

Automated Speed Enforcement



HOW TO SIGN
UP FOR
COMMUNITY
SERVICE

A wide-angle photograph of the Albuquerque landscape at sunset or sunrise. The mountains are bathed in a warm, golden light, and the city is visible in the distance under a cloudy sky.

City of Albuquerque

How to sign up for community service

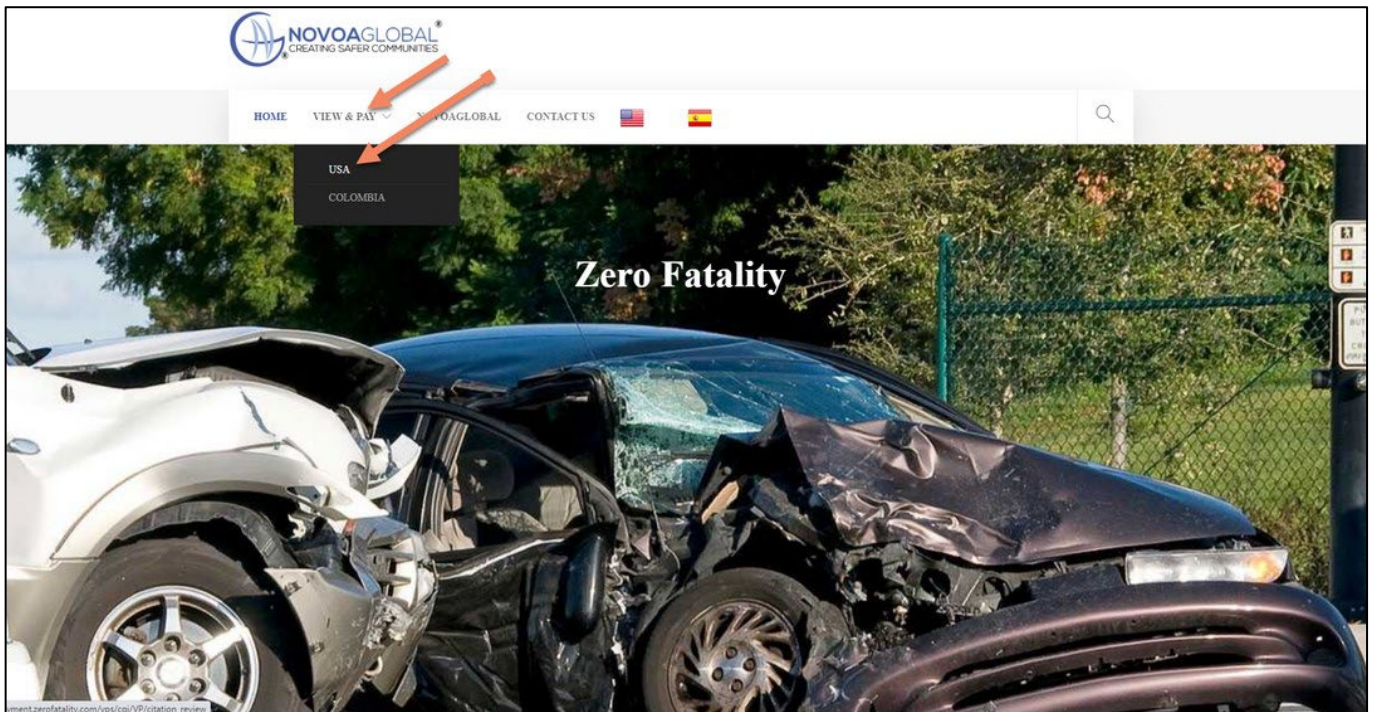
The City of Albuquerque's Automated Speed Enforcement (ASE) Program allows for four (4) hours of community service instead of payment. This document provides step-by-step directions on how to sign up for community service. **PLEASE DO NOT COME TO CITY HALL TO SIGN UP FOR COMMUNITY SERVICE.**

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

Please sign up for and complete eligible community service opportunities.

After completing four (4) hours of community service, please log your hours.

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



4. Please enter License Plate number and Password/Pin (these are provided on the ASE 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."

 A screenshot of the "Citation Review" form. At the top left is the NOVOAGLOBAL logo and "I-C® (Intelligence-Center)". The form has two input fields: "License Plate:" and "Password/Pin:". Below these is a checkbox labeled "I agree to the Terms and Conditions as stated below" which is checked. There are two buttons: a blue "REVIEW" button and a yellow "PAY" button with a right arrow. Two orange arrows point to the "REVIEW" button. Below the form is a text box explaining the login process and the purpose of the REVIEW and PAY buttons. At the bottom, it says "Get online support by pressing the CHAT! button."

