



City of Albuquerque Automated Speed Enforcement Program

HOW TO SIGN UP FOR COMMUNITY SERVICE

How to sign up for community service

The City of Albuquerque's Automated Speed Enforcement (ASE) Program allows for four (4) hours of community service instead of payment. This document provides step-by-step directions on how to sign up for community service. **PLEASE DO NOT COME TO CITY HALL TO SIGN UP FOR COMMUNITY SERVICE.**

FAILURE TO SIGN UP FOR ELIGIBLE COMMUNITY SERVICE OPPORTUNITIES, ACCURATELY LOG COMMUNITY SERVICE HOURS SERVED, AND ENTER YOUR VIOLATION NUMBER MAY RESULT IN YOUR VIOLATION GOING TO COLLECTIONS.

Please sign up for and complete eligible community service opportunities.

After completing community service, please log your hours.

Steps

If you receive an ASE violation and would like to complete community service instead of payment, you must first log in to www.ZeroFatality.com. Please note you will need the license plate number AND password to log into www.ZeroFatality.com. These are provided on the violation that you receive in the mail. If you lost or cannot find the ASE violation, please contact NovoaGlobal by phone: (866) 247-8157, by e-mail: info@zerofatality.com, or in the live chat by selecting the live chat button at the login screen. Below please find a sample ASE violation and where to find the plate and password information on the violation.

SAMPLE ASE SYSTEM FINE NOTICE

Automated Enforcement Division
PO Box 593095
Orlando, FL 32839-3095

**AUTOMATED SPEED ENFORCEMENT SYSTEM
FINE NOTICE**

Registered vehicle owner name
Address
City, State, Zip Code

Amount Due: \$100
Due Date:
Violation #:

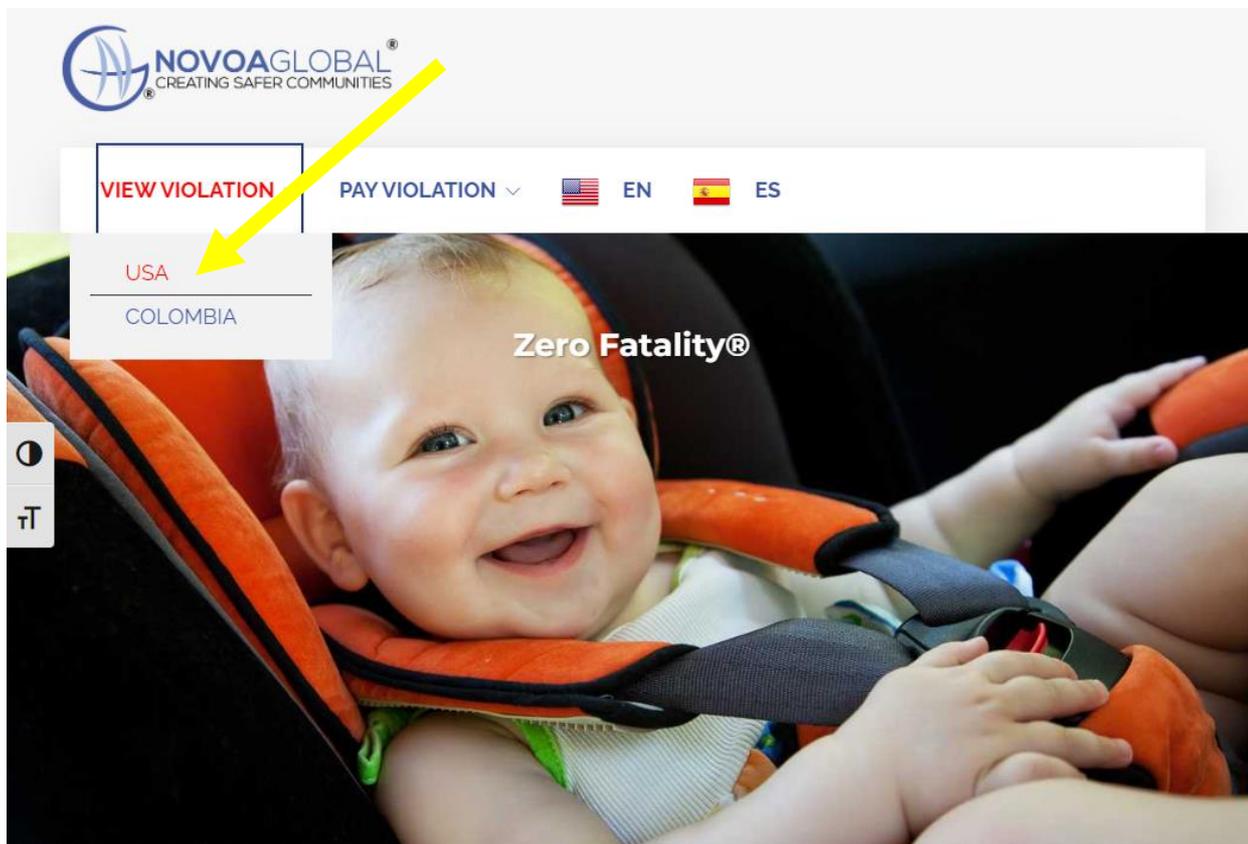
View and Pay at:
www.ZeroFatality.com
Plate:
Password:

