

A Roadmap to a Better Future

The Knox County and City of Knoxville
Driver's License Programs



KNOX COUNTY
TENNESSEE



PRESENTERS



**Mike
Hammond**

Knox County
Criminal Court
Clerk



**Hon. Tyler
Caviness**

Knoxville
Municipal Court
Judge



**Valerie
Coleman**

Knoxville
Court
Adminstrator



**Amanda
Branch**

Knox County
General Sessions
Clerk



**Barbara
Davis**

Knox County
Driver's License
Specialist





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Implementing Payment Plan Option

- 2018 - State implemented payment plan, provided necessary forms
- Minor changes – putting court seal, making it a fillable .pdf form, minor wording changes, added reference to T.C.A. sections
- Preparing forms, making sure that they have the correct information on it, being state compliant, explaining the process, making sure they have all the correct paperwork
- Making sure defendants know the terms of payment plan
- Can be done outside of court – deputy clerks/clerks authorized to sign payment plan documents

Payment Plans

- Clerks must offer payment plan. T.C.A. sections 55 -50-502(d)(1), (j)(1)(2).
- Can enter into payment plan that day. Clerks can give the Court Compliance Form to the Defendant and then send it electronically to TNDOS.
- Discretion about parameters of payment plan, but must be reasonable and based on ability to pay.
- Defendant may also request waiver of costs/fines by judge, any waiver subject to judge's discretion. *State v. Black* , 897 S.W.2d 680 (Tenn. 1995)

Administrative Concerns for Payment Plans

- Getting correct documents from State
- Discuss specifics with defendant
 - Reinstatement may require on payment plan with TNDOS for reinstatement fee, so make sure defendant understands both payments must be made
 - Also any other holds on DL
- If defendant pays off any tickets with down payment, clerk submits court compliance forms
- Defendant has to take payment plan order to DMV for license reinstatement within ten days or they must get another order signed
- Most defendants are able to get DL the same day at DMV

Payment Plan Defaults

- Defendant must remain current on payment plan; default requires notification to TNDOS
 - Clerks/Judges have discretion when to send default notification – statute defines TNDOS requirements when notified of default
- When TNDOS is notified of default, DL is re -suspended
- If re -suspended, defendant has options:
 - Catch up on payment plan (specific form for this)
 - If caught up, TNDOS will remove suspension
 - Or, begin payment plan with current balance
 - Defendant must apply for restricted DL and will keep restricted DL until balance paid.
- Clerks must have some method of keeping track of status of payment plans

Results

- Approximately 1,500 people on payment plan
- Majority of people who are compliant/complete payment either do not reoffend, or pay new tickets
- Even if someone defaults on payment plan, collecting any amount is more than long-standing unpaid debt
- Once payment plan system established, minimal additional paperwork/administrative burden



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How the Program Works

- Individuals connect with a program specialist in multiple ways: Online, Over the Phone, at Community Events, or in Person.
- Most common interaction is in person after court.
- Judges will direct individuals to speak to a driver's license specialist at the conclusion of their hearing. Specialists are stationed at the General Sessions counter to assist.



