter Registration Applications				93,237	76,220	4.3%	22%
Motor Vehicle Records (MVR's) Sold Over the Counter				34,075	34,898	1.6%	-2%
DL Field Reinstatements				26,861	31,795	1.3%	-16%
Total Field Special Program Activity				190,145	188,948	8.9%	1%

C-2: Financial Responsibility Division Annual Statistics

FISCAL STATISTICS

	FY 2002-2003	FY 2001-2002	FY 2000-2001
Restoration Fees Received	\$ 14,096,310.70	\$15,095,899.47	\$13,509,453.92
Restoration Fees Refunded	\$ 27,637.34	\$32,286.50	\$45,263.50
Accrued Money From Restoration Fees	\$ 14,068,673.36	\$15,063,612.97	\$13,464,190.42
Officer Reports Fees Received	\$ 134,838.96	\$133,256.28	\$10,661.00
Officer Reports Fees Refunded	\$ 14.00	\$42.00	\$38.00
Accrued Money From Officer Reports	\$ 134,824.96	\$133,214.28	\$10,623.00
*MVR Fees Received	\$ 10,369,726.34	\$11,627,950.00	\$9,641,245.01
*MVR Fees Refunded	\$ 530.00	\$1,301.00	\$790.00
Accrued Money From MVR	\$ 10,369,196.34	\$11,626,649.00	\$9,640,455.01
Miscellaneous Fees Received	\$ 6,431.25	\$8,065.00	\$9,906.00
Miscellaneous Fees Refunded	\$ 80.00	\$151.00	\$70.00
Accrued Money From Miscellaneous Fees	\$ 6,351.25	\$7,914.00	\$9,836.00
**F/R Affidavit Fees Received	\$ 6,261.01	\$5,650.00	\$5,301.00
**F/R Affidavits Fees Refunded	\$ 16.00	\$15.00	\$35.00
Accrued Money From **F/R Affidavit Fees	\$ 6,245.01	\$5,635.00	\$5,266.00
\$25.00 Fees to Law Enforcement Agencies For Confiscated Driver License	\$ 123,175.00	\$117,800.00	\$89,300.00
\$10.00 Fees Refunded to Court	\$ 403,320.00	\$403,560.00	\$535,260.00
Contingent Revenue Received	\$ 155,406.05	\$177,465.00	\$151,088.75
Contingent Revenue Refunded	\$ 146,744.79	\$125,537.75	\$145,916.74
Driver License Fees Refunded	\$ 6,798.25	\$18,376.90	\$16,528.75
TOTAL Accrued Money from All Fees	\$ 24,585,290.92	\$26,837,025.25	\$23,130,370.43
*MVR--Motor Vehicle Report ** F/R--Financial Responsibility			

REVOCATIONS, SUSPENSIONS & CANCELLATIONS

	FY 2002-2003	FY 2001-2002	FY 2000-2001
NON COMMERCIAL OFFENSES			
*DUI 1st Offense	12,377	12,618	13,649
DUI 2nd Offense	3,439	3,622	3,870
DUI 3rd Offense	1,323	1,592	2,141
DUI 4th Offense Felony	657	555	175
DUI Not Stated	5,387	5,590	5,941
**DWI Adult 2nd of Subsequent Offense	4	5	10
Driving While Impaired (16-21)	330	383	368
Implied Consent	2998	1,970	2,100
DUI By Allowing	67	74	76
TOTAL DUI OFFENSES	26,582	26,409	28,330
Manslaughter/Vehicular Homicide	43	55	43