Your vehicle was photographed speeding, in violation of § 7-15-3 and § 8-1-2-6, ROA (1994), NMSA 1978 § 66-7-301 and NMSA 1978 § 66-7-104 of the New Mexico State Motor Vehicle Code.

Location:
Date: Time:
Sign Speed: Vehicle Speed:
Plate Number: Vehicle Make:

Sample ASE violation. Arrows are pointing at plate and password, which are used to log into www.zerofatality.com

1. Go to www.ZeroFatality.com
2. Hover over "View Violation"
3. Select "USA"



4. Please enter License Plate number and Password (these are provided on the ASE violation. Please see the page 3 sample violation)
5. Review the Terms and Conditions. Then check the box next to "I agree to the Terms and Conditions as stated below" and select "REVIEW."

Citation Review



I-C® (Intelligence-Center)

➔ License Plate:

➔ Password/Pin:

I agree to the Terms and Conditions as stated below:

To log in, use your Plate Number and the Password/Pin provided on the citation that was mailed to you.

Press the REVIEW-Button in order to:

- View the details of your case.
- Review the photographic evidence pertaining to your case.
- Pay your fine using your Credit Card or ACH.

Or press the PAY-Button to go directly to the online payment function.

Terms and Conditions
While using our Service, we may ask you to provide us with certain personally identifiable information that can be used to contact, identify you

6. On the next screen, scroll to the bottom of the page and select "REQUEST COMMUNITY SERVICE."

NOVOA GLOBAL I-C Citation Review

Vehicle Identification	Offender Information
Plate Number: [REDACTED]	First Name: [REDACTED]
Plate State: NM - New Mexico	Last Name: [REDACTED]
Plate Type: PC	Address: [REDACTED]
Class: 4D	City: ALBUQUERQUE
Color: WHI	ZIP: 87120
Make: VOLK	State: NM - New Mexico
Model: [REDACTED]	Gender: [REDACTED]
Model Year: [REDACTED]	Date of Birth: [REDACTED]
Status: [REDACTED]	Driver License: [REDACTED]
VIN#: [REDACTED]	

Privacy Policy

Refund Policy

Automated Speed Enforcement System Fine Notice Information

OWNER'S NON-DRIVER AFFIDAVIT

REQUEST FOR PAYMENT PLAN

REQUEST FOR HEARING (IN-PERSON/VIDEO)

REQUEST FOR eHEARING (WRITTEN/PAPER ONLY)

REQUEST COMMUNITY SERVICE

7. Next, an email address will be required. Please be sure to enter an email address that you can easily access and reference because you will need to verify your email address. Enter your email address then select "SAVE/UPDATE/VERIFY."

E-Mail Address Required

You need to enter and verify your email address before you can use any of the online request-forms.

Email Address:

SAVE / UPDATE / VERIFY

After submitting, a verification email will be sent to your email address.

