ONE
AL**BU**QUE
RQUE

HOW TO SIGN UP FOR COMMUNITY SERVICE

City of Albuquerque

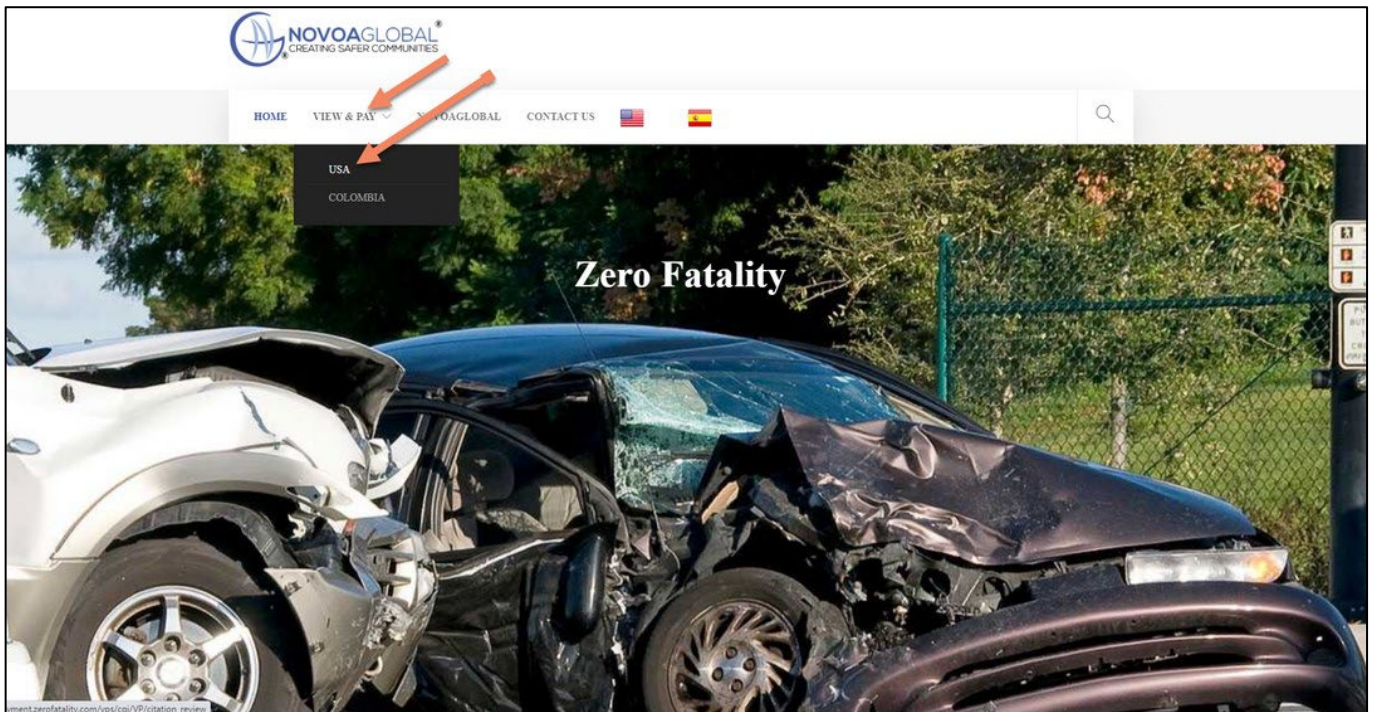# How to sign up for community service

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 <u>ELIGIBLE</u> COMMUNITY SERVICE OPPORTUNITIES <u>AND</u> 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.

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.

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."

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

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.

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")

