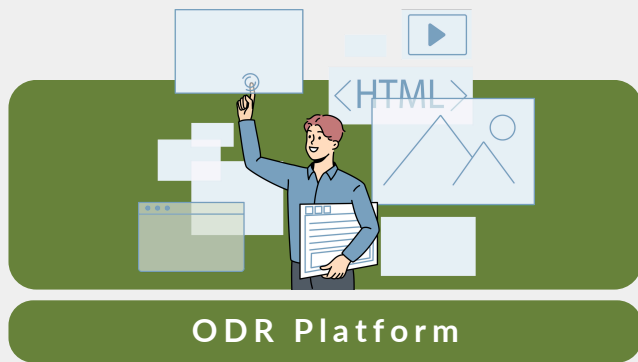


ONLINE DISPUTE RESOLUTION

CDL Traffic Citations Process Map

Denton, Texas



Citation issued to driver by law enforcement

Driver's license is scanned to identify CDL holders.

Court date automatically scheduled and included on citation.

Law enforcement collects driver's contact information, including cellphone number.

Sign into ODR Platform and review rights. Limited to 3 options to comply with CDL masking regulations:

Make a payment for violation

Request a payment plan

Plead not guilty

In order to plead not guilty the driver must appear at a pretrial hearing. They may:

Request a new pretrial date

Keep current pretrial hearing date

Attend the Virtual Pretrial Hearing

If during virtual proceedings the driver's signature is required the court can send the document for electronic signature. A text with a link to view and sign is sent to the driver.

If the driver misses the pretrial hearing...

ODR Invitation

5 days after the citation is issued an automatic reminder to take action is sent via text or email. A link to the ODR system is included in the message.

Pre-determined payment plans offered in system.

Optional first payment made.

Submit request for new date.

Texts are sent to the driver at multiple times before the hearing as reminders.

A text is sent about the missed appearance and how to contact the court.

Final text sent to warn the driver about their missed hearing before a warrant is issued.

Clerk updates successful payments (full or partial) in CMS.

Clerk schedules a new date and mails notice of the new pretrial hearing.

Once completed, the electronically signed document is returned directly to the clerk in court.

Text messages are recorded by the clerk in the CMS.

State Drivers License Agency

Conviction is reported to SDLA