



Department of
**Safety &
Homeland Security**



Annual Report

Fiscal Year 2018/2019

Tennessee Department of Safety & Homeland Security | December 2019





Jeff Long
Commissioner

Bill Lee
Governor

December 2019

Our Fiscal 2018-2019 Annual Report reflects significant progress made in the Tennessee Department of Safety & Homeland Security (TDOSHS); we accept our challenges as opportunities to strengthen our mission.

This past year has been productive for our department. Preparation has paid off for planned and unplanned circumstances, allowing us to respond to situations at a moment's notice. Our staff is always prepared to take on the everyday challenges that we face in public safety. When we respond to situations, it not only allows us to showcase the strengths of our department, but it also allows us to strengthen our partnerships throughout the state.

The Tennessee Highway Patrol (THP) graduated their first cadet class under Governor Lee's administration in 2019. These new troopers confirm Governor Lee's plans to improve public safety. With increased enforcement and innovative traffic safety initiatives, the THP is viewed as a model law enforcement agency across the nation. The Tennessee Highway Patrol celebrated their 90th anniversary on December 14, 2019. Our award-winning predictive analytics continues to be a vital component of saving lives on Tennessee roads. We are a data-driven department that will remain steady in its quest for traffic safety.

Our Driver Services division began issuing REAL IDs to the citizens of Tennessee on July 1, 2019. The REAL ID Act of 2005 established minimum security standards for state-issued driver's licenses and identification cards and prohibits Federal agencies from accepting for official purposes licenses and identification cards from states that do not meet these standards. Beginning October 1, 2020, these purposes include accessing Federal facilities, boarding federally regulated commercial aircraft, and entering nuclear power plants.

Driver Services continues to partner with Tennessee Donor Services to bring awareness to the importance of organ and tissue donation. This life-saving initiative remains a priority within the 44 Driver Services Centers across the state. Driver Services Director Michael Hogan was the 2019 American Association of Motor Vehicle Association (AAMVA) Innovation Award winner for his work helping spread the message of organ and tissue donation across Tennessee and helping register 40% of Tennesseans to be organ and tissue donors!

Driver Services also launched a free mobile application to better serve Tennesseans. The mobile application titled TN Driver Services offers another way to conduct business rather than visiting a Driver Services Center. The mobile application allows customers to renew or get a duplicate license, renew a handgun carry permit, upgrade the Graduated Driver License (GDL), change your address and update your emergency contact information. Customers can also take the knowledge practice quiz and locate the nearest Driver Services Center and more. The Driver Services division is constantly working to provide services that allow customers to conduct business more efficiently. The division prides itself on the many alternative methods to do transactions such as County Court Clerk and third-party partnerships, kiosks, and the state's website.

In light of recent school shootings that are becoming all too common, the Tennessee Office of Homeland Security (OHS) placed a strong emphasis on providing a school safety action plan that has been shared with every school district in Tennessee, ensuring that every child feels safe when going to school. We continue to provide training and recommendations to the school districts. We released a free mobile application to the public in the spring of 2019 called SafeTN. This app is an anonymous reporting system that allows students, faculty, parents and the general public to easily and confidentially report threats, tips or concerns to help prevent violence in our schools and communities. Tips can be submitted 24/7 through the mobile app from any compatible device. The Tennessee Department of Safety and Homeland Security will review, assess, and send all submissions to law enforcement, mental health crisis response teams, and/or school administrators for intervention based on the information received. The OHS continues to provide active shooter training to law enforcement, state employees and others, training nearly 16,000 in fiscal year 18-19.

The staff of the Tennessee Highway Safety Office (THSO) is to be commended for their leadership role in the state's traffic safety efforts. Working together with our federal partners at the National Highway Traffic Safety Administration (NHTSA), the THSO staff developed, executed, and evaluated proven strategies to help save lives. Through collaboration with our federal, state and local partners, the THSO staff developed comprehensive enforcement and public awareness campaigns to educate Tennessee citizens of the dangers of aggressive, unbuckled, impaired, and distracted driving. Data dictates our efforts, but the truth is, we must look beyond numbers and realize that behind every injury or death, there is a community of people whose lives have been negatively impacted when a preventable crash occurs. We, too, are a community of people brought together for a common purpose: to end the senseless loss of life on our roadways.

As a public safety leader, I have been honored to serve as your Commissioner. The past year has been challenging and rewarding. I have personally witnessed the dedication of employees in every division and throughout the entire state. I have honestly enjoyed being a part of this department and ensuring that my role as a leader benefits not only our staff but all the citizens in our great state.

Sincerely,



Jeff Long

Commissioner & Governor's Homeland Security Advisor

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Mission

To serve, secure, and protect the people of Tennessee.

Agency Overview

The Tennessee Department of Safety & Homeland Security (TDOSHS) is responsible for ensuring the safety and general welfare of the public. The department's general areas of responsibility include:

- Law enforcement
- Commercial vehicle enforcement
- Criminal investigations
- Homeland security
- Safety education
- Driver license issuance, renewal, and replacement
- Handgun permit issuance, renewal, and replacement
- Traffic safety initiatives

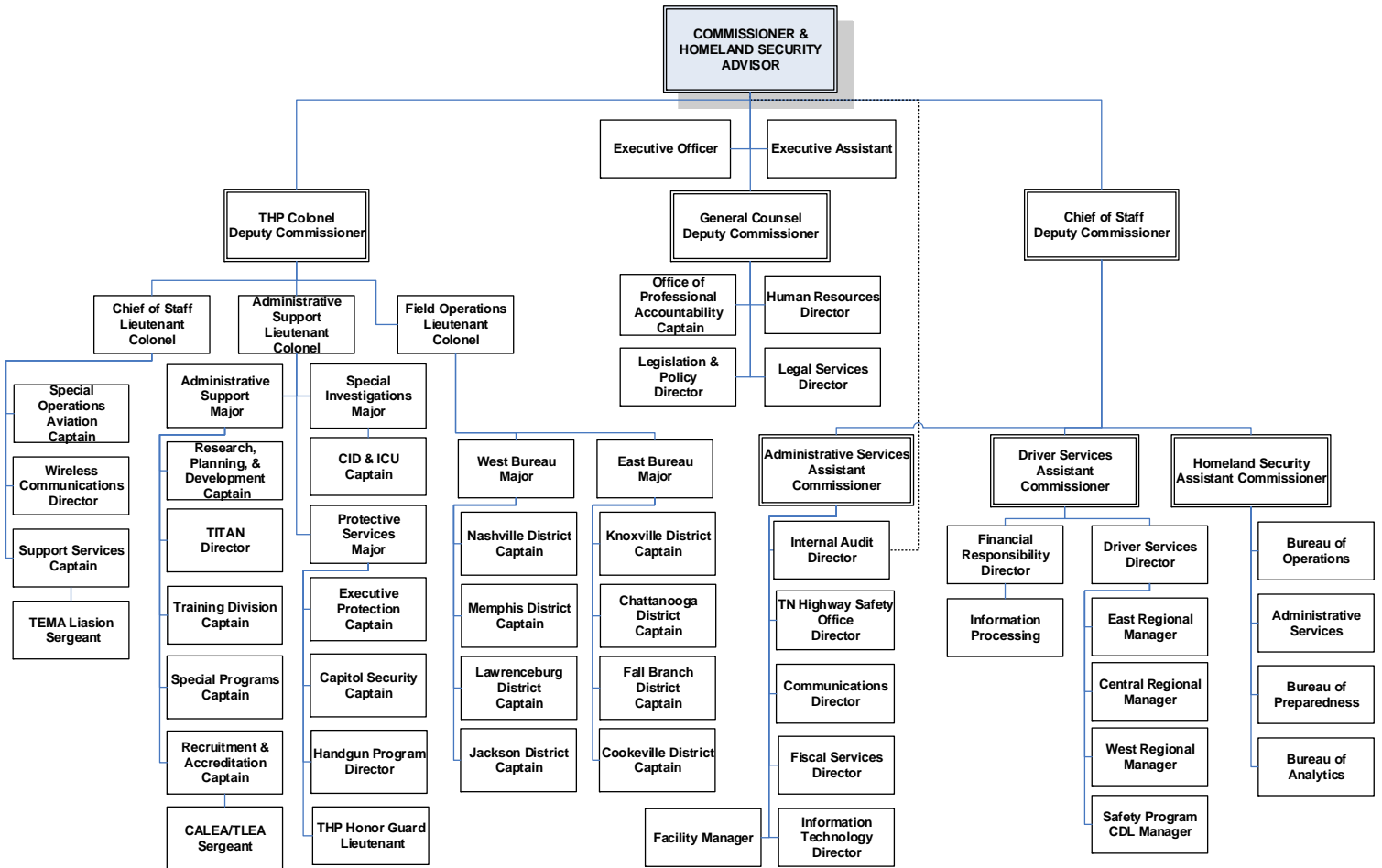
Headquartered in Nashville, the TDOSHS maintains a strong presence statewide with more than 50 field offices located throughout the state. It is comprised of a highly professional staff of over 1,800 employees, approximately half of whom are commissioned law enforcement officers.

