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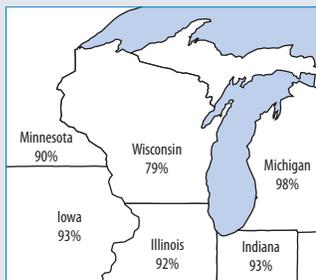


Safety belt use: still room to improve

Major Dan Lonsdorf
Director, BOTS

Safety belt use in Wisconsin has reached an all-time high in 2010 with 79% of drivers and passengers buckling up, according to a recently completed observational survey by the Bureau of Transportation Safety. Last year, the annual statewide survey found safety belt use was approximately 73%.

After several years with the state's percentage of safety belt use stuck in the low-to-mid-70s, it is indeed good news that now nearly four out of five motorists in Wisconsin buckle up. Although we are making progress, this good news is tempered by the fact that Wisconsin still lags behind the 84% national average for safety belt use. Our state also is far behind all our neighboring states.



The observational survey also showed areas needing improvement. Safety belt use is dangerously low – 69% – among drivers 16 to 25 years old. It also is lower in Milwaukee, Ozaukee, Washington and Waukesha counties compared with the rest of the state.

Although there are numerous challenges ahead, we can be justifiably encouraged by the overall increase

continued on page 2

DDACTS

Targeting crash and crime hotspots

Law enforcement agencies have always been under pressure to use their limited resources efficiently. This is especially true now, with many agencies facing serious budget crunches that might last for years to come.

DDACTS (Data-Driven Approaches to Crime and Traffic Safety) is an operational model that can help agencies meet the ongoing challenge of using resources efficiently. Aiming to reduce both crime and traffic crashes, the DDACTS model is based on research showing that crime and crashes often occur in the same areas.

- Many crimes involve the use of a vehicle
- Traffic stops can yield criminal identification and arrests
- Many traffic violators do not have a valid driver's license or legally registered vehicle

By mapping the overlap of crime and crash hotspots, law enforcement agencies can efficiently target areas where their presence is most needed.

DDACTS is supported by a partnership between NHTSA and two agencies of the US Department of Justice: the Bureau of Justice Assistance and the National Institute of Justice. To facilitate DDACTS initiatives, *DDACTS Operational Guidelines* (see Resources) has been developed for law enforcement executives. It outlines procedures and highlights operational considerations based on best practices in the field.

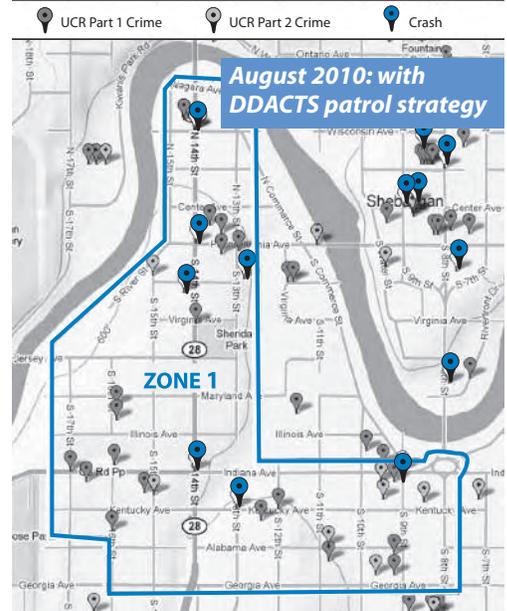
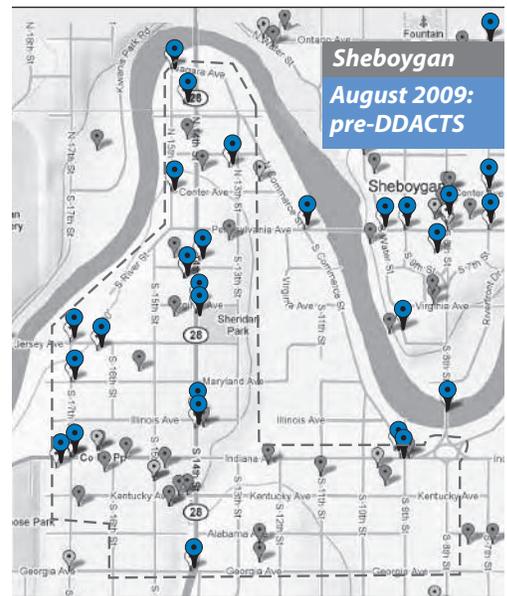
In late 2008, seven law enforcement agencies nationwide undertook to demonstrate the DDACTS model: the Baltimore County Police Department; Lafourche Parish (LA) Sheriff's Office; Metropolitan Nashville Police Department; Oakland Police Department; Rochester, New York, Police Department; the Vermont State Police in partnership with the St. Albans Police Department; and the Washoe County, Nevada, Sheriff's Office.