Do not forget to check your spam folder.
If possible add "info@zerofatality.com" to your safe recipients list.

8. After submitting, a verification email will be sent to your email address. Do not forget to check your spam folder. If possible, please add info@zerofatality.com to your safe recipient list. In the verification email, there will be a hyperlink, which after clicking, will verify your email.

From: "Zero Fatality" <info@zerofatality.com>

Sent: Friday, October 20, 2023 9:40:33 AM

Subject: Traffic Citation [REDACTED] - E-mail Verification - Do not Reply

This is an automated email, please do not reply to this message.

Please click the link below to verify the e-mail address to be associated with your traffic citation.
This ensures that you will be able to receive information related to your case.

<https://ddec1-0-en-ctp.trendmicro.com:443/wis/clicktime/v1/query?url=https%3a%2f%2fpayment.zerofatality.com%2fvps%2fcgi%2fvp%2fcitation%5femail%5fverify%3ftoken%3dl6NeT0QaOyVPDKgIVXnZ&umid=2e7902b4-13b0-4173-a7d5-0894c13bec4d&auth=307405480ca3e49a8b1deb4e49ca5cd244e7e096-e634c50caffc64f01ccde2096a73f65914b9feb0>

The e-mail address has either been updated by you at zerofatality.com or by the court.
If you don't click the link, you will not be able to request an eHearing or get information via E-Mail.

Please note that some email readers do not allow this kind of link to be clicked.
If you are unable to click on the link above, please open a new browser window/tab and then copy the link above and paste it into the address field of your browser.

This is an automated email, please do not reply to this message.

9. The verification email link will bring you to a webpage with a header named "Request Community Service." Please correctly complete the "Defendant's Certification" then click "SUBMIT." (Signed at (City) should state: "Albuquerque")

NOVOA GLOBAL I-C® Request Community Service

Citation Identification

Citation Number: [REDACTED]

Offense Code: Sp

Offense Description: Speeding

Offender Information

First Name: [REDACTED]

Last Name: [REDACTED]

Address: [REDACTED]

City: ALBUQUERQUE

ZIP: 87120

State: NM - New Mexico

E-mail: [REDACTED]

Phone: Please Fill

Defendant's Certification

I understand that, by clicking this button, I certify that I will register for and complete four (4) hours of community service in lieu of paying a fine or appealing the notice. I understand that if I fail to complete some or all of the community service within 90 days from the date of issuance of the system fine notice, I will be responsible for the remaining fine. If I do not pay the fine, it may be sent to collections.

I Confirm: [Dropdown Menu]