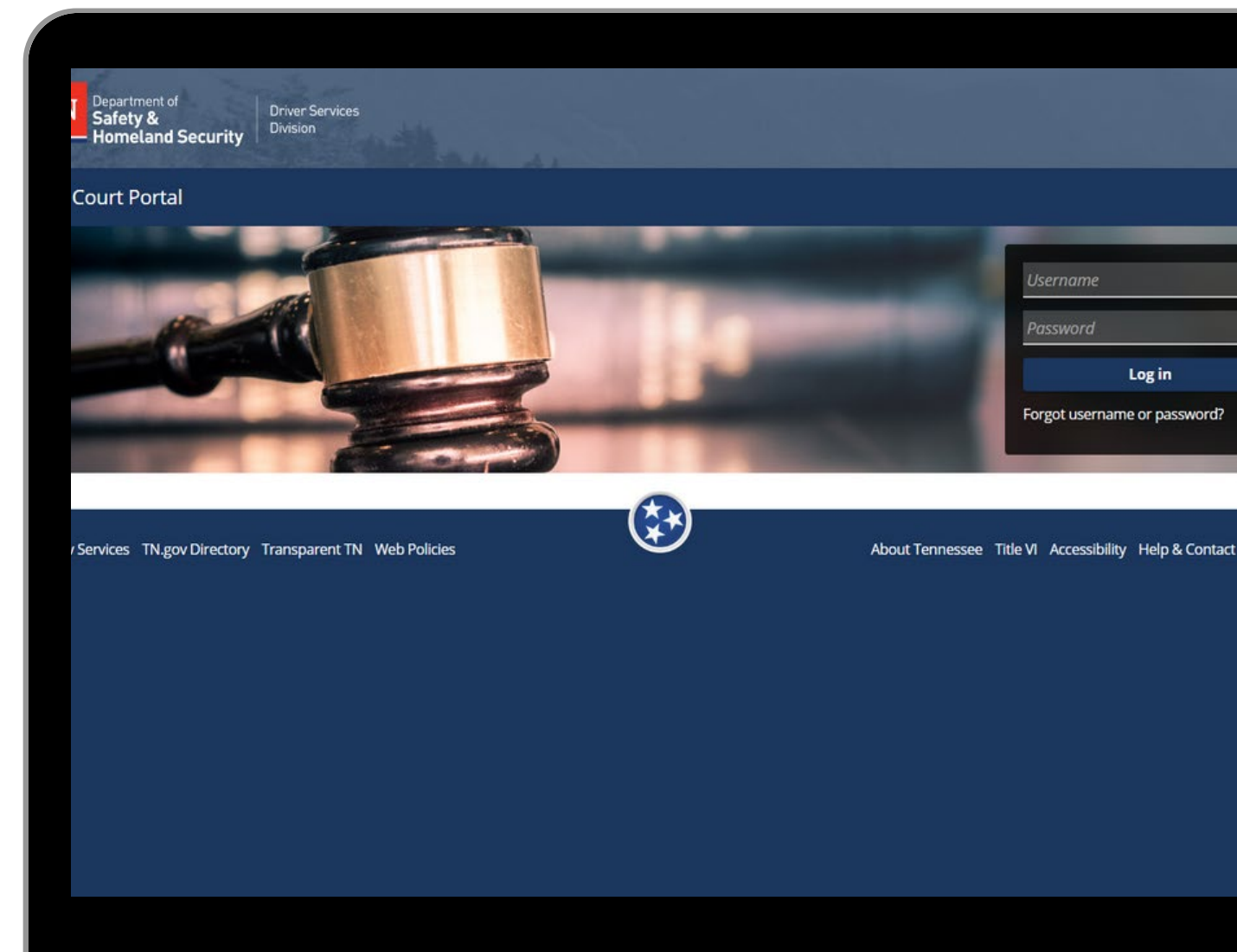
Driver's License Consultation

- The driver's license specialist will print out the individualized reinstatement letter from the Court Portal.
- Each requirement is reviewed and explained, in order, how to satisfy each requirement, helping the person navigate the reinstatement process.
- The person leaves the consultation with a clear and positive vision of reinstating their license.
- If needed, they can call back to the specialists for additional assistance and support.



Tools and Resources

- Established program email and website contact us form for a centralized communication hub.
- Court Portal enables specialists to quickly and accurately provide reinstatement requirements.
- TN.GOV website provides practice tests, study guides, and individuals can upload documents like proof of insurance.



A Bridge Between Agencies

- Connecting with local agencies and community partners has helped the program and individuals become successful.
 - Department of Safety and Homeland Security
 - Assist with providing reinstatement letters that are not available on the court portal.
 - DMV
 - If a person doesn't have the necessary court documentation, the local DMV will contact the program instead of turning the person away.
 - Community Organizations
 - Participate in offsite resource fairs, expanding the program's reach within the community.



Updated Processes

- The program provides a motion template that can be filed if needed so that their case can be put back on the docket for a cost review. This eliminates the barrier of hiring an attorney.
- Specialists are notaries and can notarize documents like affidavits (no court action), removing extra steps.
- Provide order/template to restore driving privileges for HMVO convictions.
- Streamlined providing Interlock Indigency Program information including provider list and affidavit.



Contact Us



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