ONLINE DISPUTE RESOLUTION

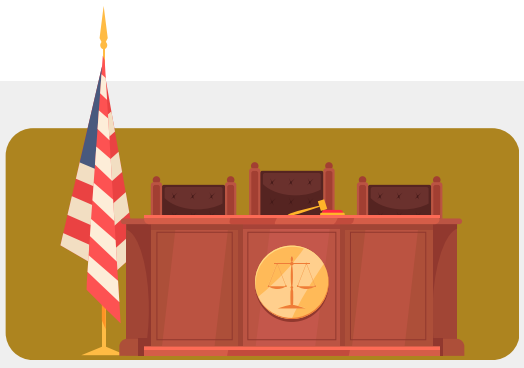
CDL Traffic Citations Process Map

Coweta, Georgia

Commercial Driver

ODR Platform

Clerk



Court

Law enforcement issues traffic citation to driver.

The citation includes a date for the initial court appearance. This appearance is automatically scheduled for a date 2 - 3 months after the citation is issued.

Ahead of the first court appearance, the driver may resolve their citation:

Plead guilty and pay through court website.

Request a continuance and receive a new date via the court website.

Take no action.

New hearing date is updated in the CMS.

3 weeks before the initial court appearance, if the driver has not resolved the citation, an email and letter are sent offering the ODR platform as an option.

Attend initial court appearance in-person.

If driver elects to participate in ODR, they submit a request for the prosecutor to review their case in the portal.

Prosecutor reviews the request. Resolution offers are limited to comply with CDL masking regulations:

The court is charged $10 per citation per the ODR vendor agreement.

Offer a reduced fine. Plea to charges on citation.

Deny to negotiate.

If the prosecutor determines there is insufficient evidence to support the charges the case is dismissed.

Original appearance date remains on court calendar.

Driver must respond within 5 days of prosecutor's offer.

Decline

No Response

Accept

Offer is rescinded.

ODR platform updates the CMS with the reduced fine and the accepted plea.

ODR conversation is exported from the ODR system as a PDF and uploaded into the CMS.

State Drivers License Agency

Conviction is reported to SDLA

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