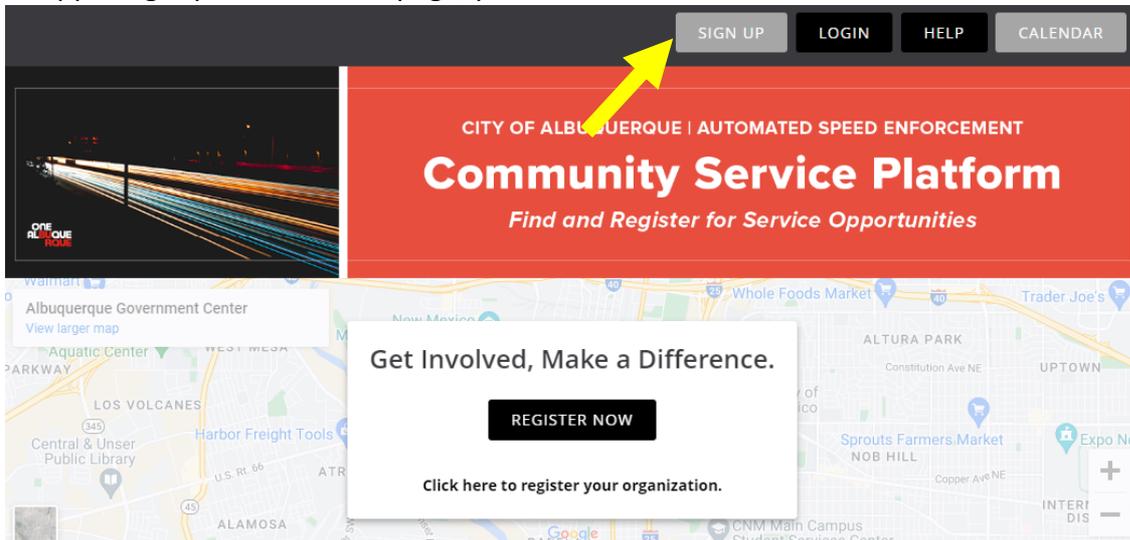
Signed At (City): Please Fill

Signature: Please Fill

SUBMIT **CANCEL**

10. Next, you will be re-routed to the City of Albuquerque's Community Service Platform. IMPORTANT: If you leave the community service page, you will not be able to get back to it unless you bookmark the page to save the web address: <https://www.cabq.gov/communityservice>

11. In the upper right part of the webpage, please click "SIGN UP."



12. Next, please create an account by completing all required fields. Then click "CREATE YOUR ACCOUNT."

Step 1 of 1: Create an Account

Already have an account? [Click here](#)
Want to sign up your agency? [Click here](#)

f SIGN UP WITH FACEBOOK

OR

Sign up with your email address

First Name (Required) Last Name (Required)

Email (Required) Phone

Ext

Mobile Address

City Select a State

United States

Date of Birth (Required)

Password (Required)

Confirm Password (Required)

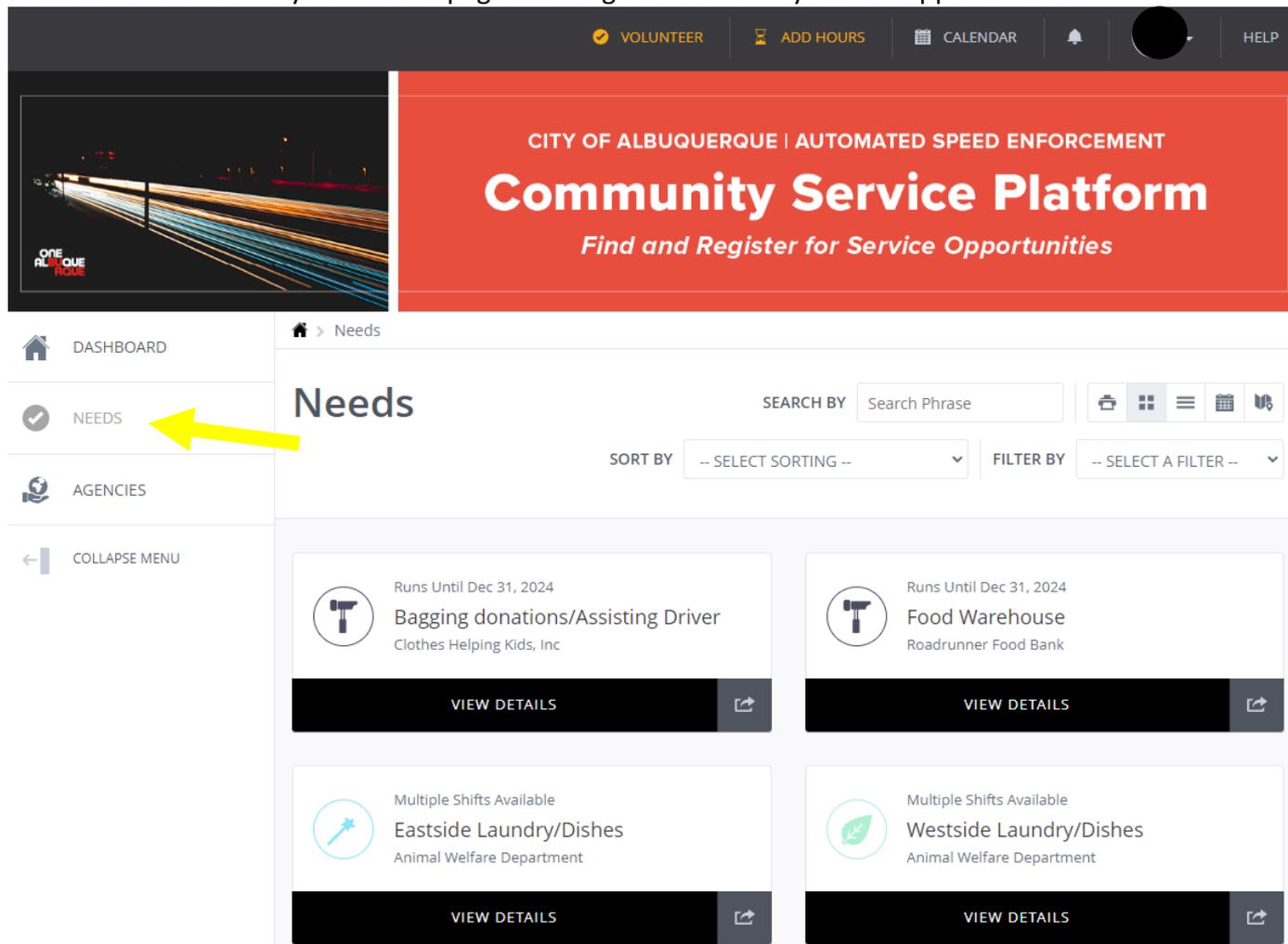
We use email to keep you informed of important confirmations, updates, changes, and reminders for your need responses. Make sure you get these messages by selecting yes to receive emails from this site. Update your communication preferences in your profile at any time!

