



# 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](http://www.ZeroFatality.com). Please note you will need the license plate number AND password to log into [www.ZeroFatality.com](http://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](mailto: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](http://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:  
Sign Speed:  
Plate Number:

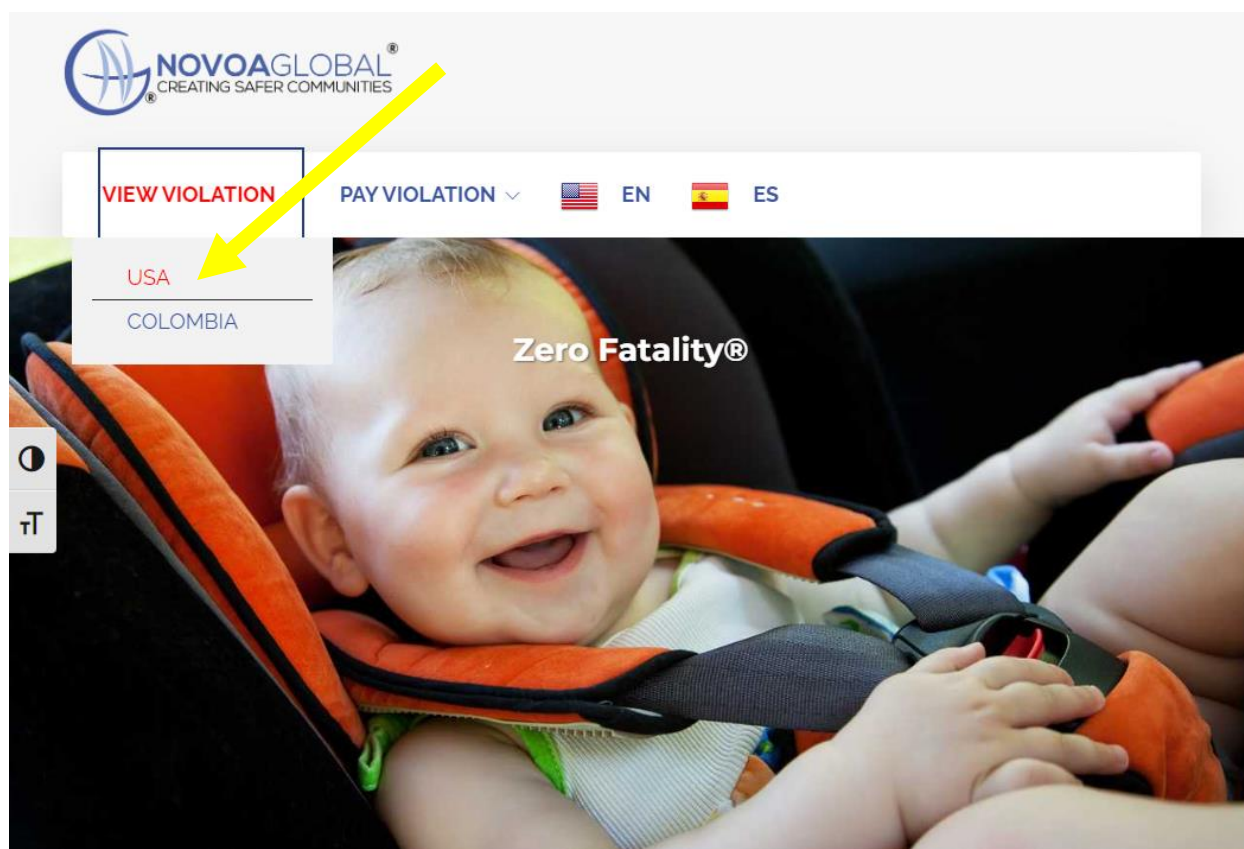
Time:  
Vehicle Speed:  
Vehicle Make:

Location	Date	Time	Vehicle	Speed	Sign
Albuquerque, NM	10/15/2014	10:15:00 AM	2014 Ford Focus	85 MPH	75 MPH



*Sample ASE violation. Arrows are pointing at plate and password, which are used to log into [www.zerofatality.com](http://www.zerofatality.com)*

1. Go to [www.ZeroFatality.com](http://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."

 The image shows the 'Citation Review' form on the Zero Fatality website. The form has a header with the 'NOVOAGLOBAL' logo and 'I-C® (Intelligence-Center)'. Below the header are two input fields: 'License Plate:' and 'Password/Pin:'. A yellow arrow points to the 'License Plate' field. Below these fields is a checkbox labeled 'I agree to the Terms and Conditions as stated below:'. A yellow arrow points to this checkbox. At the bottom of the form are two buttons: 'REVIEW' and 'PAY'. A yellow arrow points to the 'REVIEW' button. Below the form is a section titled 'To log in, use your Plate Number and the Password/Pin provided on the citation that was mailed to you.' followed by instructions to press the REVIEW-Button and a list of actions: 'View the details of your case.', 'Review the photographic evidence pertaining to your case.', and 'Pay your fine using your Credit Card or ACH.' Below this is a section titled 'Or press the PAY-Button to go directly to the online payment function.' At the very bottom is a section titled 'Terms and Conditions' with a brief statement: '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](mailto: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](mailto: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")