	FY 2002-2003	FY 2001-2002	FY 2000-2001
Driving While License Suspended/Revoked	33,503	29,882	26,677
Drag Racing	81	94	57
Leaving Scene of Crash	241	246	177
Leaving Scene of Crash Death Felony	8	7	2
Fraud Applying For or Using Driver License	181	163	317
2 Cases of Reckless Driving	82	72	92
Felony With An Auto	152	467	1,752
Habitual Offender	645	659	738
Driving After Conviction Habitual Offender	989	920	211
Crash Suspensions	7,792	6,186	7,438
Crash Revocations	9,256	7,494	9,043
Unsatisfied Judgment	1,960	2,328	2,376
Contributing to Fatal Crash	0	2	3
Failure to File Insurance After Moving Violation	N/A	41,312	62,826
Re-Revocation (Cancelled SR-22)	7,285	6,222	5,237
Conviction of Failure to Provide FR	18,896	2,145	N/A
License Cancelled in Lieu of Bail	2	11	6
Failure to Satisfy Citation-Other State Court	7,565	6,742	3,785
Failure to Satisfy Citation TN Court	87,772	76,469	45,206
Failure to Satisfy Citation-Non-Moving Violation	20,662	23,125	18,092
Child Endangerment By Vehicle	1	31	23
Reckless Endangerment by Vehicle	124	145	101
Vehicular Assault	70	62	68
Cancelled/Withdrawn License-Other State	132	70	177
Truancy (Compulsory Attendance)	6,175	6,488	7,213
Drug Free Youth Act	1,740	1,862	2,514
18-20 Year Old Violation	637	728	956
Juvenile Possession of Weapon	77	87	93
Frequent Traffic Violations (points)	5,718	6,219	6,770
Disability	583	706	717
Failed to Appear for Re-examination	237	315	276
Re-examination Failed	78	90	113
Failure to Pay Child Support	4,892	446	1,689
Suspended Installment Agreement Default	439	298	N/A
Other Revocations/Suspension/Cancellation	1,312	1,645	1,687
Rev. Fatal Crash - GDL Program	3	N/A	N/A
Susp. For Crash/Seat Belt GDL	19	N/A	N/A
Rev. Fraudulent Document GDL	0	N/A	N/A
Total Non-Commercial Offenses	245,934	250,202	234,805
COMMERCIAL OFFENSES			
DUI	53	46	57
Manslaughter/Vehicle Homicide	1	-	-
Driving on Revoked License	55	60	51
Drag Racing	0	-	-
Leaving the Scene of a Crash	5	4	11

	FY 2002-2003	FY 2001-2002	FY 2000-2001
Fraudulent Use of a Driver License	2	-	3
Felony With an Automobile	0	-	-
Allowing Intoxicated Person to Drive	0	-	-
Contributing to a Fatal Crash	0	-	-
Implied Consent	0	1	-
Suspension on 2 Serious Violations	197	210	213
Suspension on 3 Serious Violations	41	41	57
Aiding or Abetting Prostitution	0	-	-
Felony by a CMV Involving Controlled Sub.	0	-	-
Violated Out of Service Orders	3	3	1
Susp. Fail to stop at Rail Road crossing	2	N/A	N/A
Unattended Veh. Containing medical/Hz waste	0	N/A	N/A
Total Commercial Offenses	359	365	393
Total Non-Commercial Offenses	245,934	250,202	234,805
GRAND TOTAL	246,293	250,567	235,198
MISC. COMMERCIAL OFFENSES			
Serious Violations	1,906	1,906	2,004
Fail to stop school bus @ Rail road crossing	3	N/A	N/A
Rail Road Crossing Violations	2	N/A	N/A
Other Violations in CMV	8,237	7,912	9,183
Retp. Of Violation Under CDL Program CMV	37	47	87
Retp. Of Violation under CDL Program PV	14	17	14
Serious Offender Warning Letter	1,670	1,658	1,679

*Driving Under the Influence of Alcohol or Controlled Substance

**Driving While Impaired

OTHER ACTIVITY PROCESSED

	FY 2002-2003	FY 2001-2002	FY 2000-2001
Driving While Impaired Adult 1st. Offense	4,216	3,982	3,934
Crash Reports (Operators)	231,927	246,724	186,479
Correspondence Received	482,597	451,991	2,614,659
Correspondence Mailed	106,664	237,764	268,190
Other Documents Handled	382,568	277,674	334,981
Notices Issued	459,347	485,372	473,400
Driver License Surrendered	20,335	20,501	22,345
Driver License Confiscated	11,230	10,640	8,158
Reinstatements (Fee Required)	159,269	169,746	155,927
Reinstatements (No Fee)	5,102	6,163	6,545
Reinstated Under Payment Plan	759	942	418