The results so far have been encouraging. For example, Louisiana's rural Lafourche Parish saw crash and crime rates decrease significantly one year into their program. Operating while intoxicated (OWI) arrests

continued on page 2



CREDIT: NHTSA



Using the DDACTS patrol strategy, 7 crashes occurred in Sheboygan's Zone 1 this August, down from 18 last August.

Safety belt use

from page 1

this year. Undoubtedly the enactment in July 2009 of primary safety belt enforcement contributed greatly to the increase and will be beneficial for years to come. Last year there were more than 100,000 convictions—a record—for safety belt violations. Officers certainly are putting the “ticket” in the Click It or Ticket slogan.

But our true measure of success is not the number of tickets—our ultimate goal is to change behavior. Backed by law enforcement efforts, we will continue our hard-hitting *Zero In Wisconsin* messages about the consequences of not buckling up.

We know that families and communities are devastated when their loved ones are killed or seriously injured in crashes. Therefore, we must tirelessly keep up our efforts until every motorist makes buckling up a lifesaving habit.



The *Wisconsin Traffic Safety Reporter* is published by the Bureau of Transportation Safety, Wisconsin Department of Transportation. Its purpose is to promote transportation safety, recognize worthwhile programs, and to educate and share ideas with safety professionals.

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DDACTS – Targeting crash and crime hotspots

from page 1

doubled from 150 in 2008 to 300 in 2009, using no additional overtime. Fatal OWI-related crashes fell from 27 in 2008 to 11 in 2009, and the overall crash fatality rate decreased 59% in 2009. “The culture down here is a year-round Mardi Gras mentality where people are drinking at early ages,” says Lafourche Parish Sheriff’s Office Captain Scott Silverii. “Our number one improvement with DDACTS was the management of staffing. We found the traditional method of intuitive or memory-based policing is not borne out by the data. When we use data to determine where to deploy our resources, our method is more specific, methodical and focused.”

At a time when law enforcement agencies are trying to do more with less, the WisDOT Bureau of Transportation Safety (BOTS) encourages communities in Wisconsin to consider the DDACTS method. With BOTS funding support, two communities—Ashland and Sheboygan—are already using the DDACTS method.

DDACTS model: 7 guiding principles

DDACTS puts forward a simple proposition: Look at the times and places where major crashes and crimes occur. Map the two together, look at where the circles overlap and then boost patrolling in those areas. High-visibility traffic enforcement in these problem areas can help reduce crime, traffic violations and crashes. The method is based on these key principles:

1) Community partnerships These help establish support for high-visibility traffic enforcement. Community input helps with the development of strategic countermeasures and operational plans.

2) Data collection Crime, crash and traffic data coded for type of incident, time and location are the foundation of DDACTS. Data might also include citizen complaints, dangerous driving behavior, information about suspended or revoked licenses, and wanted persons.

3) Data analysis Integrated maps that overlay this data help agencies identify hotspots. Analysis can help identify causation and time factors.

4) Strategic operations Based on this analysis, agencies can identify enforcement activities that realign workflow to focus policing efforts and improve efficiency.

5) Information sharing and outreach Progress reports enable management to keep officers informed, report to administrative and elected officials, and update the public.

6) Program monitoring and modification Data collection and analysis enable staff to adjust field and internal operations, and to assess crime and crash reductions and cost savings.

7) Measuring outcomes Goals that emerge during problem identification and strategic planning become outcome measures that help assess program effectiveness.

