

# Best Practice Guided Questions

The questions are presented as a starting point for discussion, to brainstorm areas that are working well in your state and areas that need improvement for processing CDL cases. Topics covered align with the NCSC Conviction Reporting Best Practices Maturity Model. The NHTSA Traffic Records Self-Assessment: Citation and Adjudication Data questions is another helpful framework for guiding discussion.

## Tickets and Citations

- 1. Is there a uniform traffic citation format?**
  - a. What authorities approve the citation and how are changes decided and implemented?
  - b. Do all jurisdictions use the uniform ticket?
- 2. Are electronic tickets used?**
  - a. Which agencies/counties use them?
  - b. Are they mandated or optional?
  - c. What ticketing platform(s) or software is used?

## Criminal Complaint

- 3. How are commercial drivers identified in criminal cases (e.g., DUI, human trafficking)?**
  - a. Does the criminal complaint require DLN to be included?
- 4. Is there a process in place to send the State Driver License Agency (SDLA) criminal convictions?**

## Court Case Management

- 5. How would the judge on the bench or court staff identify commercial driving cases in court?**
- 6. Is there an indicator in the case management system (CMS) to identify commercial drivers?**
  - a. How is the indicator populated?
  - b. Is this a required field?
- 7. Are individuals/defendants able to access traffic court online?**
  - a. Is CDL included in the remote access or is it just regular traffic cases?
  - c. Does remote access include negotiating a payment plan?
  - d. Are there means to remotely discuss the case with a prosecutor?
- 8. What Diversion (e.g., Traffic School) options are available in the state?**
  - a. Are there statutory restrictions on commercial drivers entering diversion programs?

## Data Collection, Exchange, And Automation

### Courts

- 9. Is the court case management system a commercial system or developed in-house?**
- 10. How does information flow between the clerk and court for traffic cases?**
  - a. How are paper citations entered into the CMS?
  - b. How are electronic citations received into the CMS?
  - c. How are dispositions entered into the CMS? (from a paper snap out or direct into the application in the courtroom)
- 11. What are the challenges with the current CMS and what functionality is missing?**

## *State Driver License Agency*

12. **How are court dispositions reported to the SDLA (Manual/paper, electronically, or both)?**
  - a. Does this process vary by court location/type?
13. **How frequently are traffic dispositions, including commercial cases, reported to the SDLA?**
  - a. Does this process vary by court location/type?
14. **What feedback process is in place for courts and the SDLA to correct issues such as missing statutes or data errors?**
15. **How difficult or easy is it to implement changes to a data exchange? What barriers exist?**
16. **Are there any current initiatives underway to improve reporting?**

## **Local Code or statute translation to ACD**

17. **Are convictions of local codes (not state statutes) relayed to the SDLA?**
18. **Which stakeholder (if any) translate the local code to the relevant ACD code?**

## **Data Access**

19. **Does the Court allow the SDLA to access the CMS as an agency to view traffic court information?**
  - a. Are there restrictions (legal/rule/technology) that prevent access to view the data?
20. **Is there the ability for the Court to see DL information to facilitate traffic/CDL case disposition?**
  - a. Are there restrictions (legal/rule/technology) that prevent access to view the data?

## **Governance**

21. **Describe your process or committee that governs cross-agency policy on motor vehicle cases.**
  - a. Any specific focus (subcommittee) on CDL drivers?
  - b. Who is included, how frequently do you meet?
  - c. Any formal interagency agreements or documentation?
22. **How are issues on commercial driving regulations communicated and addressed?**

## **Training**

23. **Are there current training requirements for stakeholders on CDL-specific regulations?**
24. **Are judges, court staff, and defense attorneys aware of the federal rules regulating CDL holders?**
25. **What questions do you get from prosecutors (or other stakeholders) regarding CDL cases?**

## **Performance Measures**

26. **Do courts/court administrators monitor CDL cases (e.g., for timeliness or entering diversion)?**
  - a. Can specialized reports on traffic/CDL cases be readily created?
  - b. Can you answer which courts are/are not meeting the 10- day reporting requirement?
27. **What metrics and statistics capabilities are in the CMS and are they being used?**
28. **What metrics and statistics capabilities are missing that you would like available?**

## **Questions to Reflect**

1. **What successes or accomplishments are you proud of and what is working well in your state?**
2. **What hurdles and challenges do you currently face?**
3. **Name the top three things you would like to see improved regarding traffic/CDL case disposition and reporting.**