

TRAFFIC COURT – COMMONLY ASKED QUESTIONS

Question	Answer
1. Is Traffic Court open now?	<ul style="list-style-type: none">• NO.• Traffic court is still operating, but we are closed for all IN-PERSON attendance at our court facilities except:<ul style="list-style-type: none">(a) If you need to make a partial payment on a fine; or(b) If your fine is of a type which cannot be paid online at www.finepayment.gov.ab.ca; or(c) If you are a Defendant or Witness scheduled for trial, trial continuation, decision or sentencing matter.• You are still required to respond to tickets on or before the scheduled appearance date and time specified on your ticket.• Effective November 15, 2021, Traffic Courts resumed the hearing of trial matters in person.• For all other matters, you are required to contact the designated court office by telephone or email for further information.• Check this website often for updates about how to contact us. Failure to follow the Court’s protocols may result in either a conviction in absence on your ticket or even a warrant for your arrest being issued.• See other sections of this document and the “COVID-19 – Traffic Court” section on the Court’s website at: COVID-19 Traffic Court

TRAFFIC COURT – COMMONLY ASKED QUESTIONS

<p>2. What are my options for dealing with my ticket(s)?</p>	<p>You are encouraged to visit: https://traffictickets.alberta.ca/ From this portal you may do the following:</p> <ul style="list-style-type: none">• Pay your ticket online.• Enter a guilty plea on voluntary payment tickets and request time to pay.• Request a resolution offer from the Crown.• Plead not guilty and request a trial date. <p>For Offence Notice tickets you may also enter a not guilty plea by completing the plead not guilty option (<u>Option 2</u>) on your ticket and mailing it to the court address noted on the ticket:</p> <ul style="list-style-type: none">• Your plea of not guilty must be received at the court office on or before 3:30 p.m. of your scheduled appearance date;• A trial date will be scheduled and the notice will be sent to you in the mail (to the address on the ticket). If you have a new address please provide it along with your not guilty plea.
<p>3. What are my options for dealing with my ticket(s)? (cont'd)</p>	<p>You may pay your ticket by:</p> <ul style="list-style-type: none">• Paying online (service fee temporarily waived) https://www.albertacourts.ca/pc/resources/pay-fines• Paying at a Registries office (with a service fee). Most registries will require a copy of your ticket or ticket number to process your payment.• Sending a cheque or money order to the Provincial Traffic Production Centre at 601-5 St. S.W., Calgary, AB T2P 5P7. Please indicate your ticket number on the back of the cheque or money order and make the cheque payable to the Government of Alberta. <p>You must take steps on or before the ticket due date to ensure you comply with your obligations under the law. Failure to do so could result in you being convicted in absence or a warrant issued for your arrest.</p>

TRAFFIC COURT – COMMONLY ASKED QUESTIONS

<p>4. Can I pay my ticket at the courthouse?</p>	<ul style="list-style-type: none">• Due to COVID-19, in-person ticket payments at courthouses has been suspended until further notice. You may pay your ticket by:• Paying online (service fee temporarily waived) https://www.albertacourts.ca/pc/resources/pay-fines• Paying at a Registry (with an additional service fee). Most registries will require a copy of your ticket or ticket number to process your payment.• Sending a cheque or money order to the Provincial Traffic Production Centre at 601-5 St. S.W., Calgary, AB T2P 5P7. Please indicate your ticket number on the back of the cheque or money order and make the cheque payable to the Government of Alberta.
<p>5. How much does it cost me to pay online?</p>	<ul style="list-style-type: none">• As of April 21, 2020, the Government of Alberta has temporarily waived the service fee for online fine payments.
<p>6. What do I do if I have issues or an error occurs when trying to make my payment online?</p>	<ul style="list-style-type: none">• Please contact the program at 1-844-643-2788 or by email at myalberta.eservices@gov.ab.ca for assistance.
<p>7. How much will it cost to pay at Registries?</p>	<ul style="list-style-type: none">• Up to \$9 plus GST per ticket.• Most registries will require a copy of the ticket or ticket number in order to process your payment.
<p>8. Are the Registries open?</p>	<ul style="list-style-type: none">• Most Registries have reopened but may be operating with reduced hours.• Call the registry office before visiting to ensure it is open: http://www.servicealberta.gov.ab.ca/find-a-registry-agent.cfm

TRAFFIC COURT – COMMONLY ASKED QUESTIONS

<p>9. Can I make a partial payment on my fine?</p>	<ul style="list-style-type: none">• You CANNOT make partial payments online.• Contact the court office by email or telephone for information about payment options.
<p>10. On my ticket it just says “Court” instead of a voluntary payment amount. What do I do?</p>	<ul style="list-style-type: none">• This is a mandatory court appearance ticket.• If you wish to plead guilty to the charge, you must contact the court office noted on your ticket to schedule a court date and time for appearance.• Appearances will be done remotely, until further notice.• OR, you may enter a not guilty plea by completing the plead not guilty option on your ticket and mailing it to the court address noted on the ticket.• Your plea of not guilty must be received at the court office on or before 3:30 p.m. of your scheduled appearance date;• A trial date will be scheduled and the notice will be sent to you in the mail (to the address on the ticket). If you have a new address please provide it along with your not guilty plea.• If you do not contact the court office on or before the date listed on your ticket, a warrant may be issued for your arrest.
<p>11. Can I speak to a prosecutor to ask for a reduction?</p>	<ul style="list-style-type: none">• The Alberta Crown Prosecution Service is no longer offering alternative resolutions or reductions on photo enforcement tickets (speeding or red-light camera).• There are no prosecutors physically present in the courthouse to speak to.• You may visit: https://traffictickets.alberta.ca/ and select the “Request Resolution” option.• If you have not received a response prior to your next scheduled court date, you must contact the court office.