Yes No

I have read and agree to [Privacy Policy](#).

CREATE YOUR ACCOUNT

13. With your account created, on the upper left part of the webpage within “DASHBOARD,” please click “NEEDS.” This will take you to a webpage with eligible community service opportunities.



14. Please review the eligible community service opportunities to find one you may be interested in. This page provides a description of each eligible community service opportunity and dates/times the community service is available.

Eligible community service opportunities:

- Roadrunner Food Bank
- Clothes Helping Kids
- City of Albuquerque Parks and Recreation
- City of Albuquerque Animal Welfare
- City of Albuquerque Aviation
- Crossroads for Women

You MUST complete community service with an eligible community service opportunity provided on this page. Failure to complete community service with an eligible community service opportunity **will not count** toward your community service hours.

15. After finding a community service opportunity that works for you, please click "RESPOND" IMPORTANT: Please click respond to ensure you will be able to successfully log your hours after completing them.

CITY OF ALBUQUERQUE | AUTOMATED SPEED ENFORCEMENT

Community Service Platform

Find and Register for Service Opportunities

Home > Needs > Eastside Laundry/Dishes

Eastside Laundry/Dishes

RESPOND

Description

Come to our Eastside location at 8920 Lomas Blvd NE and assist the staff with getting caught up on laundry and Dishes for the shelter animals. You could also do other things around the shelter to help out, like washing kennels, stocking food pantries, etc.- anything that the kennel staff needs assistance with during that time. Other examples of tasks may be creating enrichment items for the animals, assisting in passing them out, cleaning up the property grounds as well as the golf course area for any messes, cleaning and organizing sheds, etc.

TO SIGN UP YOU MUST RESPOND AND SELECT A DATE

Please bring your citation number with you. Go to the ADMISSIONS door and ask for kennel supervisor or senior handler. Let them know that you are there to complete community service for a speeding camera citation. They will show you where to go and which tasks need to be completed. Be sure to login again after you have completed your service and enter your hours. If you fail to do so, your ticket may be sent to collections. If you have problems logging your hours, email Raul Gonzales at rxgonzales@cabq.gov.