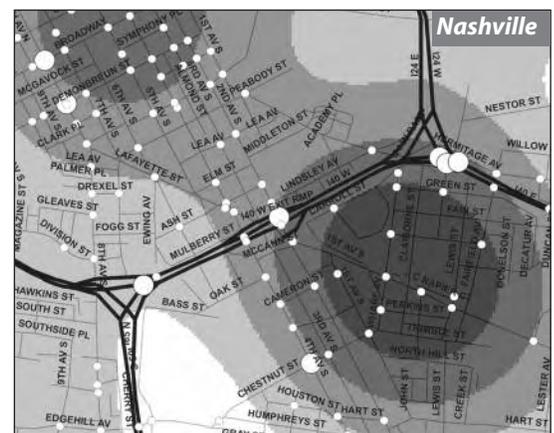
DDACTS builds on widely-used policing models that have already proven their effectiveness. These include CompStat, a management philosophy developed by the New York City Police Department in the 1990s, focusing on accurate and timely intelligence, use of GIS (geographic information system) mapping, rapid deployment, follow-up, assessment and accountability. DDACTS also builds on the success of neighborhood policing and high-visibility enforcement.

Success story: Nashville

The seven law enforcement agencies piloting DDACTS are reporting encouraging initial results. One example is the Metropolitan Nashville Police Department (MNP). For six years they have followed a philosophy basically similar to DDACTS.

When Ronal Serpas, who had been chief of the Washington State Patrol, became MNP chief in 2004, he introduced an accountability-driven leadership model, emphasizing measurements of efficiency and effectiveness, use of timely data, and relentless follow-up. The department began integrating geographic data on crime and crashes with officer “self-initiated activity” reports. These reports include vehicle stops, Terry stops (a brief detention of a person by police on reasonable suspicion of involvement in criminal activity but short of probable cause to arrest), field interviews and business checks. By overlaying details about officers’ activities on maps depicting crime and crash hotspots, reviewers can visualize what is occurring in the city and adjust resources accordingly.

MNP’s Crime Analysis Section uses ArcGIS to create hotspot maps (see example below) and also zone intensity maps that show how much a zone’s crime and crash rates vary from the mean over the last four weeks. These maps enable MNP leadership to identify zones where further analysis is needed. For these areas, officers examine data



Hotspot map of southeastern downtown Nashville, showing density of 2008 UCR (Uniform Crime Reports) Part 1 violent incidents, with graduated dots showing injury traffic crashes.

in greater detail, looking at map layers (e.g., violent crimes, injury or property crashes, OWI arrests) to identify what may be happening and where additional resources are needed.

Between 2003 and 2009, OWI arrests in Nashville increased 72% and traffic fatalities dropped 16%. From 2003 to 2008 (the last year for which complete data are available), UCR (Uniform Crime Reports) Part 1 crimes dropped 14%.

Sheboygan

Sheboygan's police department launched its DDACTS program this spring, and Captain Steve Cobb explains that their first challenge was developing the necessary maps. For DDACTS to work, data from a variety of sources has to be brought together, and this requires:

- Making data from multiple sources compatible
- Fostering cooperation among agencies with data

He worked, for example, with a city engineer on converting data based on street addresses into the format used in the city's existing GIS system. Police reports traditionally use street addresses, but these have to be converted—geocoded—into latitude/longitude coordinates to be used in GIS maps. Sheboygan's RMS (records management system) has a naming convention that doesn't work with geocoding, so a city IT person wrote a conversion program.

The SPD identified five DDACTS zones with crash and crime hotspots (see example on page 1) and BOTS funding covered overtime for patrols in those areas from May through September. One 24-block zone on the city's southside, with numerous unoccupied buildings, showed a pattern of burglaries and street-level violence. A surge of focused traffic enforcement included interdiction stops of gang members, and eventually some of the key offenders left the neighborhood and others ended up in jail.

Overall, Sheboygan has seen about a 20% drop in qualifying police reports.

This autumn the department will be analyzing their DDACTS outcomes and considering how to proceed after BOTS funding ends. One possibility is tying DDACTS in with their existing neighborhood policing program.

Ashland

Ashland Police Department also received BOTS funding to launch its DDACTS program, covering overtime enforcement this summer. Chief John Paitl worked with Matt Eitrem, GIS coordinator in the city's engineering department, to develop their GIS maps (see examples). They mapped the precise locations of 2,500 incidents by geocoding the recorded addresses with GIS software. Since Ashland is a fairly small city, maps include crime and crash data spanning three years, whereas the Nashville DDACTS maps cover four-week periods.