TRAFFIC COURT – COMMONLY ASKED QUESTIONS

<p>12. What can I do about my ticket that is set for trial in the future?</p>	<ul style="list-style-type: none"> • If you have a <u>scheduled trial</u> or are a witness at a trial, you will be required to contact the base court office for the location your trial is scheduled by telephone or for further information. • Failure to do so may result in a conviction in your absence, or a warrant issued for your arrest.
<p>13. Has the ticket been quashed or withdrawn since Traffic Court is closed?</p> <p>Can you delete my ticket?</p>	<ul style="list-style-type: none"> • NO – Traffic Court is still operating (just with restrictions on in person appearances) and tickets are not being quashed, withdrawn or deleted due to the COVID-19 situation. Please refer to the website at: https://albertacourts.ca/pc/resources/covid/covid-19-traffic-court
<p>14. What can I do if I need more time to pay my fine?</p>	<ul style="list-style-type: none"> • You can complete a Request for Extension of Time to Pay form and email it to the court office where your ticket is located or you can call or email the court office where your ticket is located. Your request will be addressed by a Justice of the Peace/Provincial Court Judge on the date your fine is due. • Please provide a phone number and email address that you can be reached at with your request. • NOTE: TIME TO PAY EXTENSIONS ARE NOT AUTOMATIC.

TRAFFIC COURT – COMMONLY ASKED QUESTIONS

<p>15. How do I book a trial date?</p>	<ul style="list-style-type: none">• You may visit https://traffictickets.alberta.ca/, and select the “Not Guilty Plea” option.• You will receive a Notice of Trial in the mail, approximately 4-6 weeks AFTER your currently scheduled court date.• You may also enter a not guilty plea by completing the plead not guilty option on your ticket and mailing it to the court address noted on the ticket, or you can email the court office named on your ticket.• Your plea of not guilty must be received by the court office on or before 3:30 p.m. of your scheduled court date.• A trial date will be scheduled and the trial notice will be sent to you in the mail (to the address on the ticket).• If you have a new address please provide it along with your not guilty plea.• Please send only one request. The ticket will be processed on the scheduled court date.
<p>16. I didn't receive my photo enforcement ticket in the mail and I was convicted in absence. I cannot get registry services because of the outstanding fine. What can I do?</p>	<ul style="list-style-type: none">• You may complete the Application to Set Aside a Conviction form available on the Alberta courts website.• The Application must be sent to the Court within 30 days of when you first became aware of your conviction.• Scan and email the Application to the court office that has the ticket. Your application will be reviewed by a Judge or Justice of the Peace and they will make a decision.• You will be notified of the decision by email.

TRAFFIC COURT – COMMONLY ASKED QUESTIONS

<p>17. I heard the Court House was closed and I did not know I had to contact the Court to deal with my ticket. I have now been convicted in my absence. Now what?</p>	<ul style="list-style-type: none"> You may complete the Application to Set Aside a Conviction form available on the Alberta courts website. The Application must be sent to the Court within 30 days of when you first became aware of your conviction. You will be notified of the decision by email.
<p>18. I have an outstanding warrant on my ticket. What can I do?</p>	<ul style="list-style-type: none"> If the outstanding warrant is because you did not deal with your ticket on the specified court date, contact the court office for further direction. If the outstanding warrant is because you did not pay your fine by the due date, and you wish to request an extension of time to pay, complete the Request for Extension of Time to Pay form. Email a copy of the Request for Extension of Time to Pay form to the court office where your ticket is located and a Judge or Justice of the Peace will make a decision about your request. Please provide a telephone number and email address that you can be reached at regarding your request.
<p>19. My application to Set Aside a Conviction was successful; the late payment charge was cancelled and now I would like to pay the fine. I have tried to pay online at https://www.albertacourts.ca/p/c/resources/pay-fines</p> <p>It says that there is an error and there is no outstanding fine. What do I do?</p>	<ul style="list-style-type: none"> After a set aside is granted, the ticket will not be available to pay online until the fine information is updated. You may email the court location indicated on your ticket and advise that you wish to plead guilty to the ticket and request time to pay. The court will accept the guilty plea and give time to pay. Please note that it may take up to 72 hours before your ticket is available to pay online.
<p>20. I now have a late penalty on my ticket. Will the penalty continue to increase?</p>	<ul style="list-style-type: none"> No – the late penalty is a one-time late fee of \$20 or 20 per cent of your fine, whichever is greater.

TRAFFIC COURT – COMMONLY ASKED QUESTIONS

<p>21. How can I get Registry services? I cannot afford to pay my fine.</p>	<ul style="list-style-type: none">• Registry services are restricted until all overdue fines are paid in full.
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For further information and updates regarding Traffic Court sittings please visit our website at:

<https://albertacourts.ca/pc/resources/covid/covid-19-traffic-court>

