



**STATE OF TENNESSEE**  
**DEPARTMENT OF SAFETY**  
**TITLE & REGISTRATION DIVISION**

44 VANTAGE WAY  
SUITE 160  
NASHVILLE, TN 37243-8050

December 12, 2004

Bill Kemp  
Sumner County Clerk  
355 North Belvedere Drive, Room 111  
Gallatin, TN 37066-5410

Dear Bill:

I want you and your staff to know how much I appreciate your efforts in achieving a renewal error rate of less than 1% in Sumner County.

As you recall, failure to receive a renewal notice was a major problem for the citizens of Tennessee. Due to the diligence and cooperation of your staff along with the renewal team, your error rate is exceptional.

Please communicate these results to your staff and thank them for this accomplishment.

Sincerely,

Paula J. Shaw  
Director  
Title and Registration Division  
Tennessee Department of Safety

PJS/smw

C: Deputy Commissioner Tom Moore