	FY 2002-2003	FY 2001-2002	FY 2000-2001
SR-96 Notice of Suspension/Installment	660	578	N/A
# Fees-Failure to Surrender DL/Tags	41,556	43,498	44,059
# Certifications Fines/Cost Satisfied	32,776	32,246	36,317
Seatbelt Violation (Driver)	30,909	37,873	40,310
Seatbelt Violation (Passenger)	567	624	453
Seatbelt Violation (Minor 16-17)	40	65	96
Seatbelt Violation (Minor 4-15)	2,121	2,592	2,249
Seatbelt Viol. 2nd Off. (Minor 4-15)	2	8	-
Seatbelt Viol. Child Ticketed (16-17)	153	256	249
Seatbelt Viol. Child Ticketed 2nd (16-17)	2	4	1
Child Restraint Violation	2,656	3,052	3,144
Officer Reports Sold from HQ	33,665	33,262	2,625
MVR's Administrative (NO FEE)	56,644	53,550	49,884
MVR's Commercial (\$5.00 Each)	2,073,841	2,325,347	1,928,096
Abstracts	61,650	42,901	48,702
Miscellaneous Documents Processed	132,076	117,649	163,875
THP Tickets (Citations)	350,218	345,774	395,830
THP Tickets (Dispositions)	207,989	275,364	241,280
Miscellaneous Suspension Filmed	370	241	268
Documents Microfilmed	4,669,692	5,118,460	5,168,710
# Calls Handled by automated system	270,749	N/A	N/A
# Calls Handled by examiners	333,367	N/A	N/A
Total # of calls handled	604,116	N/A	N/A
Miscellaneous Other Tickets Processed	441,114	350,990	353,176
DRUG FREE YOUTH ACT			
Denials	2,497	2,806	3,600
Withdrawals	1,653	1,779	2,336

C-3: Hearing Officer Activity

Hearing Officer Activity		
HEARINGS SCHEDULED	FY 2002-2003	FY 2001-2002
DISTRICT 1	2,092	1,708
DISTRICT 2	1,949	1,347
DISTRICT 3	2,517	2,177
DISTRICT 4	2,239	1,509
DISTRICT 5	2,090	1,441
DISTRICT 6	856	1,049
DISTRICT 7	1,061	818
DISTRICT 8	1,334	991
TOTAL ALL DISTRICTS	14,138	11,040
HEARINGS CONDUCTED		
DISTRICT 1	1,301	1,083
DISTRICT 2	1,173	782
DISTRICT 3	1,474	1,381
DISTRICT 4	1,306	896
DISTRICT 5	1,274	908
DISTRICT 6	513	670
DISTRICT 7	629	549
DISTRICT 8	857	615
TOTAL ALL DISTRICTS	8,527	6,774
REINSTATEMENTS		
DISTRICT 1	803	2,627
DISTRICT 2	762	1,236
DISTRICT 3	0	0
DISTRICT 4	88	502
DISTRICT 5	1,097	1,714
DISTRICT 6	0	0
DISTRICT 7	395	458
DISTRICT 8	0	0
TOTAL ALL DISTRICTS	3,145	6,537
PHONE REINSTATEMENTS		
DISTRICT 1	2,969	3,782
DISTRICT 2	1,446	1,470
DISTRICT 3	543	408
DISTRICT 4	59	235
DISTRICT 5	7,394	7,020
DISTRICT 6	6	0
DISTRICT 7	235	492
DISTRICT 8	0	0
TOTAL ALL DISTRICTS	12,652	13,407
MOTOR VEHICLE REPORTS ISSUED		
DISTRICT 1	280	398
DISTRICT 2	251	720
DISTRICT 3	0	0
DISTRICT 4	16	114
DISTRICT 5	0	0
DISTRICT 6	146	726
DISTRICT 7	0	0
DISTRICT 8	671	774
TOTAL ALL DISTRICTS	1,364	2,732

Appendix D – Administrative & Support Services

D-1: TDOS Expenditure 2002-2003

Tennessee Department of Safety Expenditures F Y02-03		
349.01	Administration	\$ 6,547,976
349.02	Driver License Issuance	16,972,844
349.03	Highway Patrol	76,226,495
349.04	Motorcycle Safety Education	122,351
349.06	Auto Theft Investigations	47,220
349.07	Motor Vehicle Operations	7,239,939
349.08	Driver Education	121,288
349.09	Law Enforcement Training Academy	2,782,536
349.10	P.O.S.T.	7,021,193
349.11	Titling and Registration	18,245,550
349.12	Major Maintenance	288,973
349.13	Technical Services	9,051,576
349.14	CID Anti-Theft	713,251
TOTAL EXPENDITURES		\$145,381,192