The TDOSHS has undergone various modifications since its creation to ensure it is equipped to meet the needs of Tennessee's citizens. Below is a list of historical highlights for the department.

Historical Highlights

- 1929 The first state police force was patterned after the Texas Rangers;
- 1937 Tennessee became the 32nd state to enact a driver license law;
- 1939 The Department of Safety was formally established;
- 1971 Driver license issuance was established as a function separate from the THP;
- 1972 The THP created its first special operations unit called the "Tact Squad;"
- 1980 The Tennessee Bureau of Investigation (TBI) was removed from the department and established as a separate agency;
- 1984 The first photo license was issued;
- 1996 Commercial Vehicle Enforcement (CVE) was established which incorporated the Public Service Commission (PSC) functions and Motor Vehicle Enforcement (MVE);
- 1996 Handgun carry permits moved from local sheriff's offices to the department;
- 1999 The department gained international accreditation through the Commission on Accreditation for Law Enforcement Agencies (CALEA);
- 2001 The THP created the Critical Incident Response Team (CIRT);
- 2004 The department's CVE Division merged into the THP;
- 2006 The Title and Registration Division was transferred to the TN Department of Revenue;
- 2007 The Office of Homeland Security (OHS) was merged into the department;
- 2012 The TDOSHS gained accreditation through the Tennessee Law Enforcement Accreditation (TLEA);
- 2016 The Governor's Highway Safety Office (GHSO) became the Tennessee Highway Safety Office (THSO) and was transferred to the TDOSHS.

Department of Safety & Homeland Security Organizational Structure



December 2019

Tennessee Highway Patrol

The THP enforces all duties set forth by state law, including motor vehicle laws, investigation of traffic crashes, and assistance to motorists and other law enforcement agencies upon request. The THP includes the special operations unit and the aviation section to safeguard the lives of officers and the public by responding to and controlling emergency situations and unusual occurrences (i.e., disasters and civil disturbances). The THP is the lead state agency in interdicting criminal activities on our highway system. They also investigate numerous categories of crimes, including identity theft.

The THP is responsible for the enforcement of laws, rules, and regulations pertaining to the safe operation of commercial vehicles on the roadways in Tennessee. This includes enforcement of licensing, fuel tax, and insurance laws applying to interstate motor carriers. Major commercial vehicle enforcement activities include inspecting commercial vehicles and driver logs, patrolling highways with a focus on truck traffic violations, and weighing commercial vehicles both at interstate inspection stations and portable scales along the highways. The pupil transportation section is responsible for ensuring that children are transported safely through driver training and child care vehicle inspections.

The THP is also responsible for the internal security of the State Capitol, Tennessee Supreme Court Building, and Cordell Hull Building. Additionally, the department is also responsible for the external security of the Legislative Plaza, War Memorial Building, and other state property throughout Davidson County. The THP is responsible for the security of the Governor and First Family, Lieutenant Governor, Speaker of the House, visiting dignitaries, and the Executive Residence and its grounds. The THP reviews and processes handgun carry permit applications and is responsible for denying, canceling, revoking permits, and certifying handgun safety programs and instructors.

Colonel Dereck Stewart is the Commander of the Tennessee Highway Patrol.



Tennessee Highway Patrol



FY 18/19 Highlights

- In 2018, Tennessee reduced the number of unrestrained passenger vehicle occupant fatalities by 2.7% from the previous year to the lowest number in over a decade;
- In 2018, Tennessee reduced the number of motor vehicle occupant fatalities by 4.8% from the previous year to the lowest number since 2011;
- Fatalities involving impaired drivers were reduced from 25% to 23%;
- Unrestrained passenger vehicle occupant fatalities were reduced from 29% to 28%;
- Inspectors conducted a total of 78,886 inspections with an Out of Service Driver rating of 6.24% and an Out of Service Vehicle rating of 26.69% which are above the national average;
- A Bell 429 multi-mission helicopter was added to help modernize THP's helicopter fleet. By replacing an aging helicopter, the THP instantly increased its search operations, technical rescue operations, public safety support, and quick response capabilities.
- Interdiction Plus (IP) seized 391.81 pounds of cocaine, 821 units of ecstasy, 11.81 pounds of heroin, 797.26 pounds of marijuana, 50.03 pounds of methamphetamine, and 4,340 units of pharmaceutical substances;
- IP removed a total of \$15.9 million worth of narcotics from Tennessee's roadways;
- Additionally, IP has taught concepts of criminal interdiction to 275 outside agency personnel;
- The Critical Incident Response Team (CIRT) hosted the 2019 Tennessee Highway Patrol Crash Conference in Nashville that provided highly specialized training to officers from across the country;
- The Knoxville District held a collaborative effort with law enforcement agencies from Blount and Monroe Counties, along with 26 Troopers. Dubbed "Operation Wild Turkey" due to Thanksgiving falling on the following Thursday, proved to be very successful. During the 24 hour saturation, 367 total citations were issued. Among the numerous violations were five DUI arrests, 86 non-commercial vehicle speeding citations, 12 speeding commercial vehicles, 122 seatbelt citations, four texting citations, and six misdemeanor drug cases;
- In 2018, the Fall Branch District was recognized as District of the Year; and
- During the 14th Annual Law Enforcement Challenge, the Lawrenceburg District won the overall Commercial Motor Vehicle Safety Challenge Award and the Distractive Driving Award.

Office of Homeland Security

The Office of Homeland Security (OHS) has primary responsibility and authority for directing homeland security activities, including planning, coordinating, and implementing all homeland security prevention, protection, and response operations. This responsibility includes developing and implementing a comprehensive, coordinated strategy to secure the state from terrorist threats and attacks. The office serves as a liaison to related agencies of the federal government, local government, other states, and related private sectors on matters of homeland security.

The OHS, in partnership with the TBI, operates an intelligence processing fusion center, which enhances the state's ability to analyze terrorism-related information and improve information-sharing among state, local, and federal agencies; with the goal of preventing terrorist activities.

Rick Shipkowski serves as the Assistant Commissioner over the Office of Homeland Security.



FY 18/19 Highlights

- Trained over 15,000 public safety, government, and private sector partners in relevant subjects, to include: cybersecurity, active shooter preparedness, terrorism, sovereign citizens, ID theft awareness, and suspicious activity reporting;
- Conducted eight Terrorism Liaison Officer (TLO) training sessions and three Advanced TLO training sessions statewide, which increased TLO numbers by 95%;

FY 18/19 Highlights Continued

- Conducted Homeland Security annual in-service training/TLO Conference for local and state law enforcement at Montgomery Bell State Park. Topics covered included a Case Study on the Chattanooga Terrorist Attack, Physical Security, Mental Health for Law Enforcement, Investigative Tools, and others;
- Passed through \$4 million in Homeland Security Grant funds to local governments and state agencies;
- Assisted nonprofit organizations in Nashville, Knoxville, and Memphis in being awarded \$350,000 in Non-Profit Homeland Security Grant Funds;
- Participated in two National-level data calls: the National Critical Infrastructure Prioritization Program (NCIPP) and the Special Events Data Call. These data calls drive metrics that DHS uses to calculate its risk assessment, which in turn determines the amount of grant funding received by Tennessee. These data calls also determine Special Event Assessment Ratings (SEAR);
- Continued to support the Governor's Safe School Initiative by beginning the physical security assessments of the State's 1,800 schools;
- Managed the deployment of an app to allow school students, staff, and faculty to anonymously report suspicious activity;
- Conducted the annual Homeland Security District Conference at Montgomery Bell State Park. Over 130 state, local, federal, and private sector partners attended to obtain updates on threats to Tennessee, cybersecurity, mutual aid, grant programs, and other topics;
- Hosted an annual cybersecurity conference at Middle Tennessee State University, with over 400 attendees from industry, education, and government, that addressed cybersecurity challenges by sharing the latest information, strategies, best practices, and a practical application workshop; and
- Hosted the annual First Responders Recognition and the Three Stars of Tennessee Award ceremonies at the Governor's Residence on September 11, 2018.

Driver Services

The Driver Services Division is responsible for the issuance of driver licenses, processing handgun carry permit applications, and voter registration applications, in addition to handling many other services. The division is continuously working on ways to provide the best possible customer service experience. In addition to the 44 service centers located throughout the state, the division has 50 partners that include county clerks, municipal government entities, and its first public-private partnership. The division offers e-commerce services through its website for the convenience of its customers as well as having 37 self-service kiosks strategically located throughout the state.

The division is also responsible for coordinating the cancellation, revocation, and suspension actions against driving privileges as a result of crashes, moving violations, weapons violations, child support violations, and failure to appear in court. The division is also responsible for the reinstatement of driving privileges.

Paula Shaw serves as the Assistant Commissioner of the Driver Services Division.

FY 18/19 Highlights

- The Division launched a new app for smartphones and tablets called “TN Driver Services” for citizens to access online services;
- The Division launched a “Be a Star” media campaign to promote REAL ID;
- The Division fully implemented the REAL ID Act;
- The Division added five additional services to the Self Service Kiosk (Super Kiosk);
- The Division won the 2019 Donate Life America Innovation Award;
- The Division won the 2019 American Association of Motor Vehicle Administrator (AAMVA) Customer Convenience Award.