The department has already seen some progress. One part of town, that includes businesses and Central Railyard Park (see bottom map), had problems with criminal property damage and graffiti, and stepped-up enforcement brought improvements. The new high-visibility enforcement was discussed in the local newspaper and also on Facebook by some local young adults.

While developing their DDACTS program, the Ashland PD is working out kinks in the data flow, an example of which was refining the way officers enter address location information into their CODY database, so that automated mapping is more efficient.

They look ahead to the long-term goals of improving data compatibility and also process automation. This will help produce up-to-date GIS maps with a rich variety of

continued on page 7



LEFT: Density of traffic incidents and crime in Ashland from 2007 to 2009. Map created using CrimeStat III as a weighted kernel grid.

BELOW: This web mapping interface enables users to access classified and summarized crime/crash records for each address location. Graduated map symbols with different shapes represent: traffic crashes (blue dots), thefts and burglaries, assaults, and criminal damage and graffiti.



THE REF Mobile Training Facility

THE REF (Transportable High-End Rider Education Facility), WisDOT's new mobile training facility, will reach out to motorcycle riders statewide and encourage them to get formal rider training. "We hope to reach the 8 of every 10 riders who have never attended any formal rider education programs," says Major Dan Lonsdorf, director of the Bureau of Transportation Safety (BOTS).

THE REF will be going where the riders are and will provide a welcoming environment. In September, for instance, it was part of the huge gathering for the MDA Fall Ride in Tomahawk. Offering help with the most critical survival skills, it encourages both riders and motorists to learn more about sharing the road, countersteering and environmental awareness.

Motorcycles are less than 4% of all registered vehicles, but riders are nearly 15% of all traffic fatalities.

What does THE REF offer?

In the back of the 40-foot trailer are three training motorcycles used in the Introductory Motorcycle Experience, developed by the Motorcycle Safety Foundation to provide a glimpse of what motorcycling is all about and convey the importance of taking a basic rider education class. Two touch-screen monitors allow people to test their knowledge of motorcycle safety and awareness, and flat-panel LED monitors show educational and awareness videos.

In the front is another classroom (see photo) with two Honda SMARTrainers, motorcycle trainers that give novices a safe bridge between a beginning rider course and real-world experience in traffic, as well as challenging seasoned riders with a variety of real-world scenarios.



A wealth of rider courses are being launched by DOT's Wisconsin Motorcycle Safety Program (WMSP). The following will be available at various sites across the state in 2011:

- SMARTrainer Classes
- Basic RiderCourse (BRC)
- Basic RiderCourse 2 (BRC-2)
- Ultimate Bike-Bonding RiderCourse (UBBRC)
- Introductory Motorcycling Experience (IME)
- Scooter Basic RiderCourse (SBRC)
- Street RiderCourse 2 (SRC-2)
- Advanced RiderCourse-SportBike Techniques (ARC-ST)

"The Ultimate Bike-Bonding RiderCourse greatly improves rider skills," says WMSP manager Greg Patzer. "We're going to be aggressively promoting the Advanced RiderCourse, which improves rider risk management, decision-making, and behavior."

BOTS welcomes Phil Neidner to the staff as THE REF coordinator. Recently retired from the Watertown Police Department, he brings enthusiasm, rider skills and experience in education and public relations.



THE REF's schedule will be available on the web at www.zeroinwisconsin.gov/TheREF. To request a visit or an appearance by THE REF team, email THE-REF@dot.wi.gov.



WMSP welcomes new RiderCoach Trainers

Four new RiderCoach Trainers (RCTs) have joined the team of WisDOT's Wisconsin Motorcycle Safety Program. Statewide they will be training and mentoring WMSP RiderCoaches, who are the backbone of the Motorcycle Safety Foundation's RiderCourse training system. Training includes certifying RiderCoaches in new curriculum.

Rita Lybek**Southwest Region**

Rita started riding dirt bikes as a child on her family's dairy farm, and her love of motorcycling has been with her ever since. She was drawn to teaching motorcycle safety as a way to keep her own skills sharp and also provide growth opportunities for others. She also works in the WisDOT Division of Transportation Systems Development.