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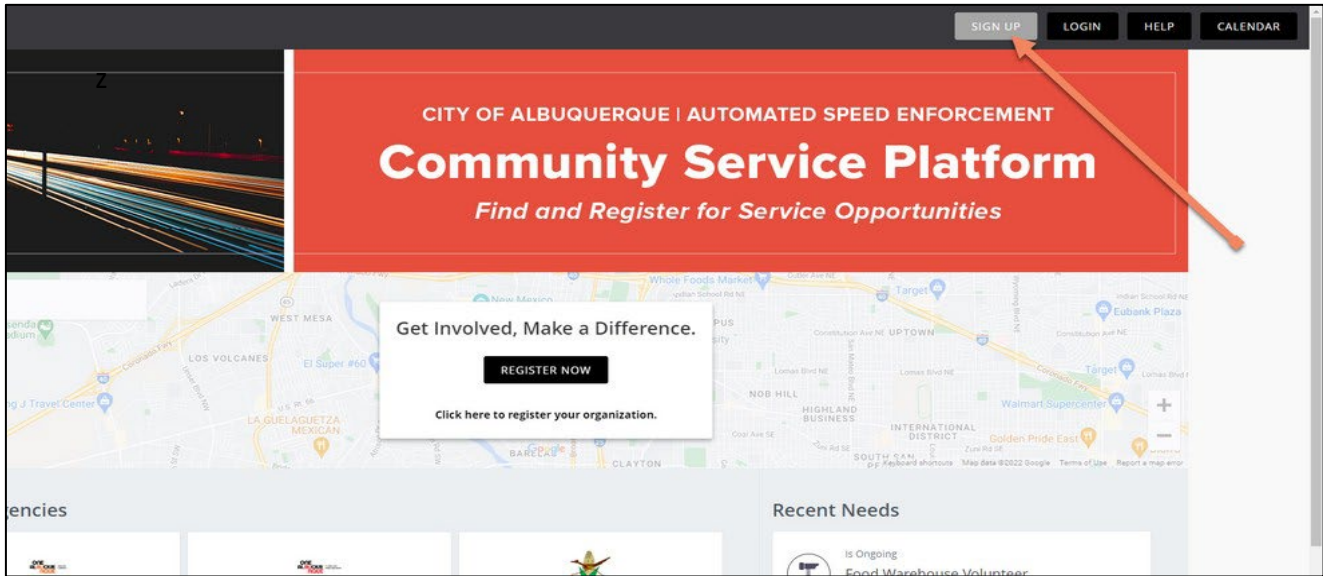
12. Next, please create an account by completing all required fields. Then click "CREATE YOUR ACCOUNT."

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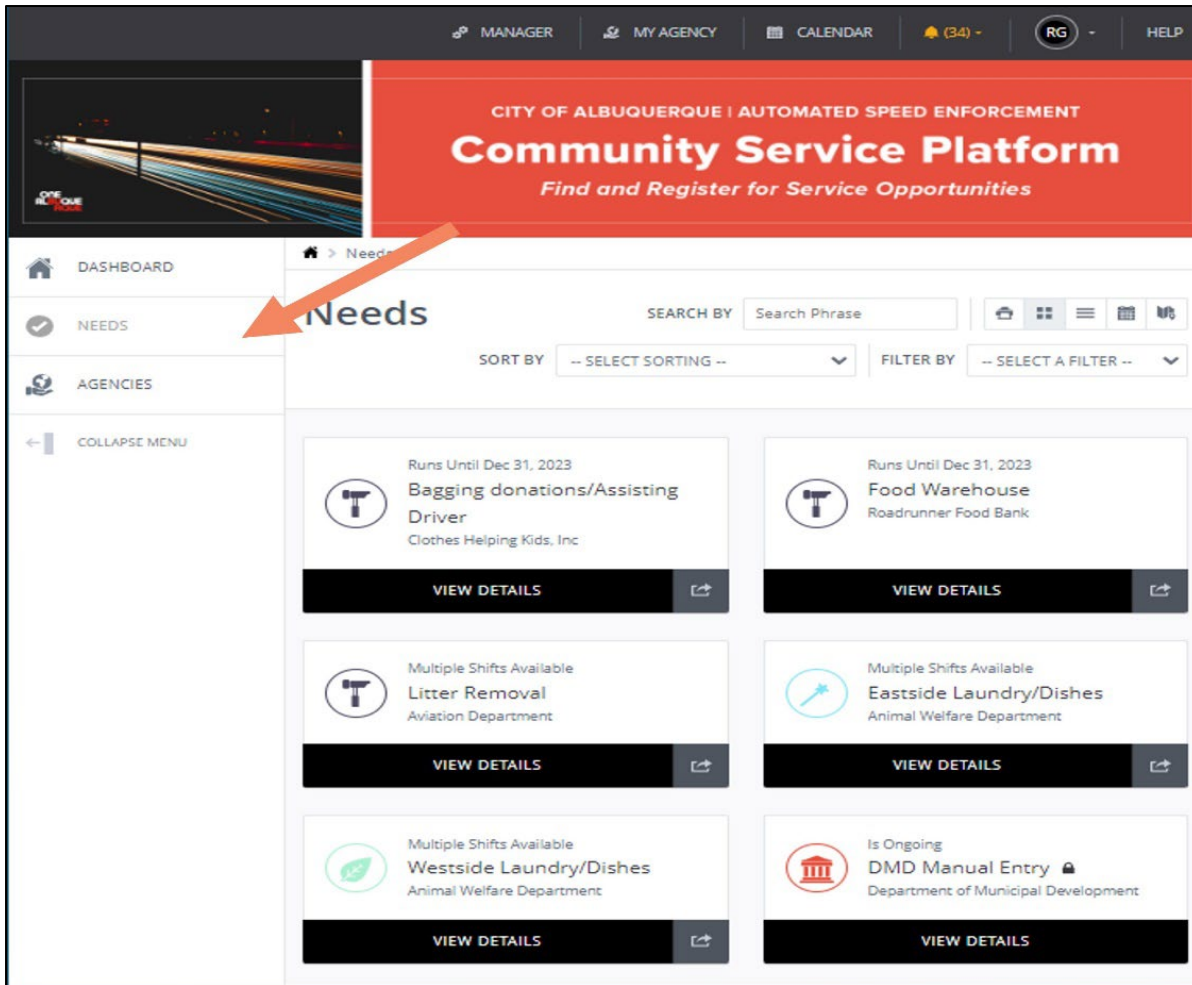
14. Please review the eligible community service opportunities to find one you may be interested in. This page provides a description of each eligible community service opportunity and dates/times the community service is available.