Interests

Agency

Animal Welfare Department

BECOME A FAN

Site Supervisor

AWD Volunteer
awdvolunteer@cabq.gov

Location

8920 Lomas Blvd NE
Albuquerque, NM 87112

Shifts

BEGINS	DURATION	OPEN SPOTS	RESPOND
Fri Jul 5, 2024 @ 9:00am to 1:00pm	4.00 hours	2 of 2	RESPOND

16. Please read the waivers then sign via an eSign confirmation.

City of Albuquerque Community Service Agreement/Release

I, _____, understand the consequences of agreeing to complete four hours of community service in lieu of paying my \$100 Automated Speed Enforcement (hereinafter "ASE") fine. By completing and submitting this form, I am indicating my willingness to enter into an agreement with the City of Albuquerque, and commit to completing the four (4) hours required by the City department or program for which I am completing community service. I understand that if I do not complete all four (4) hours of community service within ninety days of the issuance of the ASE fine notice, I am responsible for payment of any remaining fine.

By submitting this form, I agree that I will be responsible for any injuries or damage caused by me while performing community service for the City of Albuquerque. The City will, however, be responsible for any injuries or damage caused by me while performing community service for the City of Albuquerque where the sole cause of the injury is negligence of the City or its employees. I agree to consult with my physician and ensure I am physically able to perform the duties required of me and that any inoculations recommended are maintained in a current status.

I assume the risks of injury, harm, illness, or death that may be inherent in the community service I am performing for the City of Albuquerque as well as all risks that may arise from any exposures to any known or unknown hazards that I may encounter during that work. I further understand that the City of Albuquerque does not carry or maintain health insurance for individuals performing community service. I understand the City of Albuquerque does not assume any financial responsibility for medical or disability payments if I sustain injury, illness, harm or death.

I understand that the City will hold me responsible for any damage to property of the City or property belonging to third parties if the damage is caused by my intentional or negligent conduct. Likewise, I understand that the City will hold me responsible for all injuries sustained by persons when the injury is caused by my intentional or negligent conduct. I understand and agree that I shall be expected to pay for damages or injuries caused by my negligence.

I understand that I am required to follow all rules and regulations for the department where I am engaged in community service, and I am subject to all rules and regulations of the City, including, but not limited to, the City's Personnel Rules and Regulations, policies, and Administrative Instructions. I also agree to follow the directions and commands given to me by my supervisor and any City personnel.

I understand and agree to the terms set forth in this Agreement. I further agree the terms of this Agreement will survive the end of my community service with the City of Albuquerque.

Signature

Date

Print

COMPLETE SIGNING CANCEL

eSign Confirmation
Albuquerque Community Service has requested you sign the following document:
CASQ Injury/Liability
CONTINUE DECLINE

17. Next, you will receive a confirmation email with the date and time of the community service opportunity that you signed up for. Please be sure to make a note of it.

Please note if you select Roadrunner Food Bank, an e-mail will be sent immediately to you with step-by-step instructions on how to schedule community service. In the e-mail, there is a link to their volunteer portal that is designated for Community Service. All other community service opportunities have their dates and times up to date in the community service platform.

18. After completing your community service hours, please log back into the Community Service Platform to log your hours. FAILURE TO LOG YOUR COMPLETED COMMUNITY SERVICE HOURS MAY RESULT IN YOUR VIOLATION GOING TO COLLECTIONS. On the Dashboard, click "NEED RESPONSES."

VOLUNTEER **ADD HOURS** **CALENDAR** **HELP**

CITY OF ALBUQUERQUE | AUTOMATED SPEED ENFORCEMENT

Community Service Platform

Find and Register for Service Opportunities

DASHBOARD

NEEDS

AGENCIES

COLLAPSE MENU

Welcome back, [REDACTED] [CLOSE SNAPSHOT](#)

Here's your volunteer snapshot for July 3, 2024

12 VOLUNTEER HOURS

\$300.00 IMPACT VALUE

1 NEED RESPONSES

1 AGENCIES FANNED

HOURS BY INTEREST

PHYSICAL WORK	12
INDOORS	8
UNSKILLED	8
MORNING SERVICE	4
AFTERNOON SERVICE	4
WEEKEND SERVICE	4
WEEKDAY SERVICE	4

[View your full Volunteer Resume](#)

19. This will take you to “My Responses,” which show the community service opportunity you completed. Please go to the far right and click the drop-down menu to select "Add Hours."