Tennessee Highway Safety Office

The THSO works with law enforcement officials, judicial personnel, and community advocates to coordinate activities and initiatives relating to the human behavioral aspects of highway safety. Its mission is to develop, execute, and evaluate programs designed to reduce the number of fatalities, injuries, and economic losses resulting from traffic crashes on our roadways. The THSO works closely with NHTSA to implement programs focusing on occupant protection, impaired driving, speed enforcement, pedestrian, bicycle, motorcycle, teen driver, and senior driver safety, and crash data collection and analysis. Programs administered by this office are 100% federally funded.

Clyde “Buddy” D. Lewis serves as the Director of the Tennessee Highway Safety Office.

FY 18/19 Highlights

- Awarded 363 federal grants in FFY 2019, representing 319 different partners;
- The seat belt usage rate, in Tennessee, increased from 90.9% to 91.75% according to the University of Tennessee Center for Transportation Research Seatbelt Survey;
- Transitioned to Tennessee Technological University (TTU) for media purchasing services at an annual cost savings of approximately \$700,000.00 and increased efficacy of purchases;
- 11 data-driven media campaigns garnered 73,771,802 impressions, 19,784 radio spots, and 14,792 television spots to encourage seat belt use, prevent impaired driving, encourage pedestrian safety, encourage safety around motorcycle riders, and prevent distracted driving;
- Certified 219 Child Passenger Safety Technicians (CPS), over 480 in Standardized Field Sobriety Testing (SFST), over 341 in Advanced Roadside Impairment Driving Enforcement (ARIDE), and 51 officers were trained as Drug Recognition Experts (DRE);
- Named a statewide DRE/ARIDE coordinator and expanded the DRE training program to double the number of classes previously taught;
- Created the HandsFreeTN.com website with 30,683 visitors as of 6/27/19, retractable banners and vinyl banners for 16 TN Welcome Centers, eight vinyl banners for THP District Headquarters, and 100,000 rack cards for initial distribution;
- For the 2019 school year, continued the Reduce TN Crashes program engaging 53 schools across 30 counties through 229 traffic-safety related activities (informational speakers, hosting events, handing out GDL material);
- The Ollie Otter Booster Seat and Seat Belt Safety Program provided to elementary schools with free presentations to teach K-4 students about booster seats, seat belts, and construction zones, resulting in 379 events in 79 different counties reaching over 74,000 students;
- Developed a statewide training initiative for law enforcement named LEADS (Law Enforcement Aging Driver Specialist), which encourages collaborative partnerships and recommends programs that can be used at the local community level to maximize safety and reduce fatalities and serious crashes involving senior drivers;
- Implemented a data-driven motorcycle safety pilot project in 8 identified high crash counties which received \$12,000.00 mini-grants to conduct enforcement waves to address motorcycle crashes and fatalities;
- Child Passenger Safety (CPS) grant – reevaluation and redirection of funds saving approximately \$100,000.00;

Tennessee Highway Safety Office

FY 18/19 Highlights Continued

- Hosted the 31st Annual Lifesavers Conference with over 681 individual registrations, representing over 250 agencies for the three-day event;
- Hosted the 14th Annual Law Enforcement Challenge with over 31 law enforcement agencies receiving recognition in traffic safety efforts;
- The THSO launched its fourth distracted driving enforcement bus tour in November 2018 and renamed it Operation Incognito. This campaign resulted in 3,377 citations issued statewide. In April 2019, the THSO launched its fifth bus tour, Operation Incognito, resulting in 4,069 citations issued statewide;
- The THSO offered and completed 99 training courses. This is up from 73 the year before, with an average of 1.9 courses per week. A total of 1,959 students participated with 1,948 passing. There were 1,424 participating the previous year, with all passing except for two. This represents 154 Tennessee Highway Patrol personnel, 424 sheriff departments' personnel, 631 city police officers, and 225 other persons. The average attendance was 19.67 students for each course. The average attendance for the year was 86.15%. This is up from the previous year of 80.9% and the year before that of 70.6%.



Administrative Divisions

Communications

The TDOSHS strives to keep the citizens of Tennessee fully informed of its objectives, functions, and accomplishments by maintaining a policy of open communication. This is done through the Communications Division, which serves as the primary point of contact for the agency for media relations and community outreach activities. The division develops and disseminates news releases, media advisories, reports, and social networking updates.

The division ensures compliance with all laws pertaining to public records. The division maintains the integrity of the TDOSHS's investigations and actions by safeguarding the safety, evidence, and/or the rights of suspects, defendants, and other citizens. The division leads the TDOSHS's public awareness efforts for many statewide law enforcement initiatives, including coordination and cooperation with other state departments and agencies.

Wes Moster serves as Director of the Communications Division.

Criminal Investigations Division

The Criminal Investigations Division's (CID) primary mission is to provide investigative support to the uniform division of the Tennessee Highway Patrol and other divisions of the department. Additionally, the CID is the state investigative agency responsible for investigating crimes related to Auto Theft, Odometer Fraud, Identity Theft, and Insurance Fraud.

CID provides investigative assistance to local, state, and federal partners upon request. CID has members assigned to federal task forces on a full-time basis; including DEA, FBI-Joint Terrorism Task Force, and FBI-Cyber Crimes. Members of CID also participate in the United States Secret Service-Electronic Crimes Task Force and Financial Crimes Task Force on a part-time basis.

Mark Stanford serves as Captain of the Criminal Investigations Division.



Administrative Divisions

Facilities Management

Facilities management directs the running of state-wide facilities and creates a safe and efficient work environment that improves business performance and optimizes staff productivity. Responsibilities include directing facilities functions, implementing policies and safety procedures, engaging with vendors and contractors, minimizing hazards, preparing facilities budgets and monitoring expenditure, designing and planning workstations, coordinating remodeling and refurbishment initiatives, testing equipment, forecasting space needs, coordinating relocations, and facilitating lease agreements.

Evan Smith serves as the Director of Facilities.

Fiscal Services

Fiscal Services is responsible for preparing the annual budget, maintaining, processing, and accounting for all expenditures and revenue, and department payroll.

Sonya Hadley serves as Director of Fiscal Services.

Handgun Permit Unit

The Handgun Permit Unit issues, denies, suspends, and revokes handgun carry permits. The unit also regulates handgun safety schools and instructors to ensure compliance with state and federal law. This unit is governed by federal and state law and directed by promulgated rules, policy, and departmental procedures.

Kyle Evans serves as the Director of the Handgun Permit Unit.

Human Resources

Human Resources provides service and support to the divisions of the department in all processes impacting the staffing of the department as well as providing strategic support for the organization.

Kerri Balthrop serves as Director of Human Resources.

Information Technology Services

Information Technology Services for TDOSHS are provided by the Law, Safety, and Correction Domain of Strategic Technology Solutions (STS) in the TN Department of Finance and Administration. This dedicated team is responsible for the TDOSHS technology system and platform design, installation, maintenance, providing business and project management solutions, and security and operations.

Tim Sundell serves as the Executive IT Director with the TN Department of Finance and Administration.

Administrative Divisions

Internal Audit Division

The Internal Audit Division is responsible for providing independent consulting services designed to add value and improve TDOSHS operations. The mission of the division is to enhance and protect organizational value by providing risk-based and objective assurance, advice, and insight. The division helps TDOSHS accomplish its objectives by bringing a systematic, disciplined approach to evaluate and improve the effectiveness of governance, risk management, and control processes.

Russell Shoup serves as Director of the Internal Audit Division.

Learning and Development

Learning and Development is responsible for developing leaders, administering training, and helping employees improve their skills and expertise to contribute to the overall success of the TDOSHS.

Shannon Geames serves as the Director of Learning and Development.

Legal Services

Legal Services functions in an advisory capacity to all other divisions of the TDOSHS and stays informed of changes in state and federal laws. The division works in conjunction with the Attorney General's Office in all appealed asset forfeiture cases and any claims filed against the TDOSHS or its employees. The division includes the Commissioner's legislative liaisons who serve as the TDOSHS point persons with the Tennessee General Assembly. In 2019, the division will start handling appealed asset forfeiture cases in the chancery courts.

The asset forfeiture program is an integral part of the state's asset forfeiture enforcement of the Tennessee Drug Control Act, DUI enforcement, license revocation, and altered vehicle identification seizures. The program provides training to law enforcement officers on case preparation and statutory and other legal changes, including case law involving asset forfeiture.

Driver improvement evaluates the driving records of Tennesseans based on crashes and/or convictions of traffic violations to identify and rehabilitate high-risk drivers. They conduct hearings concerning points, medical/mental conditions, financial responsibility, other driver license issues, and monitor defensive driving schools across the state.

Roger Hutto serves as the Deputy Commissioner/General Counsel of Legal Services.

Office of Professional Accountability

The Office of Professional Accountability (OPA) is responsible for documenting compliments and investigating complaints against employees and also processes all employee disciplinary actions. OPA ensures that the department's employees maintain the highest standards of integrity, ethical performance, and professional standards.

