

## OPTIONS FOR RESOLVING YOUR CASE WITHOUT COMING TO COURT

For more information on the options listed below, we can be reached by phone, email, fax and mail.

### CONTACT INFORMATION

- ★ **CALL CENTER:** Telephone the Court at (559) 457-1700. **We have agents ready to help you, Monday through Friday, 8 AM to 4 PM, except holidays and weekends.**
- ★ **FAX:** Fax requests to the Court at (559) 457-1710.
- ★ **EMAIL:** Send an email to the Court @ [InfoDeskCrim@fresno.courts.ca.gov](mailto:InfoDeskCrim@fresno.courts.ca.gov).
- ★ **MAIL:** Fresno Superior Court, ATTN: Traffic Division, 1100 Van Ness Avenue, Fresno, CA 93724.
- ★ **WEBSITE:** You may also find additional information regarding your case on our website @ <http://www.fresno.courts.ca.gov/traffic/>.
- ★ **DROP BOX:** Our drop box is available Monday - Friday 8 AM to 4 PM and is inside the courthouse for you to make payments, file documents and letter.

### OPTIONS AVAILABLE TO YOU DURING COVID 19

- ★ **Pay Your Citation:** You can pay the entire bail amount any time on or before the due date. Payments can be made online, through the mail or by using the drop box. You can use the QR code located on the second page to pay online.
- ★ **Sign Up for a Payment Plan:** You can request a payment plan by sending a letter, fax, email. Your initial payment will be 10% of your total balance and then you will pay at least \$50.00 a month unless otherwise ordered by the court. Your initial payment will be 10% of your total balance and then you will pay at least \$50.00 a month, unless otherwise ordered by the court.
- ★ **Sign Up for Traffic School:** You can request traffic school through the mail or by using the drop box. You must pay the bail amount plus a \$67.00 administrative fee.
- ★ **Sign Up for a Traffic School Payment Plan:** You can request a traffic school payment plan through mail, email, fax, or by using the drop box. Your initial payment will be 10% of your total balance and then you will have 90 days to pay your remaining balance unless otherwise ordered by the court.
- ★ **Correctible Violations and Proof of Correction:**
  - ★ **Signed Off Citation:** You can return the signed off citation through the mail or by using the drop box. There is a \$25.00 dismissal fee for each correctable violation. We recommend that you make a copy of the citation for your records.
  - ★ **Driver's License, Registration and/or Insurance:** You can return your citation and a copy of your license, registration and/or insurance documents through the mail or by using the drop box. There is a \$25.00 dismissal fee for each correctable violation.
- ★ **Request a Fine Reduction for Financial Hardship/Ability to Pay Determinations:** You have the right to request an ability to pay determination at any stage of the proceedings by filing a TR-320/CR-320 form with the court. These forms are available online. You may be asked to provide financial documentation in support of your request. You may also use our new online program at <https://mycitations.courts.ca.gov/> to request a fine reduction, monthly payments, an extension to pay or community service. You can access mycitations by using the QR code on the second page of this notice.
- ★ **Request an Extension:** You can request an extension to appear in court, pay your bail, complete traffic school or make your installment payments. Extension requests can be submitted through mail, fax, email, the drop box or by visiting our website at [http://www.fresno.courts.ca.gov/pay\\_traffic\\_fines/](http://www.fresno.courts.ca.gov/pay_traffic_fines/). If the Clerk's Office is unable to grant an extension your request will be reviewed by a judicial officer. You may also use our new online program at <https://mycitations.courts.ca.gov/>. You can access mycitations through the QR Code on the second page of this handout.
- ★ **Contest your Citation:** There are several ways that you are able to contest your citation without an in-person hearing.
  - ★ **Remote Zoom Trial:** You can request a court trial to appear remotely. You will need access to the Internet and the Zoom application. Visit <http://www.fresno.courts.ca.gov/traffic/> for **TRAFFIC ZOOM HEARINGS – FAQ'S** for more information.
  - ★ **Trial by Written Declaration:** Once the required bail amount is posted, both sides provide their written statements and evidence to the Court. A judicial officer will review all of the evidence and make a decision. If you are dissatisfied with the Court's decision, you can request a trial de novo. Please see our website for more details.
  - ★ **Written Request for a Court Trial:** You may submit a written request for a court trial, consisting of either a single appearance (arraignment and trial on the same day) or multiple appearances (arraignment and trial on separate days). You must include the bail amount. Your written request for a court trial may be submitted by mail, fax, email or the drop box.
- ★ **Application and Order to Vacate Civil Assessment:** If a civil assessment has been added to your balance you may file an "Application and Order to Vacate Civil Assessment" form (TR-25). Please see our website for more details.

