College of Lake County
Driver Safety Program

1996 Follow-Up Evaluation

Nineteenth Judicial Circuit
Lake County, Illinois

December 15, 1996

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M. Edwin Kennedy, Ph.D.

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This evaluation was supported by a grant from College of Lake County. Points of view or opinions expressed in this report are those of the author and do not necessarily represent the official position of either College of Lake County or the Nineteenth Judicial Circuit.

Acknowledgments

College of Lake County's President, ***Dr. Gretchen Naff***, its Associate Dean of Community Education and Economic Development, ***Mary Charuhas,*** and its Director of Community Development, ***Pete Marthouse,*** initiated this 1996 follow-up study of the College's Driver Safety Program, and provided administrative support and assistance throughout the sometimes challenging and lengthy process.

The Nineteenth Judicial Circuit implemented driver safety training in Lake County in July 1991, and the Circuit has been a strong advocate for the concept ever since. Indeed, as this report reflects, the program has been a sound investment for the entire Lake County community and has helped set the standard for other jurisdictions interested in reducing the incidence of violations and accidents. Chief Judge ***Raymond McKoski,*** Court Administrator ***Robert Zastany***, Assistant Court Administrator ***James Brix***, and former Assistant Court Administrator ***Matt Thelen*** all actively encouraged on-going independent program evaluation to help ensure effective driver safety training curricula, and created an environment within which service and quality assurance have been primary concerns.

The National Safety Council participated in development of the CLC program, and deserves a great deal of credit for its success. ***Paulette Moulos***, in particular, made many contributions to CLC's efforts over the years.

Finally, the evaluation would not have been possible without the cooperation and assistance of the Office of the Illinois Secretary of State. ***Eleanor Claus,*** a member of the Driver Services Department's Information & Support Services unit, devoted a great deal of time and effort to the task of providing driver history data essential to the study.

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Introduction

The Nineteenth Judicial Circuit's *Driver Safety Program* (DSP) is and has been operated by College of Lake County since its inception more than five years ago. This follow-up evaluation was conducted to provide the Circuit, the College, and the Illinois Conference of Chief Circuit Judges with information about the impact the program is having, if any, on the reduction of violation and accident recidivism.

Program Authority

Initiated on July 1, 1991, the Lake County program was the third Illinois program implemented under Illinois Supreme Court Rule 529(c), and the first Illinois program to be formally evaluated. The initial evaluation, covering a 15-month period, was published in January 1994.

The Illinois Supreme Court vested program oversight responsibility for driver safety programs in the Conference of Chief Circuit Judges, requiring that:

> the accused, upon payment of the fines, penalties and costs provided by law, agrees to attend and successfully complete a traffic safety program approved by the court under standards set by the Conference. The accused shall be responsible for payment of any traffic safety program fees. If the accused fails to file a certificate of successful completion on or before the termination date of the supervision order, the supervision shall be summarily revoked and conviction entered.

In response to Rule 529(c), the Conference of Chief Circuit Judges developed criteria for counties interested in implementing driver safety programs. The Conference's *Traffic Safety Program Standards* identified organizations eligible to operate driver safety programs, set minimum facility, curricula and staff requirements, and determined who could participate in the program. In addition, the standards required driver safety program administrators to "provide the court with quarterly written reports as to the effect of the program, if any, in reducing citation and accident recidivism".

Program Overview

Administrative Order #91-12, issued by the Chief Judge of the Nineteenth Judicial Circuit in 1991, limits Lake County driver safety program participation to drivers arrested for "a singular traffic offense" who have not been placed under court "supervision for any traffic violation committed within twelve months preceding the issuance date of the current citation". To assist them in avoiding further negligent driving convictions, participants are required to complete a four-hour instructional program based on the National Safety Council's *Defensive Driving Course* (DDC-4, 1992). A $20 fee covers program costs. Instruction is offered in English, Polish, Spanish, and American Sign.

Executive Summary

This follow-up evaluation of College of Lake County's *Driver Safety Program* had two primary objectives. The first was to determine if the program continues to have an impact on negligent driving violation recidivism. The initial evaluation, conducted in 1993 and published in 1994, found that the CLC program reduced negligent driving violations 26 percent over a 15 month period.

A second objective of the present evaluation was to determine if the CLC program is having an impact on traffic accident rates. The first evaluation did not examine accident rates because the 15-month time frame was considered too narrow to provide statistically meaningful results. It is nevertheless tempting to believe that *if* driver safety training is capable of reducing negligent driving violations, as the initial CLC study and many national studies have shown, it is also likely to have at least some impact on accident rates.