Chris Ray serves as Captain of the Office of Professional Accountability.

Administrative Divisions

Recruitment and Accreditation

Recruitment and Accreditation oversees the strategic goals and objectives of increasing the THP's applicant pool with a focus on recruiting, attracting, and retaining Troopers into law enforcement career paths for the department. They ensure the department is in compliance with standards promulgated by the Commission on Accreditation for Law Enforcement Agencies (CALEA) and the Tennessee Law Enforcement Accreditation (TLEA). They are also responsible for the Citizens Trooper Academy (CTA) and the Explorer Program.

Mark Proctor serves as Captain of Recruitment and Accreditation.



Research, Planning, and Development

Research, Planning, and Development (RPD) assists in creating and providing policies and procedures to all TDOSHS employees. They administer programs, including the ignition interlock device and digital in-car camera initiatives. They are also responsible for the management of the TDOSHS's grants, forms, and publications, and working with the department's legislative liaisons on various laws and initiatives.

Doug Taylor serves as Captain of Research, Planning, and Development.



Administrative Divisions

Support Services

Support Services is responsible for acquiring, preparing, and delivering all vehicles to departmental personnel. They are responsible for receiving, stocking, and distributing all equipment and supplies. They are also responsible for the department's physical inventory.

Tim Dover serves as Captain of Support Services.

Tennessee Advanced Communications Network

The Tennessee Advanced Communications Network (TACN) is comprised of four divisions, P-25 (statewide radio system), THP Dispatch, Statewide Interoperability Coordinator (SWIC), and Public Safety Broadband Planning.

The P-25 radio section provides support for the statewide radio system, TN Highway Patrol, other state agencies, as well as local agencies.

THP Dispatch operates out of four consolidated centers, located in Jackson, Nashville, Knoxville, and Chattanooga. They communicate with the public and other state and local agencies and coordinate THP response to calls for service.

The SWIC provides statewide coordination between state and local entities concerning interoperable communications needs, as well as serving as the point of contact works with emergency response leaders across all levels of government to implement a statewide strategic vision for interoperability.

The Broadband Planning Group serves as the single point of contact for the Governor's office concerning the build-out of the National Public Safety Broadband Network (NPSBN).

Arnold Hooper serves as the Wireless Communications Director for TACN.

TITAN (Tennessee Integrated Traffic Analysis Network)

The TITAN Division provides technical support and training for traffic records software applications used by THP and local law enforcement including eCrash, eCitation, eCrime, and other related applications. Additionally, TITAN provides statistical data and traffic safety analytic services, including predictive analytics, dashboards, and other tools. This division also houses the Fatality Analysis Reporting System (FARS) unit, which reports traffic fatality data to the National Highway Traffic Safety Administration (NHTSA).

Chris Osbourn serves as Director of the TITAN Division.

Administrative Divisions

Training

The Training Center is committed to providing a unique educational experience for the Members of the TDOSHS. Using traditional teaching techniques as well as innovative technology, we continue to see a sizeable increase in the amount of personnel utilizing our services. The Training Center is continuing to develop courses that are pertinent to the basic application of fundamental practices within law enforcement and advanced courses that will give members the opportunity to specialize in certain areas to meet the goals and mission of the agency. Through the development and offering of new leadership courses that challenge each supervisor to transition their mindset from supervisor to leadership with an emphasis on mentoring, the Training Center continues to encourage personal and professional growth.

Captain Wesley Stafford serves as the Director of the Training Center.



Administrative Divisions

FY 18/19 Highlights

- The Communications Division has a total of six Facebook pages, 12 Twitter accounts, and four Instagram accounts with 67,000 followers on Twitter, 151,600 followers on Facebook, 9,000 followers on Instagram, nearly 3,360 people on YouTube, and nearly 300 on Flickr. Overall, with all the social media followers combined, they reach over 231,260 people and continue to grow;
- The Communications Division conducted a Real ID media campaign across the state, educating and creating awareness about Real ID and the required documents. This included generating paid TV and radio spots, print advertisements, social media, website material, stadium advertisements with college teams from the University of Memphis, Vanderbilt University, and the University of Tennessee. Press conferences were held at regional airports across Tennessee;
- The Communications Division planned and launched the SafeTN app and the TN Driver Services app;
- The Communications Division created and produced THP's 90th anniversary video;
- THSO and THP planned a successful "Operation Incognito" bus tour media campaign;
- The Communications Division created and produced a "Distracted Driving" PSA that was shared nationally by several state highway patrols;
- The Communications Division created and produced a seatbelt PSA with Representative Jeremy Faison;
- The Communications Division partnered with the Tennessee Trucking Association to create two videos: Approaching a THP scales complex and Usage of tire chains during inclement weather;
- The Communications Division created and produced a Tennessee Women in Criminal Justice testimonial video;
- Operational audits were performed by Internal Audit on three driver services centers, four cooperative driver training programs, four ignition interlock programs, one THP District office, one THP evidence room, the department's grant management process, and state payment card functions. Additionally, operational audits were performed for 15 commercial driver licenses agencies, and 32 co-score/covert audits were performed on third-party commercial driver licenses examiners;
- During the 18/19 reporting year, a total of 7,663 attended training courses at the Training Center;
- In 2019, the Training Center hosted the Northwestern University School of Police Staff and Command 10-week program that had 28 graduates with 12 graduates being TDOSHS employees;
- The Training Staff attended 34 additional training programs combined to maintain and increase their personal and professional development;
- The Training Division provided tours of the facility for the Governor, Montgomery County Explorers, Dickson County High School, Mississippi Highway Patrol, and others;
- The Training Division hosted interactive events including the THP Young Explorers Program, Governor's Executive Committee, promotion ceremonies, and others;
- The Training Division hosted the 2019 IACP State and Provincial Police Academy Directors (SPPADS) Conference;

Administrative Divisions

FY 18/19 Highlights Continued

- The Recruitment and Accreditation Division established a new communication platform geared towards recruitment and created a statewide recruitment calendar;
- The Recruitment and Accreditation Division developed contacts within 25 Tennessee colleges and universities that offer Criminal Justice Classes;
- The Recruitment and Accreditation Division participated in 9 college career fairs, six military career fairs, three civilian career fairs, and two law enforcement career fairs;
- The Recruitment and Accreditation Division taught 15 presentations to college criminal justice classes regarding the THP and focusing on recruitment opportunities;
- The Recruitment and Accreditation completed three THP Citizen Academies and conducted 18 THP Explorer meetings;
- The Recruitment and Accreditation completed the CALEA Annual Status Report and Year 2nd Assessment;
- Internal Audit created, performed, and/or reviewed 27 risk assessments that covered every operational area within the TDOSHS;
- The Research, Planning, and Development Division continued to lead the department's efforts to upgrade the in-car camera system and purchase new wireless mobile routers;
- The Research, Planning, and Development Ignition Interlock Program received the MADD 2018 Statewide Outstanding Department Award;
- The Research, Planning, and Development Ignition Interlock Program conducted 312 facility inspections and monitored approximately 8,920 clients in the program;
- The Office of Professional Accountability administrative cases for unsatisfactory job performance in Driver Services decreased by 33% from the previous year;
- Citizen complaint cases decreased by 4.55% from the previous fiscal year;
- Overall Information Only (IO) cases decreased by 2.07% from the previous fiscal year;
- The total number of departmental crashes increased by 6.83%, but departmental crashes with violations decreased by 13.89%;
- The CID opened 204 criminal cases during FY18/19, which resulted in 656 felony arrests;
- CID responded to requests for investigative assistance from other divisions within the department and local, state, and federal partners resulting in 949 assist cases;
- During FY18/19, CID recovered 157 stolen vehicles;
- CID conducted 311 background investigations during FY18/19;
- As part of their regulatory function, CID conducted five audits of salvage yards across the state to ensure proper record keeping as required by title 55, chapter 5 of the Tennessee Code Annotated;
- In September 2018, CID Sergeant Charles Stewart and the Criminal Investigations Division were recognized for their work in dismantling a Cuban organization operating in the Middle Tennessee area;
- In April 2019, CID Region 2 Investigators partnered with Special Agents of the Tennessee Alcohol Beverage Commission (Chattanooga) in a joint campaign to prevent alcohol from getting into the hands of minors;
- In June 2019, CID Region 4 was contacted by the District Attorney's Office in Dyersburg about a complaint against a local Dyersburg car dealer. The investigation revealed that 20 of their vehicles were involved in a "floor plan" scheme for approximately \$300,000 in fraudulent financial transactions that were committed by the dealer and three financial institutions;