★ CHECK YOUR NOTICE FOR ADDITIONAL INFORMATION ABOUT YOUR OPTIONS ★

**Online Payment Instructions: You can access our website through the following QR Code:**

**STEP 1** – Go to the website @ [www.fresno.courts.ca.gov](http://www.fresno.courts.ca.gov)

**STEP 2** – Click **Pay Traffic Fee Online**

**STEP 3** – Click on **Make a one-time or scheduled monthly payment on your citation or case using a credit card.**

**STEP 4** – Click on **Make Payments**

**STEP 5 – Search Type:** In the drop down select **Case Number**

**STEP 6 – Search by Criteria:** in the field enter the **Case Number**

**STEP 7** – Click on your case number to select it.

**STEP 8** – Enter payment amount **NOTE: Update amount to pay to monthly amount if making monthly payments. It will pre-fill in with the total amount due.** Read the Disclaimer below and click the checkbox that you agree, the click **Submit**. After clicking **Submit**, please wait while the transaction is processed. Once processed, you will be taken to a confirmation page. Please print for your records or enter your email address to have an electronic copy emailed to you. **NOTE:** Please also read the additional information from your confirmation. Your extension is not complete and your receipt will include your new due date.

**Online Extensions:**

**STEP 1** – Go to the website @ [www.fresno.courts.ca.gov](http://www.fresno.courts.ca.gov)

**STEP 2** – Click **Pay Traffic Fee Online**

**STEP 3** – Click on **Make a one-time or scheduled monthly payment on your citation or case using a credit card.**

**STEP 4** – Click on **Make Payments**

**STEP 5 – Search Type:** In the drop down select **Case Number**

**STEP 6 – Search by Criteria:** in the field enter the **Case Number**

**STEP 7** – Click on your case number to select it.

**STEP 8 – If available**, click on the **Request Extension** option. The amount fields will reflect \$0.00 to pay for the transaction. Read the Disclaimer below and click the checkbox that you agree, the click **Submit**. After clicking **Submit**, please wait while the transaction is processed. Once processed, you will be taken to a confirmation page. Please print for your records or enter your email address to have an electronic copy emailed to you. **NOTE:** Please also read the additional information from your confirmation. Your extension is not complete and your receipt will include your new due date.

**QR Code available for Courts Website or online payments: QR Code to access mycitations:**



**Parking Citations:**

**To pay a Fresno County Parking Citation mail your payment to:**

County of Fresno Parking Citation Service Center Phone number: 1-800-535-2421 or 488-6785	Parking & Security Department 2220 Tulare Street, Plaza Level Fresno, CA. 93721
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**To pay a Fresno City Parking Citation mail your payment to:**

City of Fresno Parking Services Phone number: 559-621-7275	City of Fresno Processing Center P. O. Box 1090 San Jose, CA. 95108
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**To pay a California State University Parking Citation Call for Information:**

University Police Department  
Phone number: 559-278-2950

**To pay a State Center Community College Parking Citation Call for Information:**

State Center Community College  
Parking Administration  
Phone number: 244-5948 or 442-8201