To meet the dual objectives of evaluating program effectiveness in reducing both violations and accidents, 3,000 drivers were randomly selected from the 1994 study. Half of the drivers (1,500) were selected from the 1994 non-program group (*e.g.*, those who did not participate in the CLC program when the first study was conducted), while the remaining 1,500 drivers were selected from the 1994 program group. All 3,000 driver's license numbers were then submitted to the Office of the Illinois Secretary of State to obtain updated violation and accident histories. Finally, the data were analyzed to determine if violation and/or accident rate differences existed between the two groups, and the statistical significance, if any, of those differences.

Analysis included an examination of the age and gender characteristics of the two groups since violation and accident rates tend to be higher for males than for females, and higher in the youngest and oldest age brackets than in other age brackets. No significant differences were found between the two groups on either dimension.

Once preliminary analyses were complete, additional analyses were conducted to determine the extent to which there were violation and accident differences between the two groups, and the statistical significance, if any, of those differences. Those analyses produced the following key findings:

- When negligent driving violations were examined for each group over the course of the three and one-half year period between January 1, 1993 and June 30, 1996, drivers who participated in CLC's *Driver Safety Program* had 13 percent fewer negligent driving arrests than non-program drivers. The difference was statistically significant at the .01 level.

- When traffic accidents on file with the Secretary of State were examined for each group, drivers who participated in CLC's *Driver Safety Program* had 9 percent fewer accidents than non-program drivers. The difference was statistically significant at the .01 level.

These findings are consistent with the results of the 1994 study, and suggest that CLC's *Driver Safety Program* provides a substantial benefit to the driving public and to the Lake County community as a whole. Drivers who participate in the program are arrested for significantly fewer negligent driving violations than non-program drivers, and they have significantly fewer accidents.

The Literature

A 1989 review of some 59 driver improvement studies (Struckman, et al.) identified 19 evaluations that were sufficiently sound methodologically to permit meaningful outcome assessment. The content of those 19 programs varied widely, and relied on a variety of interventions -- such as general post-licensing education and training, group therapy, warning letters, probation by mail, reexaminations, attitude training, and the National Safety Council's Defensive Driving Course (DDC) -- to reduce traffic violations and accidents. [1] For the most part, and regardless of program content, the Struckman team's conclusion was that driver improvement efforts can be and are effective.

There is a substantial and growing body of evidence supporting the proposition that driver improvement programs are beneficial and that they have a statistically significant impact on the reduction of traffic violation rates. Noting the importance of that evidence, Weidman, et al., (1982) observed that "traffic safety research has produced consensus on one central issue: traffic offenders present a much greater threat to their own and others' safety on the road than do drivers whose records are clean." But the Weidman study went further than other studies of the time, finding a direct correlation between traffic convictions *and* accident frequencies. The authors cited a number of studies that, for them, satisfactorily confirmed the link: Brezina (1969), Burg (1968), Campbell (1958), Flowers et al. (1980), Harano, Peck and McBride (1975), Harrington (1971), Peck, McBride and Coppin (1971), and Schuster and Guilford (1964). The Weidman study concluded that if the ultimate goal of driver improvement programs is to reduce accidents, then the immediate goal of such programs should be to reduce convictions among drivers whose records reveal a tendency to drive negligently.

[1] For recent innovations and the state-of-the-art in driver safety programs, *see* Mary K. Janke, "Mature Driver Improvement Program in California," Vol. 1438 *Transportation Research Record* 77 (1994); Cheryl Lynn, *A Survey of Driver Improvement Programs in the Fifty States: Final Report*. Charlottesville: Virginia Transportation Research Council, 1991; and Loren Staplin, "Cost-Effective Driver Improvement Treatment in Pennsylvania," Vol. 1401 *Transportation Research Record* 26 (1993).

A number of researchers, however, have been less certain than Weidman of the link between traffic convictions and accident frequencies. Lybrand, et al., (1975), for example, reviewed a number of prior evaluation studies and concluded, "there is no clear, consistent evidence adduced by public and verifiable methods, which allows any statement about the accident countermeasure efficacy of driver education--pro or con--to be accepted with confidence."

Research funded by the insurance industry has increasingly supported conclusions that at least some driver improvement training programs have been effective in reducing negligent driving violation, but has generally taken issue with assertions that reductions in violations translate into reductions in accidents. One reason cited for uncertainty about a possible link between the two phenomena has to do with statistical power.[2] Because auto accidents are statistically rare, some researchers have argued that extremely large samples are needed to permit researchers to conclude with certainty that driver improvement effects have been measured. Using very narrowly defined criteria, for example, McBride and Peck (1970) estimated that 16,000 drivers would be needed to attain a power of .5 ($1 - \beta$) to detect a 10 percent reduction in accidents at the .1 significance level. Indeed, sample size is a relevant concern, but as Hays (1988) demonstrates, the magnitude of program effects and the Type I decision criterion level are far more critical determinants. Relatively small samples can produce a power of near 1.0 if the effects are substantial. In fact, Struckman dismisses the importance of statistical power altogether in making valid inferences about the relationship between driver improvement efforts and accident rates.