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]

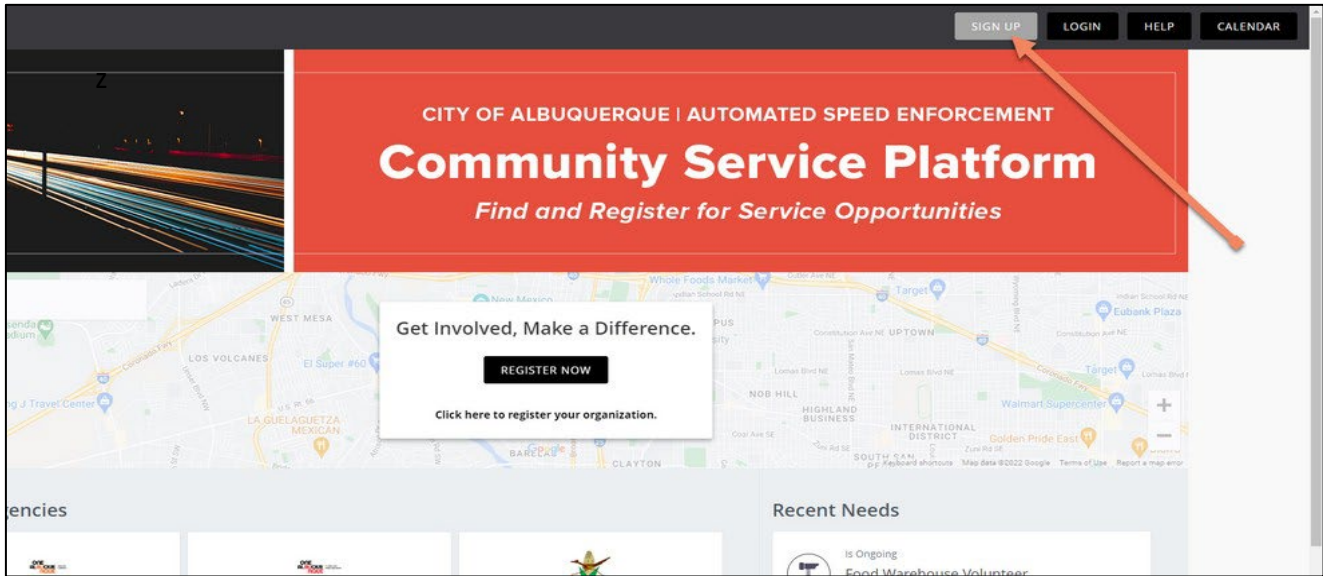
Signed At (City): Please Fill

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

John Doe

johndoe@gmail.com Phone

Mobile Address

City New Mexico

United States

01/01/1990

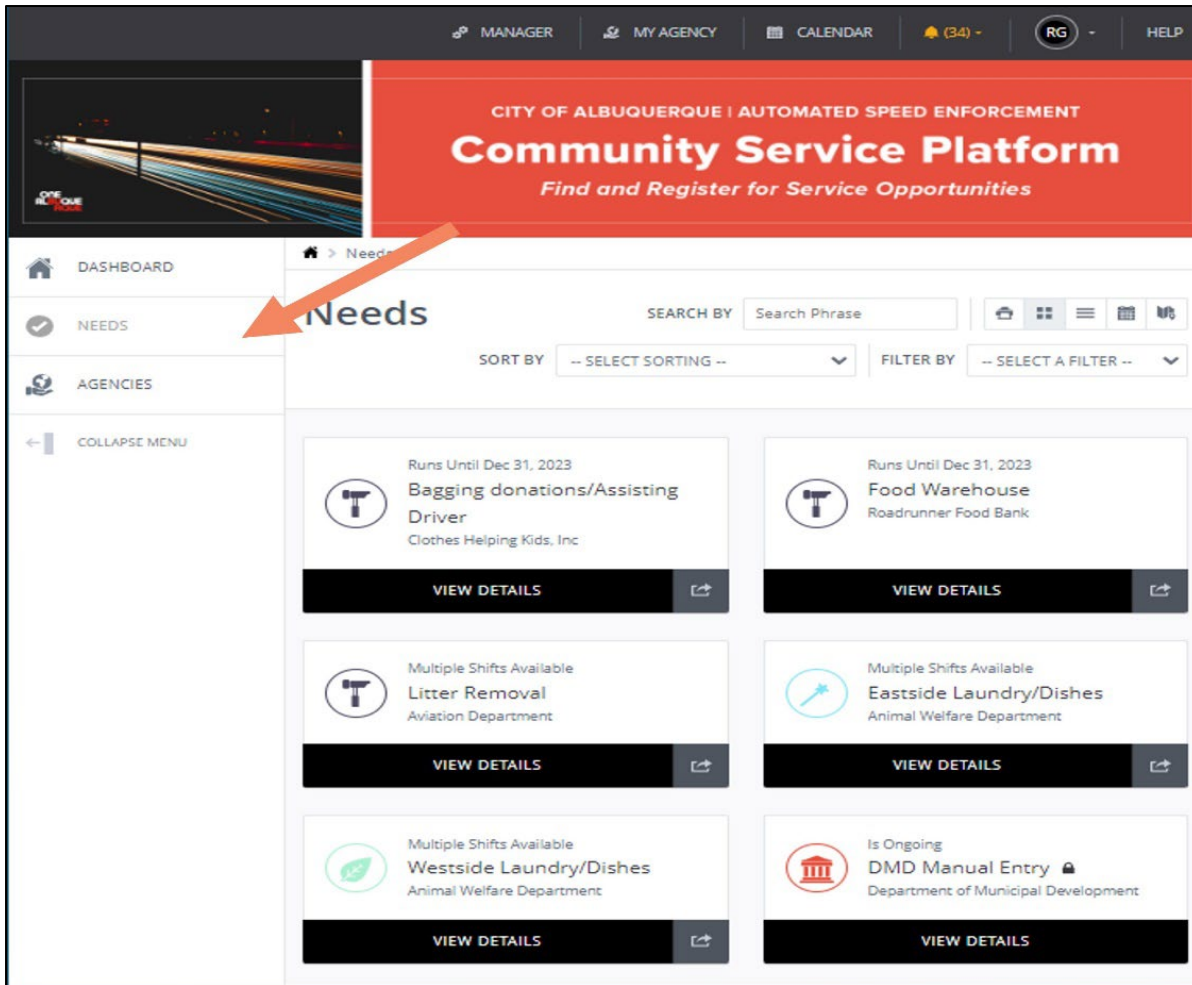
We use email to keep you informed of important confirmations, updates, changes, and reminders for the needs you sign-up for. Make sure you get these messages by selecting yes to receive email. *

Yes No I want to receive emails, including important confirmations, updates, changes, and reminders.

I have read and agree to Galaxy Digital's Privacy Policy, and I am at least 13 years of age. *

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:

- Road Runner 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

MANAGER MY AGENCY CALENDAR (34) RG HELP

Dashboard Needs Agencies Collapse Menu

Needs > Park maintenance

Park maintenance

RESPOND

Description
City of Albuquerque Park Management Division maintains nearly 300 parks in the City of Albuquerque. Help support our park system by aiding the Park Management Division to remove weeds, clean playgrounds, pick up litter, etc. to make our public green spaces a beautiful enjoyable space for families. Arrive at the Pino Yards (5501 Pino NE, Building C) to check in 6:45am and be transported to the appropriate park. Shift will end at 11am and you will be transported back. Please allow yourself time to park and walk to Building C. Please wear closed-toed, comfortable shoes, jeans and sun protection is a must. Bring your own water and water bottle. Restrooms are not available on site, so please plan accordingly.

Interests

Agency
Parks and Recreation Department
BECOME A FAN

Location
5501 Pino NE, Building C
Albuquerque, NM 87109

Shifts

BEGINS	DURATION	OPEN SPOTS	RESPOND
Fri Dec 1, 2023 @ 7:00am to 11:00am	4.00 hours	13 of 15	RESPOND
Mon Dec 4, 2023 @ 7:00am to 11:00am	4.00 hours	15 of 15	

View larger map

Cracker Barrel Google

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 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 do 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.