D-2: TDOS Revenue Sources 2002-2003

Tennessee Department of Safety Revenue Sources FY 02-03	
Motor Vehicle Registration Fees	\$159,600,024
Motor Vehicle Title Fees	11,838,780
C.V.E. International Registration Fees	65,505,961
C.V.E. International Fuel Tax	11,286,016
Driver License Fees	22,193,060
Fines and Fees	9,805,613
Sale of M.V.R.'s	10,111,136
Restoration Fees	13,574,870
Application Fees	3,346,582
Handgun Permits	2,573,503
Motor Carrier Inspection Fees	3,877,563
Overweight Assessments	1,000,766
Trip and Fuel Permits	309,100
Sale of Accident Reports	134,594
Cost Bonds	428,130
Drug Fund	721,787
Sale of Vehicles	92,226
Law Enforcement Training Academy	759,360
Title and Registration Records	300,334
Overtime Reimbursement	760,277
Sale of Computer Records	263,202
Miscellaneous Current Services	262,905
Interdepartmental (Other)	164,846
Interdepartmental (Grants)	1,126,542
Direct Federal Grants	4,327,211
Driver Education Reserve Fund	287,083
Motorcycle Rider Safety Fund	257,883
Vehicle Salvage Fund	564,927
Miscellaneous	22,577
TOTAL REVENUE	\$325,496,858

D-3: Federal Grants 2002-2003

FEDERAL GRANTS FY 2002-2003	
Motor Carrier Safety	\$3,561,283
Marijuana Task Force	433,312
Integrated Traffic Records Systems	79,756
Commercial Driver License Improvement	40,351
You Drink, You Drive, You Lose	24,540
THP High Intensity Drug Trafficking Area (H.I.D.T.A.)	36,990
Commercial Vehicle Information System Network (C.V.I.S.N.)	429,079
Construction Accident Reduction (C.A.R.)	62,408
Ban Aggressive Driving (B.A.D.)	62,455
Fatal Analysis Reporting System (F.A.R.S.)	119,898
Selected Traffic Enforcement Programs (S.T.E.P.)	75,485
WATCH YOUR CAR (H.E.A.T.)	29,193
Drug Abuse Resistance Education (D.A.R.E.)	62,593
Offender Apprehension	51,222
CVE High Intensity Drug Trafficking Area (H.I.D.T.A.)	17,430
Domestic Preparedness	18,566
New Entrants Audits	72,803
Large Truck Causation Study	20,181
Impaired Driving Enforcement	247,523
Simunitions System	8,685
TOTAL GRANTS	\$5,453,753

D-4: Summary of Internal Affairs Complaints

INTERNAL AFFAIRS COMPLAINTS, FY 2002-03		
PRIMARY COMPLAINT	NOT SUSTAINED	SUSTAINED
Careless, Negligent Use of State Property	1	1
Damage or Destruction of State Property	0	2
Discharge of Firearm	2	0
Dispute of Citation	13	1
DUI arrest	0	1
Excessive Force	2	1
Excessive Speeding	0	1
Failure to Appear In Court	0	1
Failure to Follow Instructions	0	1
Failure to Maintain Working Relationships	0	1
Failure to Report to Duty at Assigned Time	0	4
Gross Misconduct or Conduct Unbecoming	5	9
Harassment	3	0
Improper Procedures	0	1
Inaccuracy of Traffic Report	1	0
Inappropriate Language	1	0
Inefficiency or Incompetency	0	1
Insubordination	0	1
Intoxication on Duty	0	1
Issue Driver License Illegally	0	1
Missing or Lost Evidence	0	1
Negligence in Performance of Duties	1	16
Not Allowed to Call Owner Wrecker	1	0
Patrol Vehicle Accident	0	9
Rudeness	14	5
Sexual Misconduct	1	1
Theft of Money	0	2
Threat of Suicide	1	0
Threatening	2	0
Violation of General Order or TCA Codes	6	4
TOTAL	54	66

Prepared By:

**Professional Standards Division
Tennessee Department Of Safety**



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