Nevertheless, statistical power is not the only concern. House and Waller (1976) suggest that driver improvement programs are simply *more likely* to be effective in reducing convictions than they are in reducing accidents. They cite Kaestner (1968), who studied seven driver improvement programs that he considered adequately evaluated. All

[2] Statistical *power* is the probability of correctly rejecting the proposition that a particular program has no effect. In contrast, statistical *significance* is the probability of incorrectly rejecting the proposition that the program has no effect. The range for both is from 0.0 to 1.0. It is generally desirable to obtain a power of about 1.0 (.8 or higher), and a significance of about 0.0 (.05 or lower).

seven reported reductions in traffic violations for program participants, but only two programs were determined to be effective in reducing accidents.

A study by Marsh (1971) echoed the findings of House and Waller. Comparing five group meeting techniques and two individual hearing procedures, Marsh found that four of the treatment groups were significantly better than the control group with regard to subsequent traffic convictions. However, only one program had a subsequent collision rate that was significantly better than that of the control group. Drivers in the other six programs fared worse in terms of subsequent crashes than did control group drivers.

In contrast, a much more recent study in California by Finigan (1992) found clear evidence of reductions in both conviction and accident rates for drivers participating in National Traffic Safety Institute (NTSI) Level I and Level II programs. Finigan studied 35,150 Santa Clara County drivers and concluded:

> There is strong evidence that six months after the program, drivers who complete the NTSI Level I and Level II programs in Santa Clara County have better driving records, including fewer subsequent accidents than a no-treatment control group. There is also evidence that after controlling for prior accident records, the NTSI graduates have a better subsequent driving record than those who are convicted and pay their fines.

A great deal of research, therefore, demonstrates or lends support to the proposition that driver improvement training has a clear positive effect on the reduction of traffic violations. In contrast, much of the oldest literature in particular is sharply divided over the nature of the relationship between driver improvement training and accident rates. But increasingly, researchers are finding that driver improvement training programs, such College of Lake County's *Driver Safety Program*, can and do indeed impact driving behaviors sufficiently to reduce both violations and accidents.

Design & Methodology

The original CLC *Driver Safety Program* evaluation drew from the traffic violation records of 13,240 drivers arrested in Lake County, Illinois for "single minor moving violations" between July 1 and October 31, 1990 (non-program group) or between July 1 and October 31, 1991 (program group). About 40 percent of the drivers (5,121) were in the non-program group and did not participate in driver safety training prior to program evaluation. The other 60 percent (8,119) were in the program group and participated in driver safety training at least 15 months prior to program evaluation.

While the age, gender, and offense history characteristics of each group were determined to be statistically identical, one factor in particular raised potentially troubling questions with respect to group equivalence: the time frames within which the two groups were examined in the first study were different. The reason for time frame differences was that all drivers ticketed for single minor moving violations in 1991 when the study began were, by law, eligible to participate in driver safety training. It was therefore necessary to compare the driving records of program participants to an equivalent group of drivers ticketed for the same types of violations *before* driver safety training became an option (such as the previous year). The preferred approach would have been to randomly assign 1991 traffic violators to either the program or non-program group.

While there is no evidence that time frame differences skewed the results of the original study in any way, it is preferable to eliminate as many competing explanations for observed outcomes as possible. Time frame differences mean that each group of drivers in the original study were subjected to somewhat different road conditions and traffic enforcement patterns, a complication that was eliminated in the present effort.

With respect to this follow-up evaluation, 1,500 drivers were randomly selected from the original program group, and 1,500 drivers were randomly selected from the

original non-program group. With the assistance of the Office of the Illinois Secretary of State (ISOS), the driving records of all 3,000 drivers were then examined for a three and one-half year period between January 1, 1993 and June 30, 1996. Using the same time frame for all drivers, the examination included negligent driving violations *and* traffic accidents. The same violation or "type action" codes were used for this follow-up review as were used in the original study, in addition to three accident codes (Table 1).