SIGNATURE

DATE

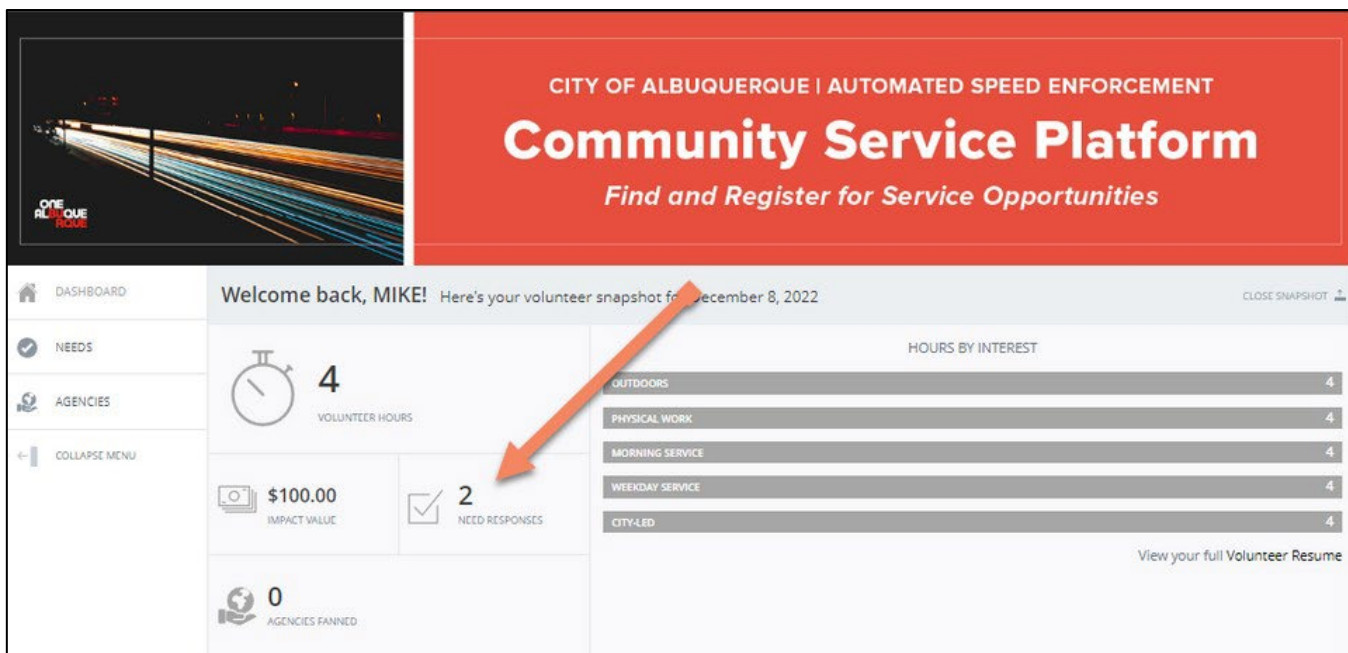
COMPLETE SIGNING CANCEL

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

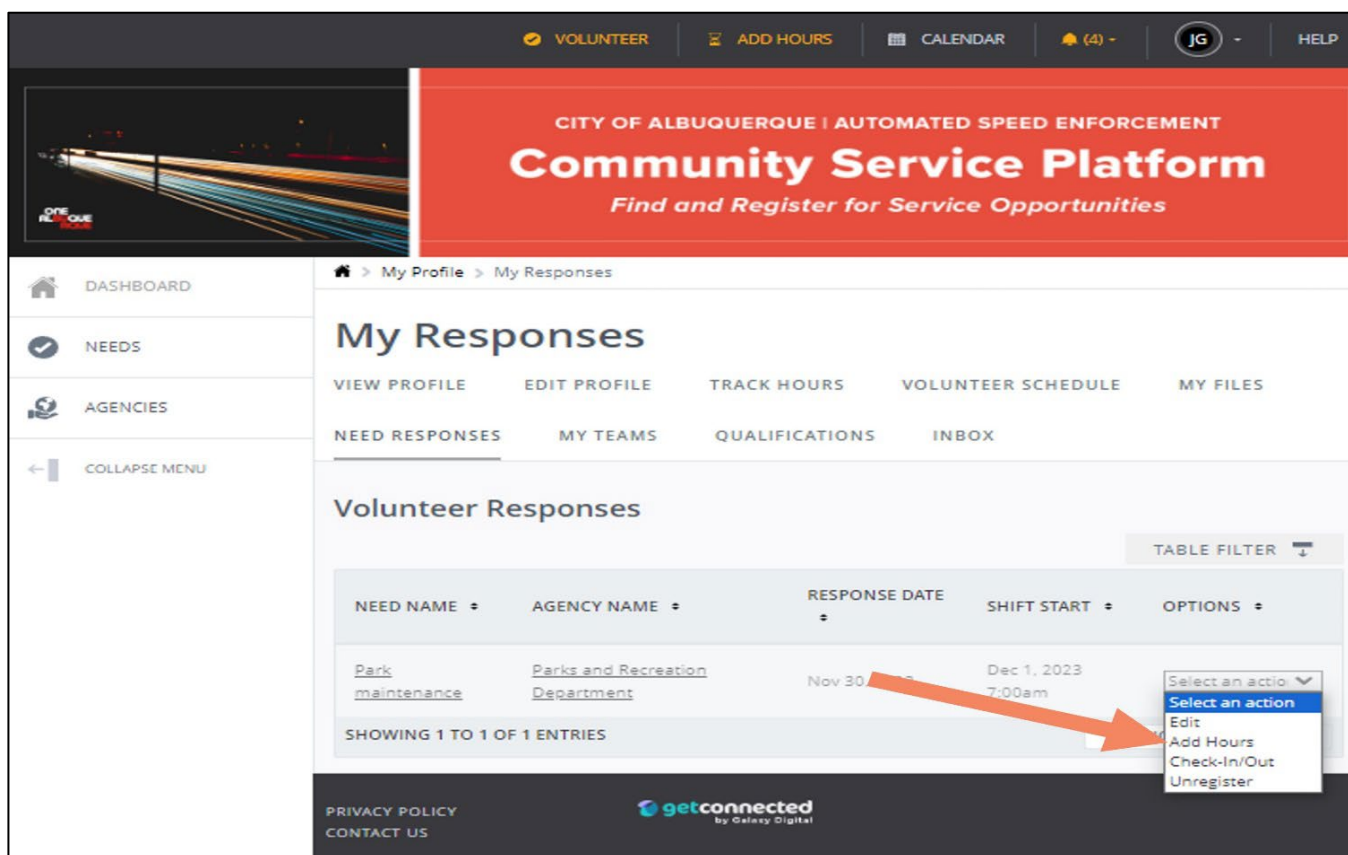
17. Next, you will receive a confirmation email with the date and time of the community service opportunity that you signed up for. Please be sure to make a note of it.

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."



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."



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 FAILURE TO ENTER THE ACCURATE AND COMPLETE ASE VIOLATION NUMBER MAY RESULT IN YOUR VIOLATION GOING TO COLLECTIONS.

After accurately completing this information, please click “SUBMIT HOUR ENTRY.”

The screenshot shows a web application interface for tracking volunteer hours. The main heading is "Track Hours". Below it are navigation tabs: "VIEW PROFILE", "EDIT PROFILE", "TRACK HOURS" (which is selected), and "VOLUNTEER SCHEDULE". There are also secondary tabs: "MY FILES", "NEED RESPONSES", "MY TEAMS", "QUALIFICATIONS", and "INBOX".

The "Volunteer Hours" section includes a date range selector with "Start" and "End" fields set to "12/01" and a "GO" button. There are also buttons for "EXPORT HOURS" and "+ ADD HOURS". Below this is a table with columns: "DATE", "DETAILS", "TYPE", "HOURS", "MILES TRAVELED", and "STATUS". The table currently shows "No hour entries." and a "TOTALS" row.

The "Hour Type" section asks "Are these hours in reference to a need you responded to on this site?" with a "Yes" radio button selected and a "Need" dropdown menu.

The "Hour Details" section has a "Date Worked" field with a calendar icon and a "Hours Worked" field with the example text "Example: 3.5". A red arrow points to this field.

The "Hours Questions" section has a "Q. Citation #" field. A red arrow points to this field.

The "Description" section has a text area labeled "Brief Description".

At the bottom, there are two buttons: "SUBMIT HOUR ENTRY" and "CLEAR FORM". A red arrow points to the "SUBMIT HOUR ENTRY" button.

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 completed.

FAILURE TO SIGN UP FOR ELIGIBLE COMMUNITY SERVICE OPPORTUNITIES AND ACCURATELY LOGGING COMMUNITY SERVICE HOURS SERVED 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:

City of Albuquerque

Automated Speed Enforcement Division

RXGONZALES@CABQ.GOV

505-768-3861

MONDAY – FRIDAY 8AM – 5PM

If no one is available to answer your call, please leave a brief message with your name and phone number and someone will get back to you within 48 business hours. Thank you.