Eligible community service opportunities:

- Road Runner Food Bank
- Clothes Helping Kids
- City of Albuquerque Parks and Recreation
- City of Albuquerque Animal Welfare
- Cityof 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.

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

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."
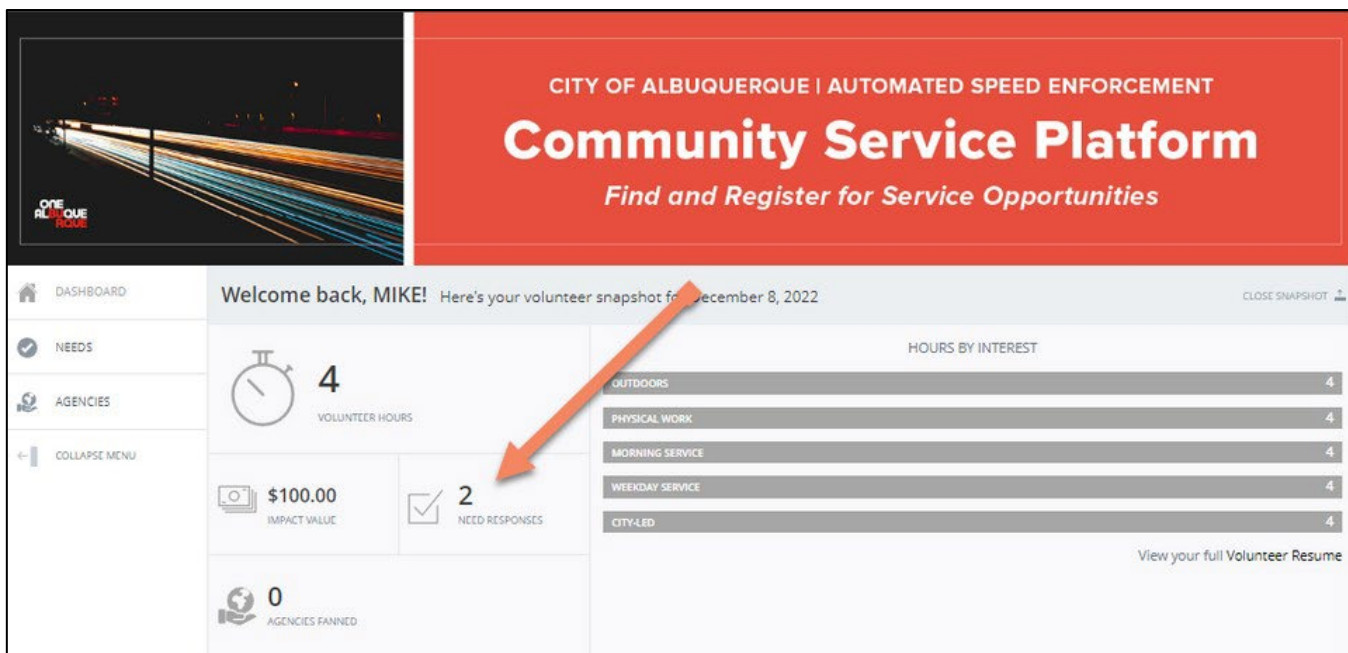
19. This will take you to "My Responses," which show the community service opportunity you completed. Please go to the far right and click the drop-down menu to select "Add Hours."