Table 1
Violation and Accident Code Summary

Type Action Code	Explanation	Points Assigned
Violations		
93	*immediate conviction - bond forfeiture*	*no*
94	*immediate conviction*	*no*
95	*conviction - bond forfeiture*	*no*
96	*conviction*	*no*
97	*conviction - bond forfeiture*	*yes*
99	*conviction*	*yes*
Accidents		
14	*collision involving property damage*	
16	*collision involving fatal injury*	
19	*collision involving personal injury*	

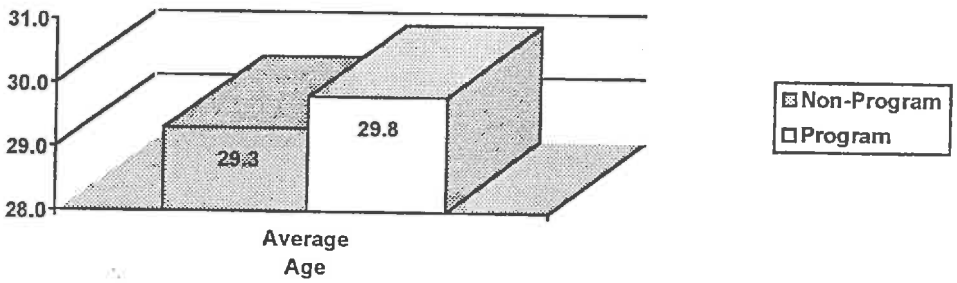
Of the 1,500 drivers in the non-program group, 669 had one or more new negligent driving violations during the three and one-half year study period. Of the 1,500 drivers in the program group, 620 had one or more new negligent driving violations during the same period. Group composition, and violation and accident histories are discussed in greater detail in the pages that follow.

Analysis included a number of different procedures to test for group equivalence and outcome differences, including Chi Square, F-tests, and "homoscedastic" or equal variance t-tests.

Findings

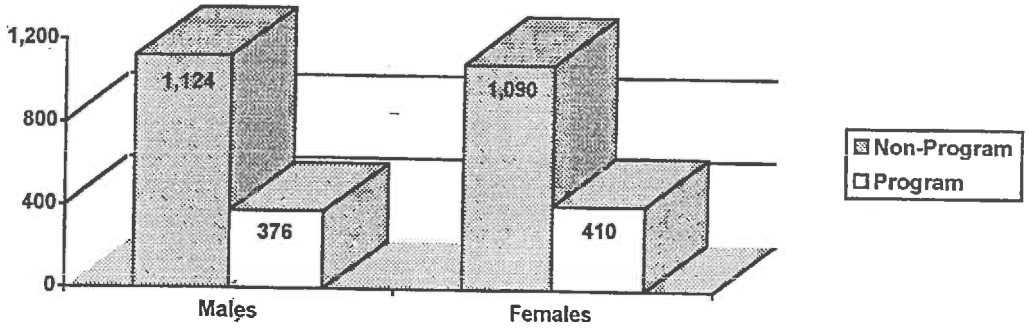
As in the first study, drivers selected for this follow-up evaluation were determined to be equivalent on two important dimensions: age and gender. The average age of non-program participants was 29.3 years, while program participants averaged 29.8 years of age (Figure 1). The difference between the two groups with respect to age was not statistically significant ($t = 1.15$, $p > .1$).

Figure 1: Average Driver Age, By Group



As Figure 2 shows, the majority of all drivers in each group were male, a characteristic that is consistent with the 1994 study as well. The difference between the two groups with respect to gender was not statistically significant ($\chi^2 = 1.99$, $p > .1$).

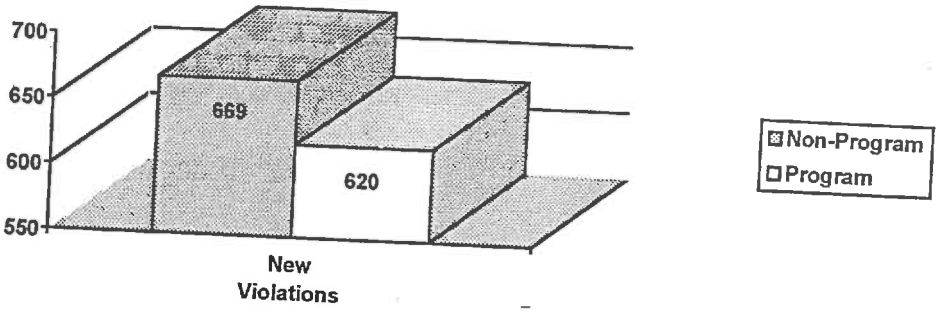
Figure 2: Driver Gender, By Group



Finding an absence of statistically significant age and gender differences between the groups was an important first step in the analysis phase of the study because violation and accident rates tend to be higher for males than they are for females, and higher in the youngest and oldest age brackets than in other age brackets. If significant age and gender differences had been found, it may have been difficult or impossible to make meaningful violation and accident rate comparisons between the two groups, and may have been necessary to redraw the samples. But, with equivalent groups, analysis proceeded to the areas of primary interest: differences between the groups, if any, in the number of drivers arrested for new violations; differences between the groups, if any, in the total number of new violations; and differences between the groups, if any, in the total number of accidents.

