



PROCESS IMPROVEMENTS TO ENHANCE CONVICTION REPORTING

NDDOT

Drivers License Division

May 2021

NORTH
Dakota Be Legendary.™

CDLIS CONVICTIONS TIMELINESS

The Problem

Reporting CDLIS convictions within the 10-day requirement
Out of state license classes were not reported

Two Issues

License Class was not a mandatory field
Court system was not able to handle out of state license classes

The Fix

Contacted vendor to make class a mandatory field
Created a new database to house data that court system did not
Created a special routing in our FileNet queue

TIMELINESS REPORTS

CDLIS Timeliness of Convictions Sent Successfully									
April 2015									
SOC ¹	Overall 2010 (Baseline)			Overall April 2015			% Change from Baseline ⁴	April 2015	
	# Sent Successfully ²	# Sent within 10 days	% Sent within 10 days ³	# Sent Successfully ²	# Sent within 10 days	% Sent within 10 days ³		Average # of Days to Send ⁵	Median # of Days to Send ⁶
ND	240	240	100.00%	181	122	67.40%	-33%	17	5

CDLIS Timeliness of Convictions Sent Successfully									
October 2015									
SOC ¹	Overall 2010 (Baseline)			Overall October 2015			% Change from Baseline ⁴	October 2015	
	# Sent Successfully ²	# Sent within 10 days	% Sent within 10 days ³	# Sent Successfully ²	# Sent within 10 days	% Sent within 10 days ³		Average # of Days to Send ⁵	Median # of Days to Send ⁶
ND	240	240	100.00%	546	516	94.51%		5	1

LESSONS LEARNED

Conviction reporting is a process that involves multiple stakeholders

- Reporting CDL convictions timely and accurately requires the cooperation of all stakeholders, mutual agreements on priorities and allocation of the resources necessary to succeed.
- Once good governance is established, priority agreed upon and resource assigned, the developers can implement solutions to improve timeliness and accuracy of CDL conviction reporting.

Thank you

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