 I-C® Request Community Service



Citation Identification

Citation Number:

Offense Code:

Sp

Offense Description:

Speeding

Offender Information

First Name:

Last Name:

Address:

City:

ALBUQUERQUE

ZIP:

87120

State:

NM - New Mexico

E-mail:

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:

Signed At (City):

Please Fill

Signature:

Please Fill

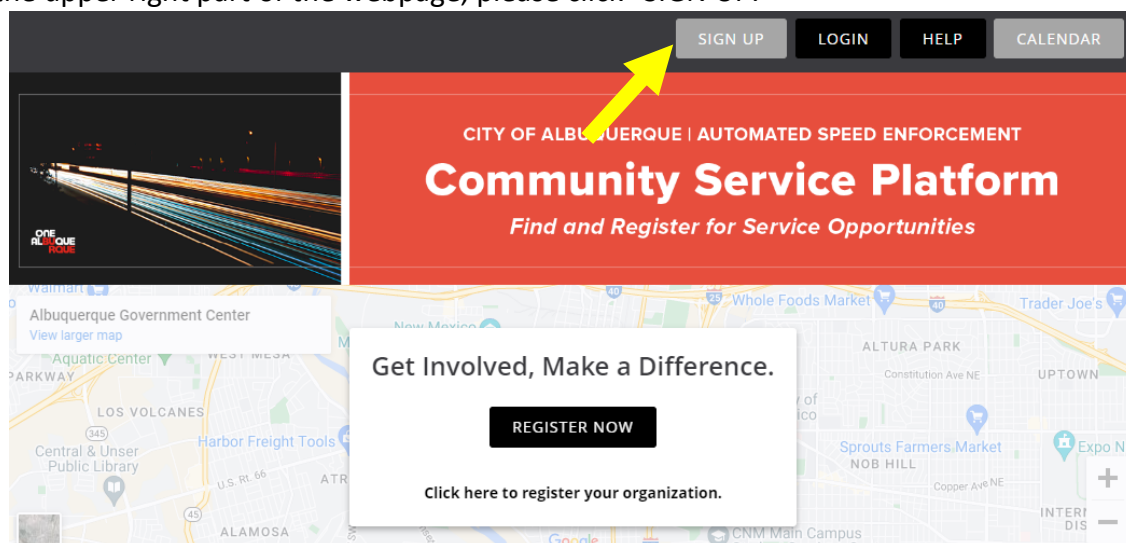
SUBMIT

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!