As previously noted, 669 drivers in the non-program group and 620 drivers in the program group were arrested for negligent driving violations during the three and one-half year study period.[3] The difference of 49 drivers is statistically significant ($t = 1.81$, $p < .05$), and supports a conclusion that the CLC program is effective in reducing the number of drivers who commit new violations.

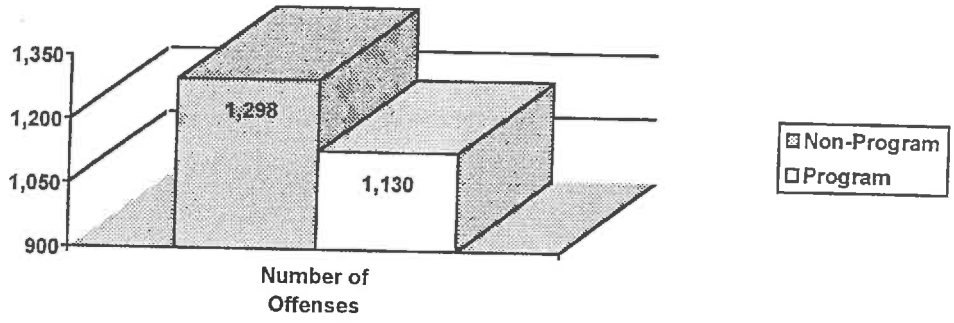
Figure 3: Drivers Arrested for New Violations, By Group
January 1, 1993 through June 30, 1996



[3] Driver history information was not available for five of the 3,000 drivers selected for study. Two of those drivers were in the non-program group, and three were in the program group. The license number for one of the two missing drivers in the non-program group was no longer on file. The remaining four were duplicate numbers and could not be matched with certainty.

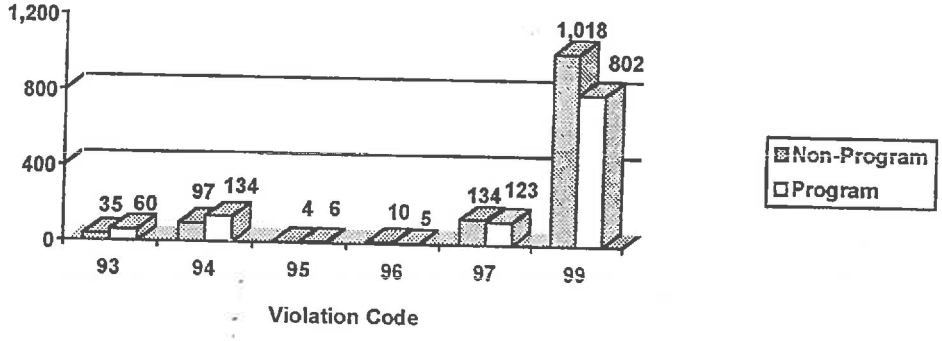
Non-program drivers were not only arrested in greater numbers than program drivers during the follow-up period (Figure 4), they were arrested for more violations per incident. On average, the 669 non-program violators were each arrested for 1.9 negligent driving violations, while the 620 program violators were each arrested for 1.8 negligent driving violations, a 5 percent reduction. The difference is statistically significant ($t = 7.89$, $p < .01$).

Figure 4: Number of New Violations, By Group
January 1, 1993 through June 30, 1996



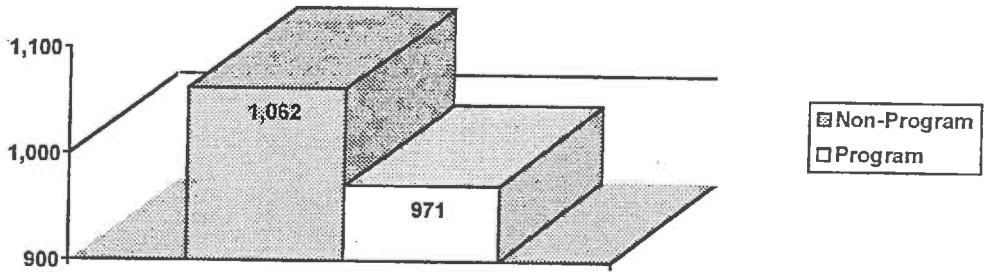
The types of violations for which drivers were arrested during the follow-up period are summarized in Figure 5. As noted in Table 1 in the previous section, codes 93 and 94 are immediate action convictions, while 97 and 99 include point assignments.