**Sarah Kretchmar****Southeast Region**

Sarah grew up in Milwaukee, and taking the Basic RiderCourse was a big confidence-builder for her. She became a RiderCoach in 2001, and she says that becoming an RCT "is simply a dream come true for me." Her teaching style focuses on honest communication and respect for the individual. Rita and Sarah became RCTs in 2010.

Keith Sopp**Northeast Region**

Involved in motorcycling for more than 45 years, Keith took his first safety course in Ann Arbor, Michigan, in the late 1970s. He became an MSF Instructor in 1980 and joined the Minnesota Motorcycle Safety Program as training coordinator in 2001 and served as RCT and coordinator. He and his wife moved to Wisconsin for her career in 2005. He joined the WMSP as an RCT in 2006, continuing in that role and also as WMSP Quality Assurance Program Coordinator.

Kenneth Heis**Northwest Region**

Ken has been involved in motorcycling for more than 34 years. He became an instructor in 2001 at NorthCentral Technical College in Wausau, and in 2006 he was asked by

Harley Davidson of Wausau to become a Rider's Edge Instructor. He was certified as an RCT in June 2008. A member of the Quality Assurance Team for the State of Wisconsin, he is also currently helping staff THE REF.



Three receive AAA safety patrol honors

A proud tradition since 1920, the AAA School Safety Patrol now includes more than 500,000 patrollers in 50,000 schools across the United States and Canada. Students who devote their time and energy to safety patrols are encouraged and supported by school officials, parent-teacher groups, police departments and AAA clubs.

AAA School Safety Patrol celebrated its 90th anniversary in Washington, D.C., in April, and three individuals from Wisconsin were honored for their outstanding contributions.

Lauren Micolichek of Chippewa Falls received the Lifesaving Medal. While a 5th grader at Southview Elementary last year, her quick actions prevented what could have been a



serious injury or death when a motorist failed to yield to a pedestrian in a crosswalk. She swiftly backed up an inattentive student who was about to enter the crosswalk. She also memorized the vehicle license plate

and reported the incident after completing her crossing duties.

Ralph Cushman, also of Chippewa Falls, was honored as the 2009-2010 National Safety Patrol Advisor of the Year, based on the strength of his four decades of safety patrol involvement. Cushman, 65, served 25 years on the Chippewa Falls Police Department and then served as county sheriff until retiring in 1995. He was an advocate for safety patrol during his entire law enforcement career and continues to support the program as district coordinator. Ralph says, "I like to tell people how to do things. Teaching students safety is what I am all about."



Claire Hitter, a 6th grader at Richmond Elementary School in Appleton, was recognized as the Wisconsin AAA School

Safety Patroller of the Year. A straight-A student who is always willing to help younger students, she takes her safety patrol responsibilities seriously. She says, "I know being a safety patrol is a very important job and I get great satisfaction in being able to help my school."



Steve Stocker



Danny Mager

Zero in Wisconsin campaign

WisDOT partners with Staples Marketing

When WisDOT was planning its *Zero in Wisconsin* campaign in 2008, it needed a marketing partner, and Staples Marketing won the three-year contract through a competitive selection process.

The Pewaukee-based company had worked with WisDOT on promoting Wisconsin's RideShare program, encouraging commuters to carpool and find bike buddies. "We're not selling a product but rather encouraging people to change their behavior in a way that benefits our whole society," says the firm's marketing director, Danny Mager, describing the goal of social marketing.

Launched in January 2009, the campaign's first goal was to introduce the *Zero in Wisconsin* brand, with the ZERO VISION message that any preventable traffic death is one too many. As the public gradually got familiar with this "umbrella" brand name, the campaign then went on to address specific, timely traffic safety issues.

Steve Stocker, creative director, explains that the campaign uses both traditional and non-traditional media to reach target audiences. This includes TV and

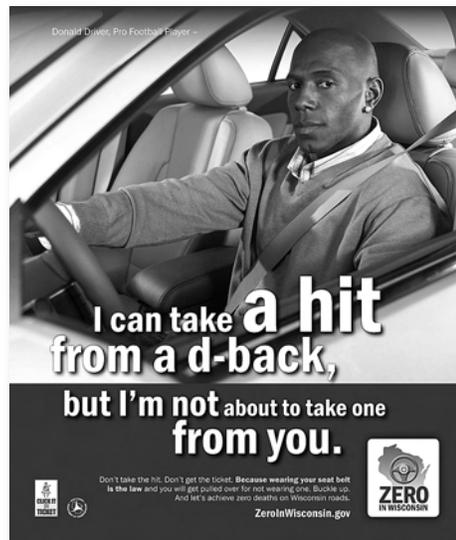
radio commercials, print, out-of-home advertising (e.g., at a Brewers game) and a website: www.zeroinwisconsin.gov.

