

Section 2 – Citizen reports and traffic citations

Citizen reports

Reports about state drivers from citizens and other state drivers are received almost every working day for:

- **Improper operations –**
Allegations of speeding, running stoplights, and similar types of offenses.
- **Misuse –**
Allegations of improper use of state vehicles, principally the perception that public property is being used for personal business. Misuse reports are usually unfounded. This is because many missions that state drivers undertake, especially transporting social services clients at odd hours, can easily be misinterpreted by the public.

Citizen reports are performance issues directly related to the conduct of official state business particularly driving behaviors. Also, there's a correlation between citizen reports and vehicle collisions. Therefore, they're taken very seriously. The citizen reports are entered into the DAS Risk Management database and trigger a formal review of the facts. The goal is for management representatives to consider solutions to improve driving and our public image. DAS Risk Management does send a letter thanking the citizen for the report when requested and informing them of actions taken. The driver's name is not revealed unless it is legally requested as a public record request. In this case the safety of the driver is a key issue in determining maintenance of confidentiality.

We don't disclose what action may be taken, nor do we reveal the state driver's name. Legally, this is a matter of public record. However, we're sensitive to the possibility that a state worker could become the subject of unwanted attention. If this were to be suspected, we could, and we would, continue to keep the employee's name confidential.

Traffic citations

DAS Risk Management is occasionally notified by various law enforcement agencies whenever traffic citations, including photo radar citations, to drivers of state vehicles.

Like citizen reports, traffic citations are performance issues that are taken seriously. Traffic citations are entered into the DAS Risk Management database and trigger a formal review.