Figure 5: Types of New Violations, By Group
January 1, 1993 through June 30, 1996



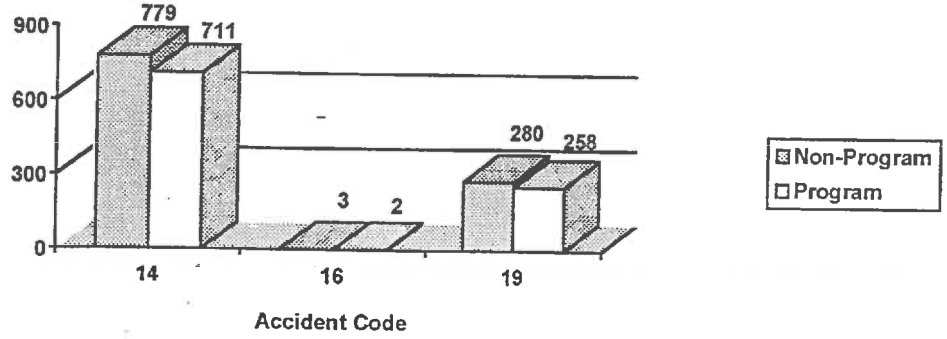
Because accidents tend to occur with less frequency than violations, and because dates are often not available, the time frame within which accidents were examined was extended to included all accidents on-line with the Office of the Secretary of State (four years). As Figure 6 illustrates, program drivers had significantly fewer accidents than non-program drivers ($t = 3.56$, $p < .01$).

Figure 6: Accidents, By Group
January 1, 1993 through June 30, 1996



Program drivers also had fewer accidents involving injury and death (Figure 7). Code "14" indicates damage to one or more vehicles or other property, code "16" indicates one or more fatalities, and code "19" indicates injuries. An accident involving both vehicular damage and injuries would be coded "19".

Figure 7: Types of Accident, By Group
All Accidents on File With Illinois Secretary of State



Because some driver improvement research has made an issue of statistical power ($1 - \beta$), the power of each key finding was specifically examined. That examination revealed that, given a significance level (alpha) of .05, the *power* of each of the tests used to determine probabilities associated with reductions in violations and accidents was greater than 0.9. In other words, the findings presented in this report not only lead to a conclusion that CLC's driver improvement program is effective in reducing violations *and* accidents, that conclusion is statistically likely to be on very solid ground.

Conclusions and Recommendations

This follow-up evaluation of College of Lake County's Driver Safety Program examined the traffic violation histories of 3,000 drivers over a three and one-half year period. Half of the drivers participated in CLC's program in 1991 while the other half did not (some drivers in the non-program group may have participated in the *DSP* by now because it is legally available to all violators who meet program enrollment requirements). As noted in the previous section, this study finds that the CLC driver improvement program is not only effective in reducing negligent driving violations, it is also effective in reducing accidents.

Although accident rates were not examined in the 1994 study, these findings are generally consistent with earlier results. The primary difference is in the magnitude of the findings. The 1994 study found a 26 percent reduction in negligent driving violations for those participating in the CLC program, while the present study finds a 13 percent reduction. Both are substantial reductions, and both are statistically significant.

Two factors may help explain why a 26 percent reduction in violations was observed in the first study when only a 13 percent reduction was observed in the present study. The passage of time may be part of the answer. A number of studies have shown that the benefits driver safety training programs provide tend to become somewhat less tangible over time. Drivers forget the lessons they learned, and revert to old habits and inclinations. Since it has now been five years since program drivers participated in safety training, it is possible that the data simply reflect a natural diminution of program effects on some of those early participants. Drivers are technically eligible to participate in the program once each year under certain circumstances, so some program drivers may now have participated in CLC's *Driver Safety Program* more than once, but the majority have not.

Another possible explanation for a somewhat less dramatic reduction in violation rates in the present study is that it is likely that at least some non-program drivers have also participated in the CLC program at this point.[4] Given the impact driver safety training has been shown to have in Lake County and throughout the nation, it would not be surprising to find somewhat less distinct differences between the two groups as more and more non-program group drivers participate in CLC's driver improvement program.

Since the scope of the study was limited to evaluating the impact of the CLC *Driver Safety Program* on violation and accident rates, only two recommendations are offered for consideration. Both were included in the 1994 study, and both were favorably received.

