

# FAQ's

## **Do I have to appear in court?**

No. The only reasons you need to appear in court are to show proof of insurance (if you were insured the date the citation was written) or if you wish to contest the ticket. If you plead Not Guilty in court and are found Guilty, there will be a \$13.75 litigation tax added to the cost of your citation.

## **What do I have to do to get an extension?**

One extension may be given by the Court Clerk. Please contact Sandy Hawkins at 423.559.3309. If you have had one extension, you will need to come to court to request a second extension from the Judge.

## **I was told I can bring my Proof of Insurance to your office instead of coming to court. Is this correct?**

No. You need to bring to court on your scheduled court date Proof of Insurance showing you were insured the day you received the citation.

## **I think my citation says my court time is 7:00 PM. Is this correct?**

Yes. The City holds court every Thursday at 3:00 PM and every second Thursday of the month at 7:00 PM.

## **I have a parking ticket with no amount written on it. How much is it?**

Parking in a handicap zone or a fire lane cost \$142.00. Obstructing traffic is \$96.00. All other parking citations are \$16.00.

## **I missed my court date. Can I still get an extension?**

No. If you fail to pay the citation or show up for court on your court date, a default judgment is entered against you and extensions will not be granted.

## **I missed my court date and just want to pay the ticket. Are there extra fees?**

Please call our office if your court date has passed to find out the amount of the citation.

**I am mailing payment in for a citation. Are postmarks accepted?**

Your citation must be postmarked by the due date on your citation in order to avoid late fees.

**How can I pay for my citation?**

**Mail:** Do not mail cash! Accepted forms are: money orders, certified checks, and personal checks (from local banks only and must include a current address and phone number) made payable to City of Cleveland – please include the name on the citation and the ticket number (if available)

Mail to: PO Box 1519 Cleveland, TN 37364

**In person:** Cash, check, money order, or charge card –

located at 190 Church St NE Cleveland, TN 37311 Hours: 8:00-5:00 M-F

**Drop box:** Located in front of the Municipal Building at 190 Church St NE

**I believe someone used my identity when they received a citation...what can I do?**

We must set a court date for you and the issuing officer...the officer will need to testify in front of the Judge whether or not you are the person they issued the citation to.

**I received a letter from the Dept of Safety stating my license are suspended over a Cleveland City citation...what do I do now?**

After you pay the citation, you will be given a release form that you will need to send to the Dept of Safety. You will need to contact them about any further fees or actions you need to take.

**How do I get there?**

If you wish to appear in court, it is held in the Police Service Center at 100 Church St NE in downtown Cleveland. [Click here for a map](#)

If you wish to pay the citation, the City of Cleveland Municipal Building is located at 190 Church Street NE in downtown Cleveland. [Click here for a map](#)