Administrative Divisions

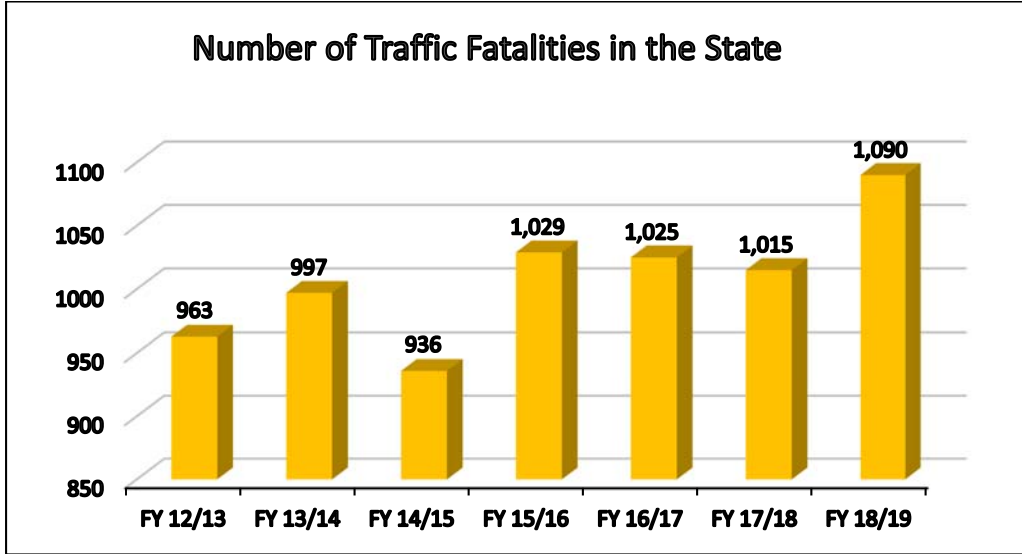
FY 18/19 Highlights Continued

- The TACN Radio System reached over 40,000 users during this fiscal year;
- TACN added the following local government agencies to the TACN system: City of Pigeon Forge, City of Dyersburg, City of Oakridge, along with the Middle TN Electric Membership Corporation (MTEMC);
- TACN absorbed the TDEC/State Parks Radio section into TACN, adding the responsibility of communications for 56 state parks;
- TACN was identified as the section for managing the states FirstNet program for all state agencies and began distributing and managing devices and services;
- TACN began overseeing the overhaul of outdated mobile video systems in all THP pursuit vehicles;
- TACN began overseeing the implementation of routers in all THP pursuit vehicles;
- Information Technology Services completed an upgrade to the department's document management data capture system;
- Information Technology Services implemented a major map update for THP's Dispatch System;
- Information Technology (IT) completed enhancements to the Legal Division's Lawbase system;
- IT developed an online application to automate management processes for third party education providers;
- IT published a GIS Predictive Analytics portal for local law enforcement; and
- IT rolled out automation technology for the Commercial Driver License call center.