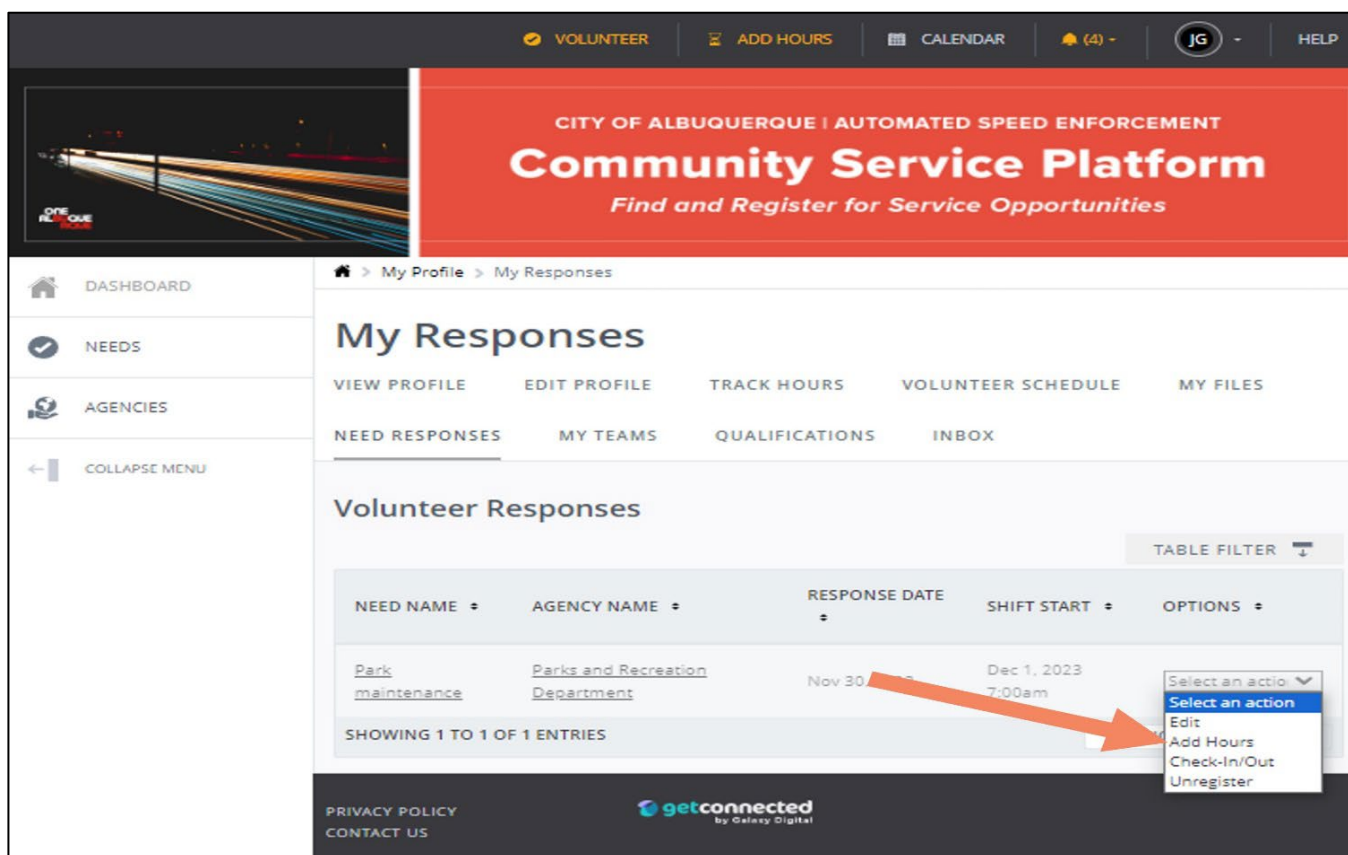
20. Next, please add the date and number of community service hours you completed within the "Hour Details" section of the webpage.

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."

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.

<p style="text-align: center; color: red;">FAILURE TO SIGN UP FOR <u>ELIGIBLE</u> COMMUNITY SERVICE OPPORTUNITIES <u>AND</u> ACCURATELY

LOGGING COMMUNITY SERVICE HOURS SERVED MAY RESULT IN

YOUR VIOLATION GOING TO COLLECTIONS.</p>

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.