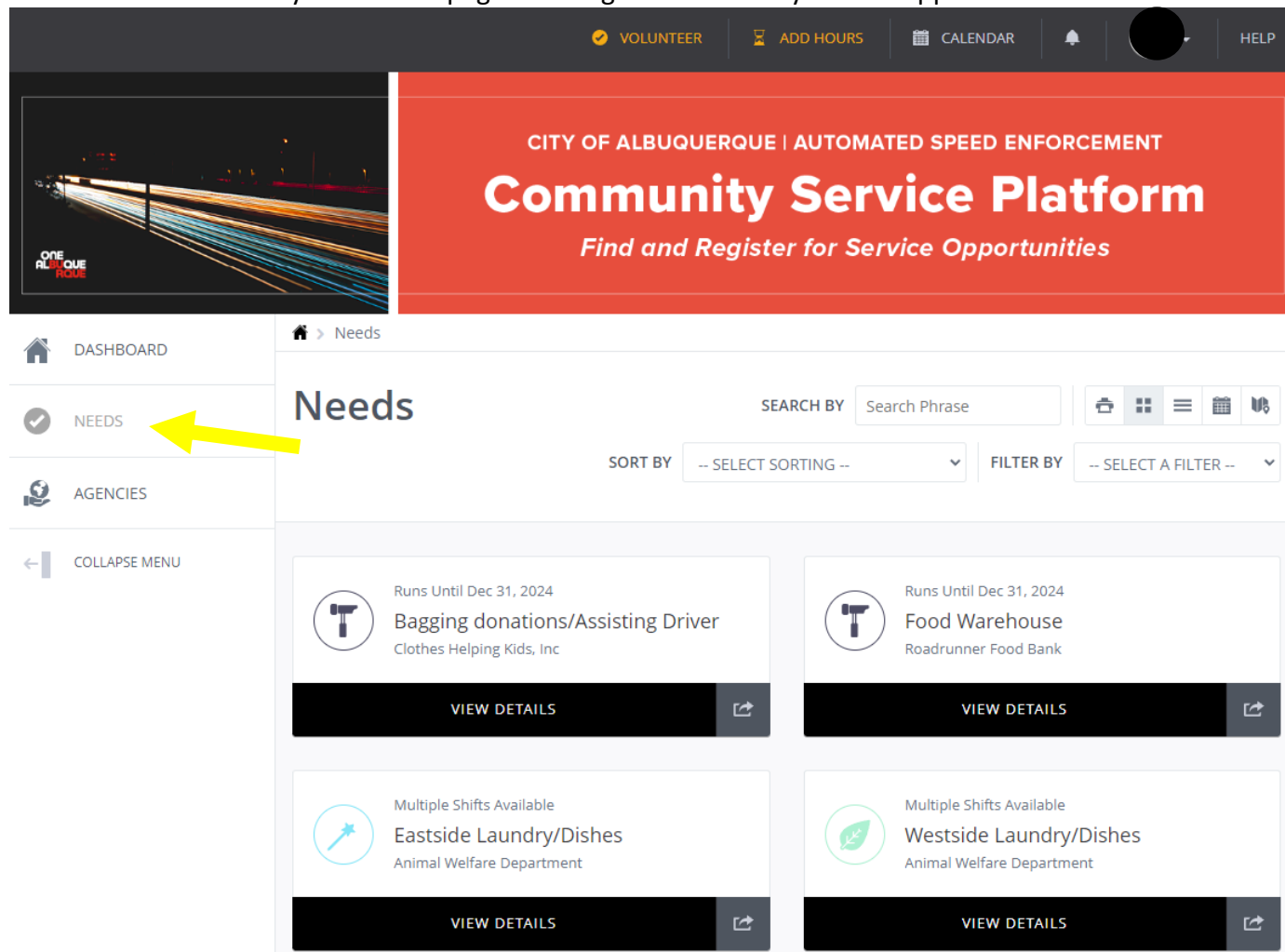
☐ Yes ☐ No

☐ 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

VOLUNTEER
ADD HOURS
CALENDAR
HELP




 DASHBOARD


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 NEEDS

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 AGENCIES

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 COLLAPSE MENU

## Eastside Laundry/Dishes

Needs > Eastside Laundry/Dishes

### 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	<div style="background-color: black; color: white; padding: 5px; display: inline-block;">RESPOND</div>

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

Sign Waiver Page 1

City of Albuquerque Community Service  
Agreement/Release

I, ALB, 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 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 that 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.

ALB 10/10/2020


**COMPLETE SIGNING** **CANCEL**

**eSign Confirmation**  
Albuquerque Community Service has requested  
you sign the following document:  
CABQ 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.”





CITY OF ALBUQUERQUE | AUTOMATED SPEED ENFORCEMENT


Community Service Platform

Find and Register for Service Opportunities

 DASHBOARD


 NEEDS

 AGENCIES

 COLLAPSE MENU


Welcome back,

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

Automated Speed Enforcement – How to Sign Up for Community Service


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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."







DASHBOARD




NEEDS



AGENCIES



COLLAPSE MENU



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 
<a href="#">Food Warehouse</a>	<a href="#">Roadrunner Food Bank</a>	Oct 25, 2023	Dec 14, 2023	<div><div>Select an action</div><div><div>Edit</div><div>Add Hours</div><div>Unregister</div></div></div>

SHOWING 1 TO 1 OF 1 ENTRIES

PREVIOUS

PRIVACY POLICY

CONTACT US



by Galaxy Digital

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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.”

**Community Service Platform**  
Find and Register for Service Opportunities

**Track Hours**

VIEW PROFILE EDIT PROFILE **TRACK HOURS** VOLUNTEER SCHEDULE MY FILES

NEED RESPONSES MY TEAMS QUALIFICATIONS INBOX

**Volunteer Hours**

ACTIONS EXPORT HOURS

Start 07/03/2 End 07/03/2 GO

+ ADD HOURS

TABLE FILTER

DATE DETAILS TYPE HOURS MILES TRAVELED STATUS

**Hour Type**

Are these hours in reference to a need you responded to on this site?

☒ Yes

Need

**Hour Details**

Date Worked

Hours Worked

**Description**

**Hours Questions**

Q. Citation #

**SUBMIT HOUR ENTRY** CLEAR FORM

PRIVACY POLICY CONTACT US

getconnected by Galaxy Digital

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.