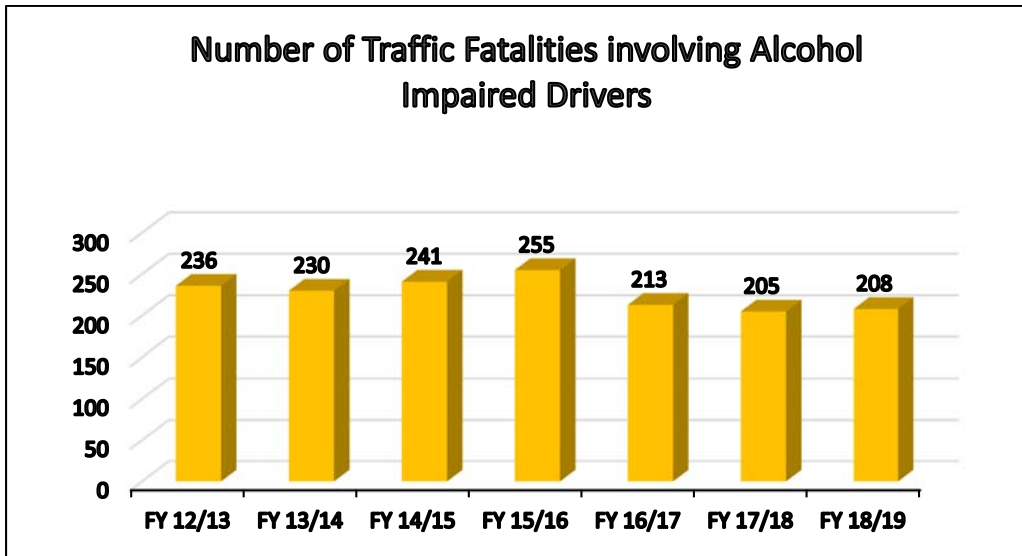
FY 2018/2019 Annual Report

Statistical Information

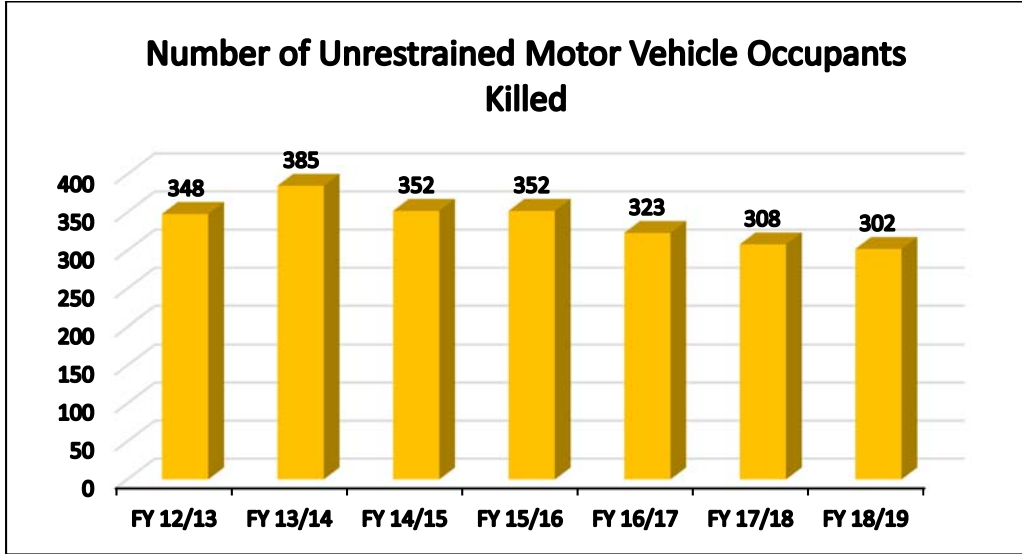




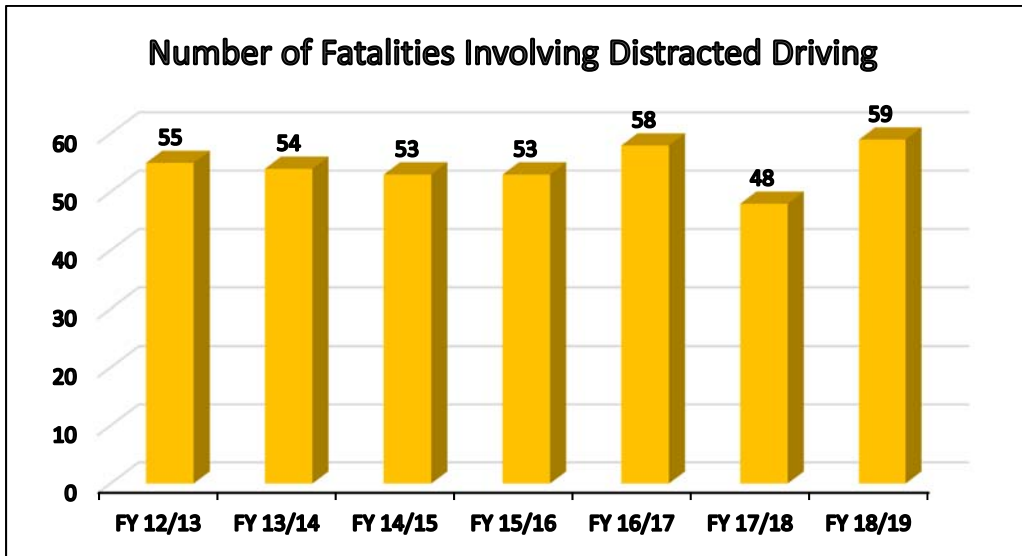
7.38% increase over FY 17/18



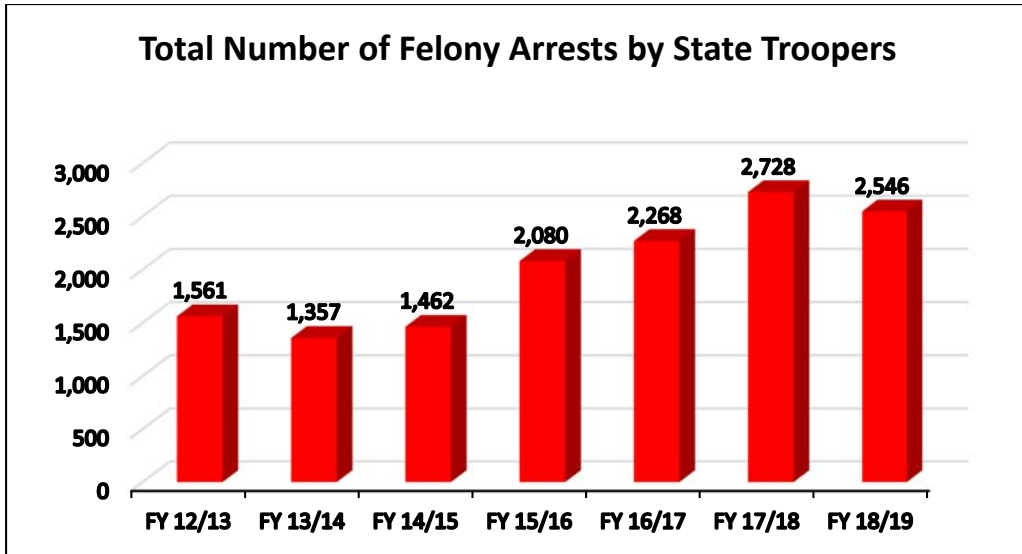
1.46% increase over FY 17/18



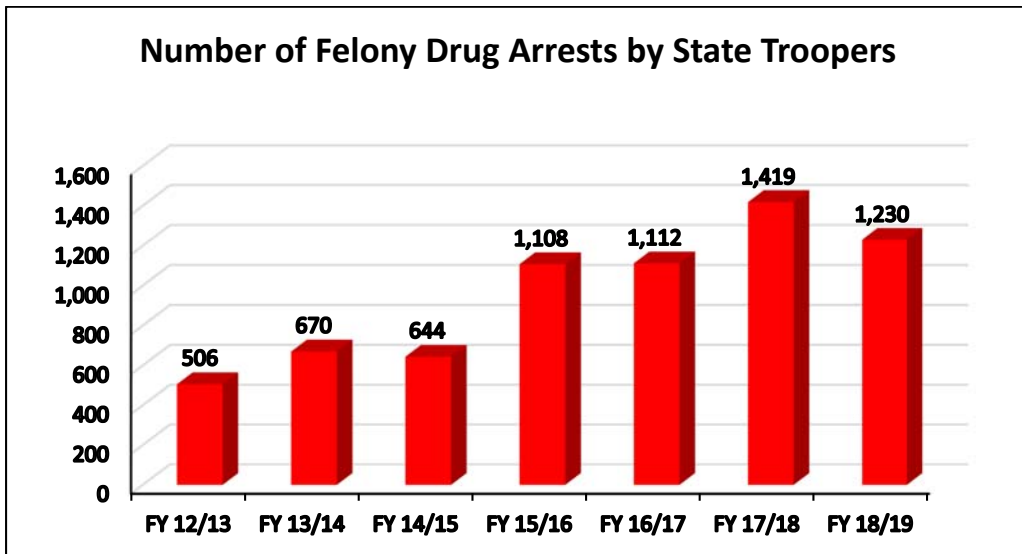
40.21% of all motor vehicle occupant fatalities were unrestrained in FY 18/19



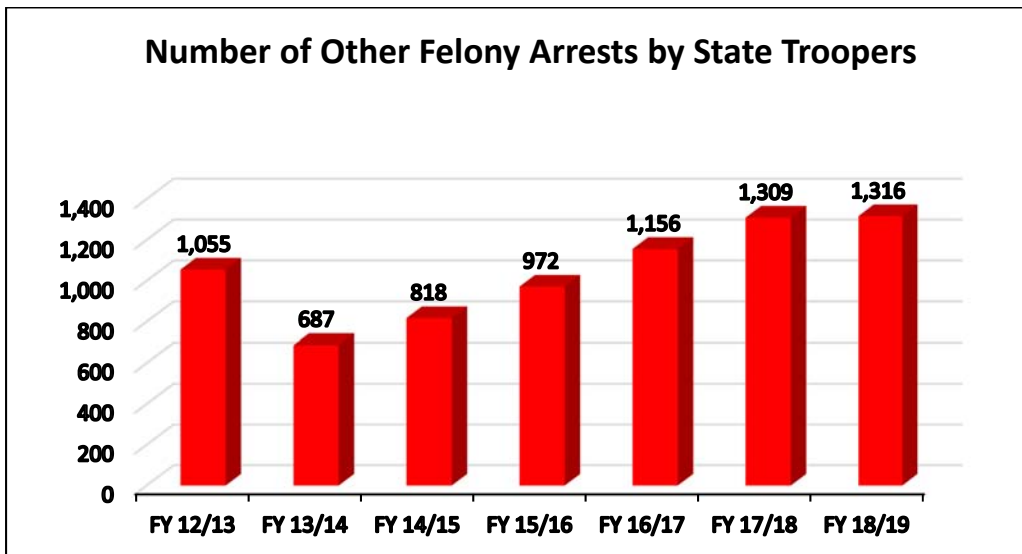
22.9% increase in fatalities over FY 17/18



6.67% decrease compared to FY 17/18



13.32% decrease compared to FY 17/18



0.53% increase compared to FY 17/18



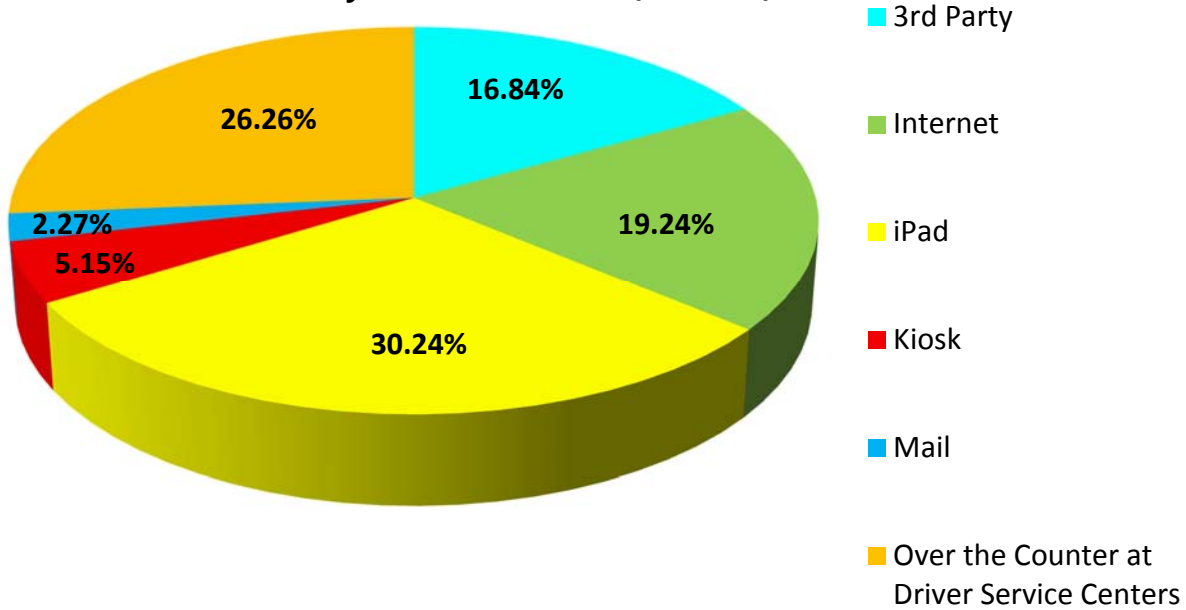
Major Federal Homeland Security Grant Funding Received by Tennessee				
Year	State	Memphis UASI*	Nashville UASI*	Non-Profit Security
2003	\$40,058,000.00	\$6,071,695.00	\$0.00	\$0.00
2004	\$42,111,000.00	\$10,008,079.00	\$0.00	\$0.00
2005	\$28,070,941.00	\$0.00	\$0.00	\$0.00
2006	\$8,260,000.00	\$4,200,000.00	\$0.00	\$0.00
2007	\$14,140,000.00	\$4,590,000.00	\$0.00	\$0.00
2008	\$12,880,000.00	\$4,452,500.00	\$1,783,500.00	\$0.00
2009	\$11,844,500.00	\$4,166,500.00	\$2,836,900.00	\$0.00
2010	\$11,036,637.00	\$1,110,503.00	\$757,545.00	\$0.00
2011	\$5,518,319.00	\$0.00	\$0.00	\$0.00
2012	\$2,801,316.00	\$0.00	\$0.00	\$0.00
2013	\$3,459,364.00	\$0.00	\$0.00	\$0.00
2014	\$3,978,000.00	\$0.00	\$0.00	\$0.00
2015	\$3,978,000.00	\$0.00	\$0.00	\$0.00
2016	\$3,978,000.00	\$0.00	\$0.00	\$0.00
2017	\$3,962,000.00	\$0.00	\$0.00	\$0.00
2018	\$3,980,000.00	\$0.00	\$0.00	\$200,000.00
2019	\$4,077,500.00	\$0.00	\$0.00	\$350,000.00
Total	\$200,171,577.00	\$34,599,277.00	\$5,377,945.00	\$550,000.00

*Urban Areas Security Initiative (UASI)