The first recommendation is that some consideration to be given to expanding the eligibility criteria for *Driver Safety Program* participation. CLC's program continues to demonstrate that it provides a substantial benefit to drivers and to the community as a whole, but participation is limited to minor traffic violators. It seems that, given the program's success with minor traffic violators, more serious offenders would benefit similarly.

The second recommendation is that this cohort of drivers continue to be examined from time to time to measure the program's long-term impact on violation and accident reduction. Very few driver improvement studies have followed program and non-program drivers for sustained periods of time. It would be a valuable contribution to College of Lake County, the Nineteenth Judicial Circuit, and to the body of knowledge that is slowly accumulating about these programs if it were possible to continue to monitor long-term program effects.

[4] The study did not attempt to determine how frequently each of the 3,000 drivers has participated in driver improvement training. Indeed, that information is not readily available, and perhaps not reliably obtainable.

Appendix

1996 Driver Safety Program Evaluation Data Summary

	Non-Program		Program		
	Number	Percent	Number	Percent	Total
Sample Size	1,500		1,500		3,000
Missing Cases	3	0.2%	2	0.1%	5
Males	1,124	74.9%	1,090	72.7%	2,214
Females	376	25.1%	410	27.3%	786
Average Age	29.3		29.8		
Drivers With New Violations During Follow-Up Period (1/1/93 - 6/30/96)	669	44.6%	620	41.3%	1,289
Mean Violation Rate (1/1/93 - 6/30/96)	0.865		0.753		
Mean Accident Rate (9/1/92 - 9/1/96)	0.708		0.647		

STATE OF ILLINOIS)

) SS

COUNTY OF LAKE)

IN THE CIRCUIT COURT OF THE NINETEENTH JUDICIAL CIRCUIT,
LAKE COUNTY, ILLINOIS

ADMINISTRATIVE ORDER NO. 91-12

In accordance with Illinois Supreme Court Rule 529(c) and standards set thereunder by the Conference of Chief Judges:

The Court finds:

1. That the Nineteenth Judicial Circuit and the College of Lake County have entered into a contract on January 15, 1991 whereby the College shall conduct a Traffic Safety Program (school) at various sites within Lake County only.

2. That the aforesaid contract and program were approved by the Conference of Chief Judges on January 18, 1991.

3. That the start-up of the program shall be as of July 1, 1991.

The Court hereby orders as follows:

1. That the College of Lake County is hereby authorized to conduct a traffic safety program pursuant to Supreme Court Rule 529(c), the aforesaid contract of January 15, 1991, the standards for said programs promulgated by the Conference of Chief Judges, and any subsequent amendments made thereto.

2. That on a singular traffic offense, initiated by the issuance of a Uniform Citation and Complaint written in Lake County only, effective July 1, 1991 and thereafter, and not requiring a court appearance (as set forth in Supreme Court Rule 551); a written application and plea of guilty may be mailed to the Clerk of the Circuit Court, entering a plea of guilty, requesting an order for supervision and making application to

attend the aforesaid safety program; and thereon an order of supervision under paragraph 1005-6-3.1 of Chapter 38 of the Illinois Revised Statutes may be entered, provided that in order to be eligible the motorist (defendant):

a. Has not received supervision for any traffic violation committed within twelve months preceding the issuance date of the current citation. "Committed" meaning the date the previous citation issued;

b. Prepays the required fines, costs, and program fee; and

c. Successfully completes the traffic safety school and files a certificate of successful completion on or before the time set by the Court.

3. That nothing herein shall prohibit the granting of supervision to individuals in person in court, upon such terms and conditions as the sentencing judge considers appropriate pursuant to statute, including, but without limitation, referral to a traffic safety program as a portion of said sentence.

4. That, to the extent that this order may conflict in whole or in part with any prior order, this order shall amend or supersede said order or part thereof.

[The foregoing text of Administrative Order No. 91-12 was retyped for inclusion in the 1996 Follow-Up Evaluation, and may contain typographical errors and / or omissions. A true copy of the Order may be obtained from the office of the Court Administrator, Nineteenth Judicial Circuit]

TRAFFIC SAFETY PROGRAM STANDARDS

Adopted by the Conference of Chief Circuit Judges

Pursuant to Supreme Court Rule 529(c)

Counties seeking to be designated by the Conference of Chief Circuit Judges pursuant to Rule 529(c) shall submit evidence of the availability to their county of a traffic safety program approved by the court and which complies with the following minimum standards:

1. No person shall be accepted into their program by a school if he or she has been through a 529(c) program for an offense committed within the prior twelve (12) months.
2. A traffic safety school for the court will be a freestanding institution not part of the State of Illinois or other unit of local government, with the exception of a school or community college district. It shall conduct a court-approved course of driving education at times and in places convenient to the citizens of the county.
3. Only school districts, not-for-profit agencies or organizations may submit proposals to operate a school within a county. There shall be no more than one (1) contract within a single county.
4. The agency, organization or school district contracting with the court to create a traffic safety school shall provide the following services and meet the following requirements:

   (a) Provide a course of at least four (4) hours in length with a curriculum having a demonstrated ability to create a positive attitude relative to safe driving.