One target audience is young adult males, and a proven marketing approach with this group is to use spokesmen they admire, such as professional athletes like the Green Bay Packers' Donald Driver.

Young people are becoming accustomed to watching real-life video (e.g., on YouTube). Videos on the campaign's website include one taken by Drive-Cam, a video camera parents can install in their car. It shows a real-life drowsy young man, not buckled up, and what happens when he crashes.

Campaign material can be edgy, like the message, "Kill someone while driving drunk, and you'll never be able to wash the blood off your hands."

The company needs to be fast-on-its-feet, quickly launching timely messages. For instance, when the Wisconsin Legislature passed primary safety belt enforcement and the new texting law, up-to-date messages were soon ready for the public. Visit the campaign's website to see what's new.



New Wisconsin Traffic Stop Data Collection (TSDC) Program

Visit the Wisconsin Office of Justice Assistance website for background, TSDC fundamentals, the administrative rule, FAQs, and the new Data Collection Form. www.oja.wi.gov

As required by 2009 Wisconsin Act 28, the Wisconsin Office of Justice Assistance (OJA) has promulgated an administrative rule to establish the circumstances under which racial data should be collected by law enforcement, the type of data to be collected, the format for submission, and the type of analyses OJA will conduct using collected traffic stop data.

Effective January 1, 2011, all Wisconsin law enforcement officers will be required to collect and submit data from traffic stops to determine the extent to which people of different races may receive different treatment. The Legislature wants to find out whether the number of traffic stops and traffic stop searches is disproportionate between minorities and non-minorities.

Badger TraCS will accommodate collecting this data.

Badger TraCS updates



As of September, 378 agencies had received Badger TraCS training. Of all the crashes reported to WisDOT, 66% now arrive electronically through TraCS. Of all citations received, it is 55%.

- A new TraCS (Traffic and Criminal Software) Pack will be implemented in November 2010 with a Traffic Stop Data Collection form (more at left) that law enforcement can use to submit data to the Wisconsin Office of Justice Assistance.
- A new Natural Resources Citation allows DNR and all law enforcement officers to write tickets in state parks and on lakes.
- TraCS 10 will be launched in 2012. It will include an Incident Location Tool (ILT) that allows officers to select the incident location on a map; then pertinent data will be pre-filled into the TraCS forms. This will provide more accurate location information. Also the Incident Mapping and Analysis Tool (IMAT) will be available for viewing where crashes, citations and other incidents occurred.

www.wibadgertracs.gov

Dennis Hughes retires

Dennis Hughes' voice is one you've heard on the radio and his name is one you've seen in many highway safety news stories for the past two decades. He is retiring after 33 years with the Wisconsin Department of Transportation, including nearly 20 years of service as WisDOT's safety policy chief. During his time at the helm of safety policy, his work unit underwent several reorganizations and name changes, but the core mission remained constant: to provide a solid, fact-based policy foundation for the Department's efforts to improve highway safety. Their work behind the scenes and occasionally in the public spotlight helped shape key advances such as adoption of .08 BAC for 1st offense drunken driving, primary enforcement of the seat belt use law, enactment of the child booster seat law, and the recent Wisconsin Act 100, which strengthened OWI laws.

Data-driven approaches to traffic safety, based on work like the safety policy section's, are becoming increasingly important: e.g., in new law enforcement methods like DDACTS (see article on page 1).

Looking back, Dennis explains that in 1990 WisDOT Secretary Ron Fiedler chaired the Standing Committee on Highway Traffic Safety of AASHTO (American Association of State Highway and Transportation Officials). As chair of SCOHTS, Fiedler not only thwarted efforts to dissolve the committee, but he also helped promote safety as a shared goal for traffic operations and highway design engineers nationwide and in Wisconsin.