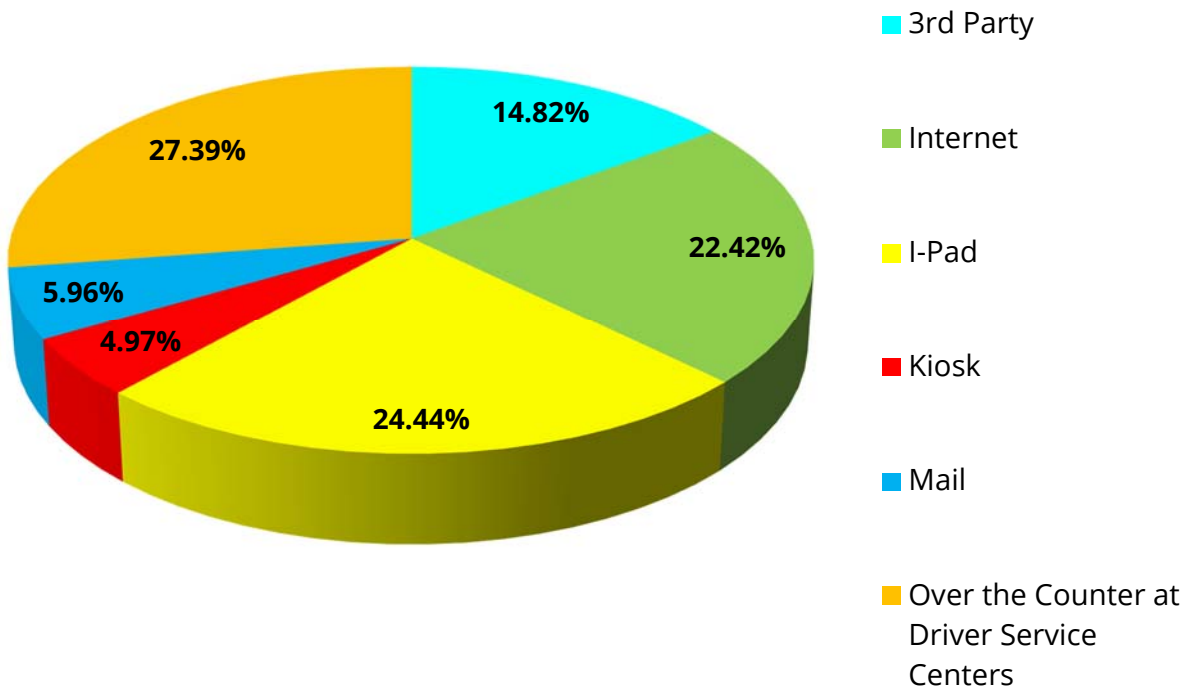
Statistical Information

Driver Services

Percentage of Renewal and Replacement Transactions Handled by Various Channels (FY 18/19)



Percentage of Renewal and Replacement Transactions Handled by Various Channels (FY 17/18)

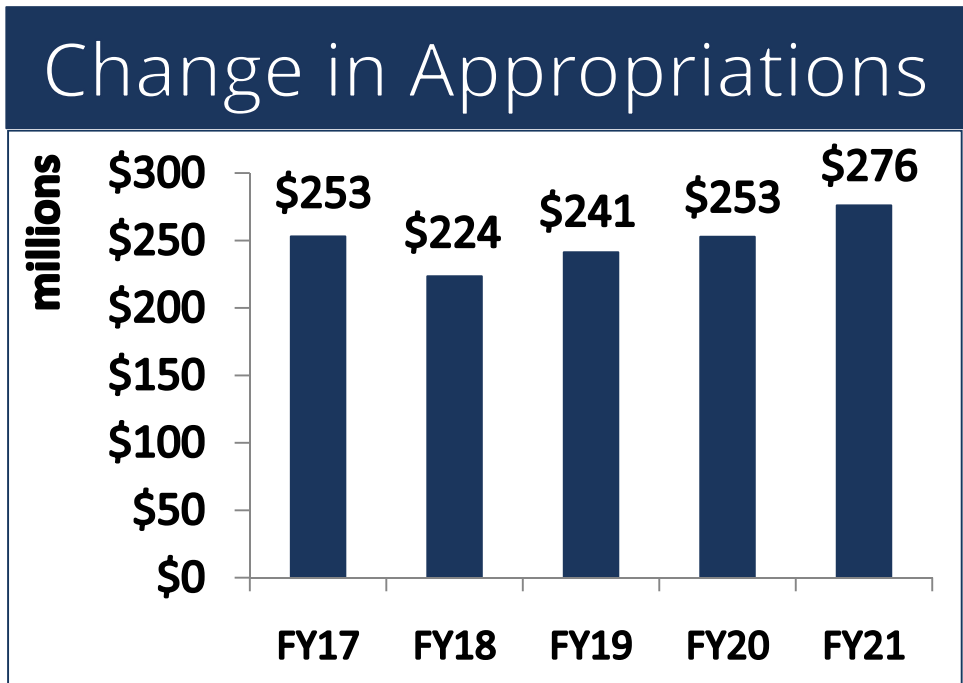
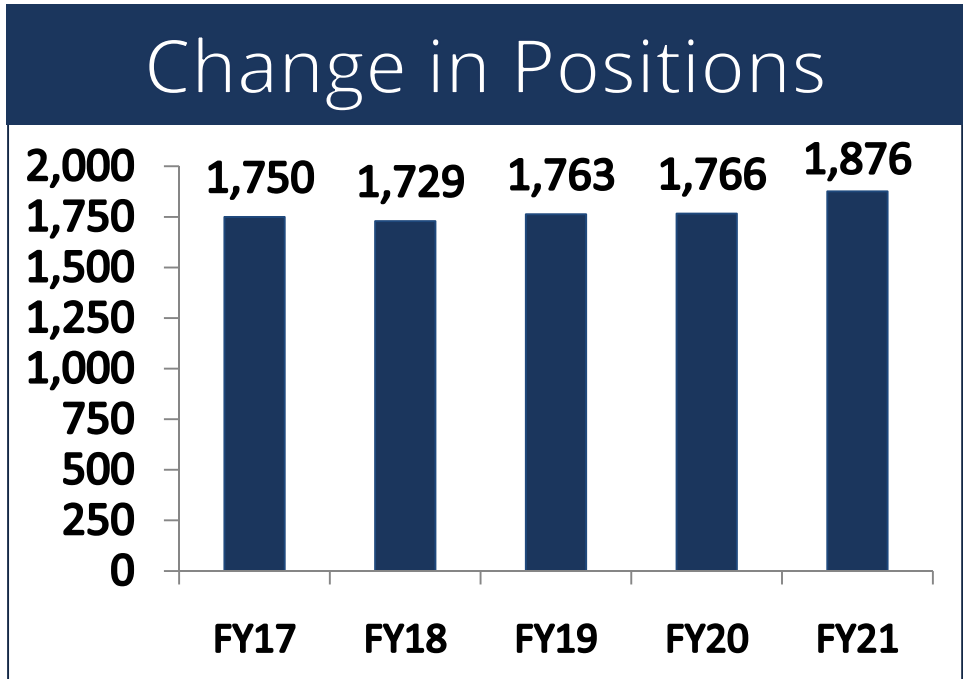


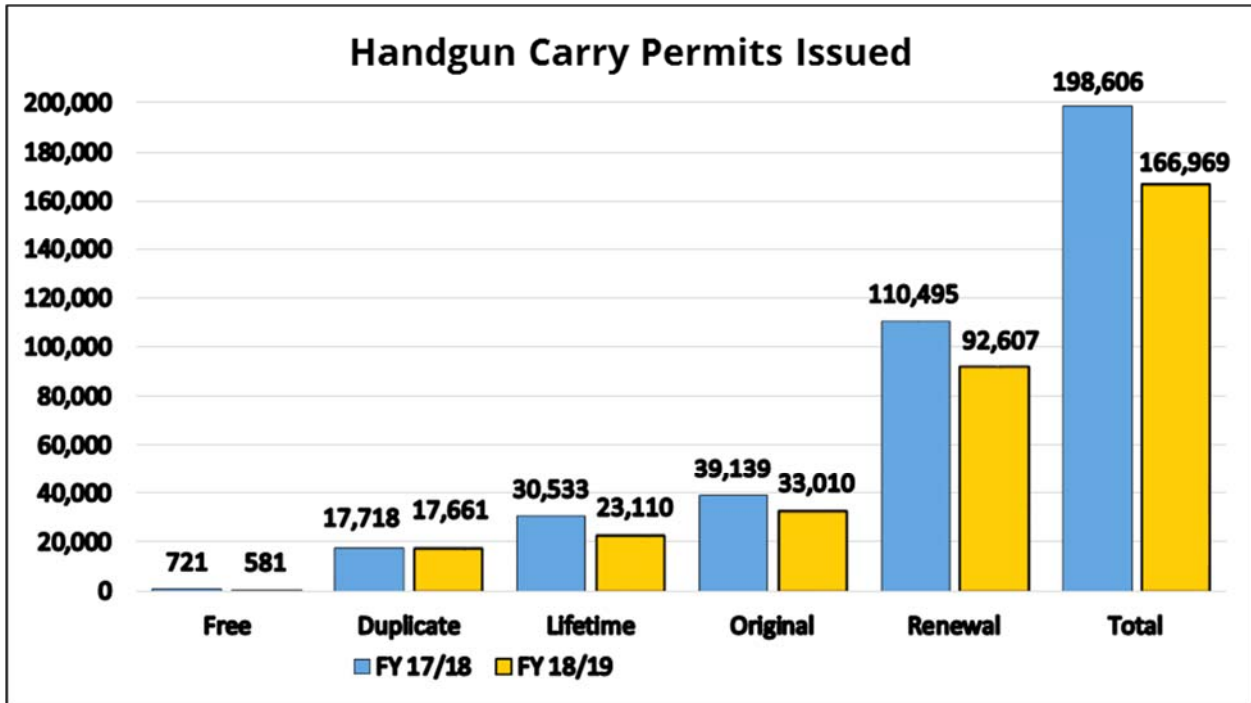
Statistical Information **Tennessee Highway Safety Office**