   (b) Be an organization or an affiliate of an organization that can demonstrate an ability to operate driver-improvement programs servicing the traffic case volume within the county or counties involved.

   (c) Have a program staff of high quality in terms of knowledge and experience. Insure that instructors are well-organized, enthusiastic and dedicated in giving quality presentations. Each course must be conducted in its entirety using current materials with full and knowledgeable preparation of the instructor. Use only instructors properly trained in presentation of the materials.

   (d) Provide classes of reasonable size and duration to be effective.

(e) Provide classes that are held at reasonable times and convenient locations.

(f) Establish proposed fees approved by the court that are reasonable to accomplish the proposed goals.

(g) Have a course content that demonstrates that standards of quality consistent with the expectation of the court will be maintained.

(h) Demonstrate an ability to maintain the confidentiality of the records of persons attending the courses to the satisfaction of the court. Provide adequate security for all financial, statistical, personal, technical and other data or information which are available by this agreement including traffic violators' school client records. Such data will be protected by local facilities when unattended. Protection of data shall include the prevention from use and disclosure by contractor or subcontractor personnel other than as authorized by the court.

(i) Demonstrate an ability to provide a central registration system, including prompt reporting to and communication with the court.

(j) Demonstrate an ability to provide the court with quarterly written reports as to actual expenditures in the operation of the program, the number of court referrals, and, of that number, the success/fail rate. Demonstrate an ability to provide the court with quarterly written reports as to the effect of the program, if any, in reducing citation and accident recidivism.

(k) Possess an ability to provide courses for non-English speaking participants.

(l) Maintain an office for the administration of the program which will be able to provide written and telephonic assistance to graduate and prospective students.

(m) Maintain course completion records for all graduates for a period of four (4) years.

(n) Provide a circuit court approved certificate upon completion to each traffic safety school graduate and provide duplicate certificates at a nominal fee to those graduates requesting additional copies of the traffic safety school graduation certificate.

(o) Follow-up with individual students regarding discrepancies on their records which prevent transmittal and/or recording on court records of completion of traffic safety school.

(p) Work with other agencies to resolve procedural errors, problems noted in classrooms and record keeping discrepancies.

(q) Provide the court and other agencies with promotional material and assistance with program expansion.

(r) Provide instructors with information and materials relative to current statistics, techniques and materials for presentation of traffic safety school courses.

(s) Take appropriate action on any complaints received relative to specific classes and initiate corrective institutional measures on problems that exist.

(t) Allow all classes to be open to monitoring by representatives of the circuit court.

(u) Provide periodic monitoring by traffic safety school supervisory personnel of all classes and instructors giving traffic safety school courses.

(v) Insure that instructors are well-organized, enthusiastic and dedicated in giving quality presentations. Each course must be conducted in its entirety using current materials with full and knowledgeable preparation of the instructor.

(w) Use only instructors properly trained in presentation of the materials.

(x) Make workbook materials permanently available to students within the fee structure.

(y) Use only facilities that are accessible to the handicapped.

(z) Provide and pay for an annual audit of all receipts, expenditures and certificates by a Certified Public Accountant acceptable to the court.

(aa) During the performance of the contract, a contracting agency shall not deny the contract's benefits to any person on the basis of religion, color, ethnic group identification, sex, age, physical or mental disability, nor shall they discriminate unlawfully against any employee or applicant for employment because of race, religion, color, national origin, ancestry, physical handicap, metal disability, medical condition, marital status, age or sex. The contractor shall insure that the evaluation and treatment of employees and applicants for employment are free of such discrimination.

(bb) Provide an electronic interface with other information systems when ordered to do so by the court.

(cc) Demonstrate an ability to provide programs addressing the needs of specific types of offenders, *i.e.*, mature drivers, youthful drivers, handicapped drivers and taxi or professional drivers.

[The foregoing text of the Conference of Chief Circuit Judges' Traffic Safety Program Standards was retyped for inclusion in the 1996 Follow-Up Evaluation, and may contain typographical errors and / or omissions. A true copy of the Standards may be obtained from the office of the Court Administrator, Nineteenth Judicial Circuit]