

Transcript: CDL Performance Measures

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In this video, we will introduce a set of CDL performance measures used to assist courts in reviewing and managing their commercial driving caseloads.

CourTools, a set of 10 trial court performance measures are already well established within the court community. Often these measures are incorporated into regular reports to gauge progress towards a goal. For example, a court wanting to clear a backlog of cases can monitor their progress with Clearance Rate, or CourTool Measure Two.

Measuring performance, and then using those results to manage the court process, provides accountability on a court's mission. Performance measures can also monitor compliance with local rules, state laws, and federal regulations. NCSC has developed a set of nine recommended court performance measures to assist courts with managing CDL cases. Additional metrics are also provided to support the work between courts and state driver license agencies.

The CDL Performance Measure Workbook is available for download on the Commercial Driving Resource Center website. It can be found in the Best Practices section, under Resources. The Excel workbook is divided into 4 sections or tabs: the Data Profile, Court Performance Measures, SDLA (or State Driver License Agency) measures, and AAMVA Reports from the American Association of Motor Vehicle Administrators.

The first tab in the Workbook outlines a data profile and lists all the data elements needed to calculate the performance measures. A recommended first step is to perform a data review and this spreadsheet can serve as a checklist or guide. If key data elements are not available or known to be unreliable, a court or jurisdiction may need to focus on data collection and quality, before moving on to calculating performance measures.

The second tab outlines the nine CDL Court Performance Measures. The measures are divided into three sections: Timeliness and Case Management, Potential Masking, and Data Integrity. Some of the measures come directly from CourTools, and are applied to CDL cases, like Time to Disposition. Other measures are unique to CDL cases in that they measure compliance with federal regulations for commercial drivers. For each measure, there is a definition, an explanation of why the measure is important, the required data elements, and some context for interpreting the results.

These measures do not need to be implemented all at once. Selecting a measure that focuses on an area of concern, or for courts already using CourTools, applying a familiar measure like Time to Disposition or Clearance Rate may also be a good place to start.

The third tab lists performance measures related to the transfer of data between courts and the state's driver license agency. Measuring performance on this exchange will take data from both stakeholders, making these measures a more involved process. However, investing the time upfront can be very helpful down the road. It allows for the detection of coding or data exchange issues. Even small issues that are uncovered and fixed can have a large impact on timeliness and accuracy of reporting.

The last tab lists some performance measures calculated by AAMVA. These measures reflect the driver license agency's performance on reporting out-of-state convictions within the 10-day regulation. These reports are updated monthly. When courts have conversations with the state driver license agency to look at possible process improvement, the information in these reports may provide an initial benchmark of timeliness and be a helpful point of reference for discussions.

There is a lot to think about when implementing performance measures. The High Performance Court Framework Quality Cycle is a resource available from NCSC and provides a road map to help courts get started. This framework outlines the steps to take to analyze existing practices and set goals of improving the underlying issues through performance measurement.

The courts are a key player in the framework of stakeholders working together to keep highways safe.

This series of videos presents guidance on multiple strategies to assist courts in improving the processing of commercial driving cases. A transcript of this video is available, and a supplemental resource guide provides more detailed references that point to specific federal regulations along with information from other stakeholder partners.

Thank you!