The screenshot shows the 'My Responses' page in the City of Albuquerque Community Service Platform. The page header includes navigation links for VOLUNTEER, ADD HOURS, CALENDAR, and HELP. The main content area is titled 'My Responses' and features a table of volunteer responses. A dropdown menu is open over the 'OPTIONS' column of the table, with a yellow arrow pointing to the 'Add Hours' option.

City of Albuquerque | Automated Speed Enforcement
Community Service Platform
Find and Register for Service Opportunities

My Profile > My Responses

My Responses

VIEW PROFILE EDIT PROFILE TRACK HOURS VOLUNTEER SCHEDULE

MY FILES **NEED RESPONSES** MY TEAMS QUALIFICATIONS INBOX

Volunteer Responses

TABLE FILTER

NEED NAME	AGENCY NAME	RESPONSE DATE	SHIFT START	OPTIONS
Food Warehouse	Roadrunner Food Bank	Oct 25, 2023	Dec 14, 2023	<div>PREVIOUS</div> <div>Select an action</div> <div>Edit</div> <div>Add Hours</div> <div>Unregister</div>

SHOWING 1 TO 1 OF 1 ENTRIES

PRIVACY POLICY CONTACT US

getconnected
by Galaxy Digital

20. Next, please add the **date** and **number of community service hours you completed** within the “Hour Details” section of the webpage.
In the “Hours Questions” section, please add your **violation number**, which is provided on the ASE violation mailed to you.
FAILURE TO ENTER THE ACCURATE ASE VIOLATION NUMBER MAY RESULT IN YOUR VIOLATION GOING TO COLLECTIONS.
After entering this information, please click “SUBMIT HOUR ENTRY.”

The screenshot shows the 'Track Hours' page on the Community Service Platform. The page has a navigation menu on the left with options like DASHBOARD, NEEDS, AGENCIES, and COLLAPSE MENU. The main content area is titled 'Track Hours' and includes tabs for VIEW PROFILE, EDIT PROFILE, TRACK HOURS (selected), VOLUNTEER SCHEDULE, and MY FILES. Below the tabs are sections for Volunteer Hours, Hour Type, Hour Details, and Hours Questions. The Volunteer Hours section has filters for DATE, DETAILS, TYPE, HOURS, MILES TRAVELED, and STATUS. The Hour Type section has a 'Need' dropdown set to 'Food Warehouse'. The Hour Details section has 'Date Worked' set to '12/14/2023' and 'Hours Worked' set to '2.00'. The Hours Questions section has a 'Q. Citation #' field. At the bottom, there is a 'SUBMIT HOUR ENTRY' button and a 'CLEAR FORM' button. The footer contains 'PRIVACY POLICY', 'CONTACT US', and the 'getconnected by Galaxy Digital' logo.

21. After submitting your completed community service hours, the organization you completed community service with will review the time submitted and accept or deny. This is dependent on the accuracy of the submission. Once the organization has approved the community service hours, the City will ensure the ASE violation holder receives credit for their community service hours completed. Please note this is not immediate and can take a few days to a week.

FAILURE TO SIGN UP FOR ELIGIBLE COMMUNITY SERVICE OPPORTUNITIES, ACCURATELY LOG COMMUNITY SERVICE HOURS SERVED, AND ENTER YOUR VIOLATION NUMBER MAY RESULT IN YOUR VIOLATION GOING TO COLLECTIONS.

PLEASE DO NOT COME TO CITY HALL TO SIGN UP FOR COMMUNITY SERVICE. IF YOU HAVE QUESTIONS OR NEED ADDITIONAL ASSISTANCE, PLEASE CONTACT:

Nicholas Vottero, ASE Program Manager
City of Albuquerque
Automated Speed Enforcement Division
505-768-3842
nvottero@cabq.gov
MONDAY – FRIDAY 8AM – 5PM

If replying via email or when leaving a message, please provide as much information as possible for a prompt resolution. The most effective pieces of information are: last 7 digits of citation number or license plate, name, and return email/phone. Translation and multi-language support best provided via email.