Tennessee recognizes that traffic crashes are preventable. Approximately 94% of crashes are behavior related. The THSO and its partners are committed to reducing the number of fatalities, injuries, and economic losses resulting from these crashes. National, state, and county-level crash data, along with other information are utilized to ensure that projects are data-driven. From problem identification, to project selection, to program evaluation, a precise effort is pursued. We strive for higher standards as planners, implementers, and evaluators with an emphasis on accountability, as we continue our strategy for allocating federal highway funds to state and local agencies.

The specific highway safety problems that grantees choose to address must be data-driven. Consequently, grantees are required to identify an intervention focus that represents a statistically demonstrable category of a heightened traffic safety problem. To assist agencies in this effort, they can request comparative analyses of various crash categories that are available through the Tennessee Integrated Traffic Analysis Network (TITAN) maintained by the department. Since it is important to determine the cause of injuries or fatal crashes, grantees are encouraged to carefully review the crash data and examine problems within their community to unmask the root causes for over-representation in the data-defined problem area. Performance goals, both short and long-term, evolve from the problem identification process. Identified emphasis areas are selected from this process and reviewed to assure that they are consistent with the guidelines and emphasis areas established by the U.S. Department of Transportation, National Highway Traffic Safety Administration.

Year	Number of Grants	Total Funding
FY 2012	401	\$17,906,355.84
FY 2013	405	\$18,337,263.47
FY 2014	440	\$23,826,725.94
FY 2015	459	\$24,237,918.41
FY 2016	433	\$20,381,874.56
FY 2017	409	\$19,656,301.16
FY 2018	393	\$20,944,397.19
FY 2019	363	\$19,745,999.57





Handgun Permits Issued by Gender and Age FY 18/19			
Age	Female	Male	Total
18-20	7	91	98
21-25	3,766	8,768	12,534
26-30	4,794	8,490	13,284
31-35	4,583	9,001	13,584
36-40	4,995	9,318	14,313
41-45	5,280	9,962	15,242
46-50	6,220	11,642	17,862
51-55	6,278	11,742	18,020
56-60	5,939	11,446	17,385
61-65	4,880	10,826	15,706
66-70	3,742	9,694	13,436
71-75	2,058	7,115	9,173
76+	993	5,339	6,332
Total	53,535	113,434	166,969

Statistical Information

Legal Services

Tenn. Code Ann. § 40-33-216 requires the reporting of asset forfeiture information based on the calendar year. The annual report covers a state fiscal year. Numbers will vary due to the time period being reported.

Seizure Cases	Calendar Year 2018 (Jan. 01, 2018 - Dec. 31, 2018)	Fiscal Year 18/19 (July 01, 2018 - June 30, 2019)
Total Number of Cases Opened*	7,006	6,296
Total Number of Cases Closed	7,667	5,408
Total Number of Cases that Resulted in Forfeiture**	6,620	6,104
Cases Resulting in Forfeiture Because No Petition For A Hearing Was Filed***	5,005	4,893
Total Currency Seized	\$14,183,860.44	\$12,696,651.71
Total Currency Forfeited****	\$15,388,091.81	\$12,699,779.86

*Total number of cases opened is the number of cases entered into the case management system. A case may be opened during the period being reported, but may not be closed until a later year.

**Cases resulting in forfeiture may have been opened prior to the period being reported, but closed during the period being reported.

***Of the total number of cases, this number resulted in forfeiture because no petition for a hearing was filed; the remaining cases of the total number of cases resulted in forfeiture through a contested case order (Administrative Law Judge Order) or Settlement Order (settlement between the parties).

****The currency forfeited includes money from cases opened prior to the period being reported but closed during the period being reported.

TOTAL Seizures by Vehicle Subtype						
Type of Vehicle	Calendar Year 2018 (Jan. 01, 2018 - Dec. 31, 2018)			Fiscal Year 18/19 (July 01, 2018 - June 30, 2019)		
	Quantity Seized 2018	Quantity Forfeited 2018	Quantity Returned 2018	Quantity Seized 18/19	Quantity Forfeited 18/19	Quantity Returned 18/19
Aircraft	0	0	0	0	0	0
Boats	7	4	1	4	4	0
Campers/Motorhomes	6	3	1	3	1	1
Motorcycles	87	49	26	78	46	22
Passenger Cars/Sedans	2,211	1,333	619	1,867	1,194	581
Recreational Vehicles/ATVs	38	16	13	27	14	12
Tractor Trailer	6	3	2	3	2	1
Trucks/SUVs/Vans	1,366	773	411	1136	728	320

Statistical Information

Legal Services

TOTAL Seizures by Property Subtype						
Type of Property	Calendar Year 2018 (Jan. 01, 2018 - Dec. 31, 2018)			Fiscal Year 18/19 (July 01, 2018 - June 30, 2019)		
	Quantity Seized 2018	Quantity Forfeited 2018	Quantity Returned 2018	Quantity Seized 18/19	Quantity Forfeited 18/19	Quantity Returned 18/19
Bank Accounts/Investment Accounts/Stocks/Prepaid Credit/Debit Cards/Cashiers' Checks/Money Orders/Gift Cards	73	72	1	38	36	0
Building Materials (drywall, lumber, etc.) and Tools	353	302	37	170	135	35
Camping/Hunting/Fishing/Recreational/ Sports Equipment	113	90	14	60	52	8
Communication Devices (cell phones, mobile phones, pagers, etc.)	384	332	15	232	198	24
Clothes/Furs/Purses/Hand bags/Wallets	381	48	332	162	15	147
Collections/Collectibles	512	387	110	145	25	120
Computer/Hardware/Software and Recordings - Audio/Visual (CDs/DVDs) and Radios/TVs/VCRs/Cameras	342	256	41	296	253	39
Documents/Personal or Business (affidavits, applications, certificates, pawn shop slips, patents, blueprints, bids/proposals, U.S. mail; no identity documents)	92	90	0	18	18	0
Drones/Remote Control Vehicles	7	4	2	6	5	1
Firearm Accessories	273	241	0	157	157	0
Firearms	434	386	17	181	169	11

TOTAL Seizures by Property Subtype (continued)						
Type of Property (continued)	Calendar Year 2018 (Jan. 01, 2018 - Dec. 31, 2018)			Fiscal Year 18/19 (July 01, 2018 - June 30, 2019)		
	Quantity Seized 2018	Quantity Forfeited 2018	Quantity Returned 2018	Quantity Seized 18/19	Quantity Forfeited 18/19	Quantity Returned 18/19
	Gambling Equipment	0	0	0	0	0
Household Goods/Appliances	669	423	42	423	279	143
Jewelry/Precious Metals	137	100	16	93	62	10
Lawn/Farm/Construction Equipment	139	132	2	71	54	9
Motorized Transportation Parts/Accessories (aircraft, vehicle, watercraft parts/accessories)	45	22	15	58	24	34
Musical Instruments	14	13	1	2	2	0
Office Equipment/Safes/Digital Scales	38	24	0	29	26	1
Trailers	30	24	2	21	17	2
Weapons (other than firearms)	14	11	0	4	4	0

DRIVER IMPROVEMENT

Hearing Officer Activity FY 18/19		
District	Hearings Scheduled	Hearings Conducted
1	311	212
2	325	216
3	896	640
4	469	356
5	362	245
Total	2,363	1,669

Total Suspended for Frequent Traffic Violations (points) in FY18/19: 10,781

Medical and DL Re-Examination Referrals FY 18/19			
Medicals	Number	Re-Examinations	Number
Medical referrals on drivers received from officers, citizens, physicians, etc.	2,458	DL re-examination referrals received from officers, citizens, physicians, etc.	400
Incoming medical reports received from drivers or their physicians	1,801	DL suspended for failure to appear for DL re-examination	150
Incoming medical reports approved by Driver Improvement - DL remains valid	930	Passed DL re-examination - DL remains valid	125
Incoming medical reports approved by Driver Improvement subject to passing DL re-examination	230	Passed DL re-examination after failing prior DL re-examination - DL reinstated	65
Incoming medical reports disapproved - DL suspended	640	DL re-examination failed - DL suspended	68



Prepared by:

Tennessee Department of Safety and Homeland Security
Research, Planning, and Development Division



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