At the time, WisDOT staff had diverse program-specific responsibilities spread across the traffic safety spectrum, from highway engineering to law enforcement and driver licensing. Fiedler saw the need for a work unit whose focus would transcend program-specific silos, that would help WisDOT identify emerging highway safety problems and better understand ongoing challenges, as well as assess the effectiveness of existing or proposed laws and procedures. So, he ordered creation of a safety policy analysis section.

In early 1991, Dennis was hired to lead the new section. He was an apt choice, given prior work as a senior policy analyst in the agency's Division of Planning and Budget with a wide range of traffic safety issues, such as the first demographic profile of the OWI offender population, assessing the effectiveness of the 21-year old minimum drinking age, and identifying trends in large truck safety. By mid-year, the new section was fully staffed and producing a wide array of policy and informational reports on highway safety issues. In 1996, the section was moved into the Bureau of Transportation Safety (BOTS) and in 2003 BOTS was moved into the Division of State Patrol.

Over the years, the primary goal for section staff was to transform highway safety data into information to help foster fact-based, data-driven decisions. By separating

reality from myth, dispelling misperceptions, and using relevant data with a strong dose of common sense, the section helped shape many of the Department's safety policy initiatives as well as many state laws, improved the efficiency and focus of numerous on-going highway safety programs and, most importantly, helped save lives.

Reflecting on his career, Dennis says, "I've been blessed to be part of a great team that has helped with some major improvements in traffic safety." The challenges have been and remain complex, and there are no silver bullets to solve every problem. He acknowledges many people and other factors have contributed to fewer crashes, fatalities and injuries on Wisconsin roadways during his long tenure with WisDOT. Key among these have been excellent staff who understood the role they play in saving lives, a shared sense of purpose within the agency and among its many highway safety partners statewide, and advances in safety data systems and tools to transform the data into information (e.g., via GIS mapping).

Dennis is gratified to have been a player in the recent evolution of Wisconsin's traffic safety culture, and in his words, "I've had a good run, but there's so much more work to do." And he reminds his staff and the Department's safety partners that behind every highway safety statistic is a human being.



**Fostering
fact-based
perspectives
on traffic safety**

DDACTS *from page 3*

data about life in Ashland that will be useful both to city agencies and the whole community. Ashland and Sheboygan both look forward to starting to use WisDOT Badger TraCS (see page 6), which will further bolster this process.

Many other agencies in Wisconsin are already using key aspects of the DDACTS approach. For instance, since 2000 Milwaukee COMPASS (Community Mapping and Analysis for Safety Strategies) has provided a rich variety of community information via web-based GIS maps. The public can access one version and the police department can "drill down" further for a wealth of data about local conditions related to public safety.

Conclusion

Police officers might feel they don't need yet another new theory of policing. But DDACTS and other well-established approaches such as neighborhood policing can be complementary. "You've still got to have that community connection," says James Burch, acting director of the USDOJ Bureau of Justice Assistance. "You can't replace all that intuition and all those connections officers make in the community. The two ideas really have to work together."

Resources

www.ddacts.com

- Does DDACTS really work?
- How do I get started?
- What resources are available?

NHTSA brochure

Data-Driven Approaches to Crime and Traffic Safety (DDACTS), DOT HS 811 186 (March 2010)

DDACTS Operational Guidelines

DOT HS 811 185 (August 2009)

USDOJ National Institute of Justice

How Mapping Helps Reduce Crime and Improve Public Safety
www.ojp.usdoj.gov/nij/maps/reduce-crime.htm

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(L-R) State Patrol Superintendent David Collins, Major Dan Lonsdorf, Director of the Bureau of Transportation Safety, Don Hagen, State Patrol Colonel Ben Mendez, Laura Andréasson, Tom Knoop, Dennis Hughes

Members of the State Patrol Bureau of Transportation Safety receive Commendable Service Awards

Enactment of primary safety belt enforcement last year helped Wisconsin achieve an all-time high in safety belt use in 2010, with 79% of drivers and passengers buckling

up (see page 1). The tireless efforts of Dennis Hughes (see page 7), Don Hagen, Laura Andréasson and Tom Knoop greatly assisted this legislative action. They provided research and data, reviewed bill drafts, and testified before committees. For their sustained efforts over many years, each received a Commendable Service Award at a ceremony in September at the State Capitol.