

CITY OF NEWPORT NEWS

How do I pay my citation?

- To pay your citation by credit card, go to www.alertbus.com and enter your citation number and license plate number.
- To pay by phone, call 1-877-504-7080 and follow the automated prompts. Please have your citation number and have your credit/debit card ready. This option is for full payments only.
- To pay your citation by check or money order... Checks and money orders should be made payable to: School Bus Stop Arm Safety Program and should be mailed, along with the payment form attached to your citation, to: School Bus Stop Arm Safety Program, P.O. Box 411472, Boston, MA 02241-1472
- Where applicable, walk-in payment instructions will be located on the back of your citation. If there are no instructions for this option, it means you will not be able to pay your citation in person.

I don't agree with this citation. If you don't agree with the citation, the only way to contest it is to request a court date.

How do I request a court date? As the vehicle owner, you have the right to contest the civil fine in a court hearing by confirming a court date within 30 days after the citation mail date. To contest this civil penalty citation, you must call 1-877-504-7080 to arrange for a court date.

I lost my citation. If you lost your citation, please send an email to customersupport@buspatrol.com or call us at 877-504-7080 to request a copy of your lost citation.

I am unable to login to the website. Go to www.alertbus.com and enter in your citation number with the prefix included. (Example: NN-888888). Enter in your license plate number without the state prefix. (Example: if your citation appears as VA XXXXXX type in XXXXXX). Select the VIEW CITATION button.

How do I see the video evidence of the violation? To view the video and photo evidence of the citation go to www.alertbus.com and enter in your citation number with the prefix included. Example NN-888888. Enter in your license plate number without the state prefix. Example, if your citation says VA XXXXXX type in XXXXXX. Select the green view citation button.

I wasn't driving the vehicle during the time of the infraction. For the City of Newport News: If you were not the driver and wish to file an Affidavit, you must submit a SIGNED and NOTARIZED Affidavit stating: "I declare under penalty of perjury that I was not the operator of the vehicle identified in citation number (include Citation Number) at the time of the alleged violation. All information I have submitted is true and correct based on my personal knowledge. The affidavit must be notarized by a Virginia Notary and must include the Citation Number, your name, phone number and address. Please mail the Signed Affidavit before the Due Date shown on your Citation to: School Bus Stop Arm Safety Program, P.O. Box 1310 Newington, VA 22122

Where can I find more information on the program/laws? You can view the local ordinance where applicable on our website www.alertbus.com. In addition, the specific law is listed on the front page of your citation in the first paragraph. For more information about the school bus program, you can visit www.buspatrol.com.

I need a payment plan. Partial payments can only be accepted by check or money order. Please do not send cash. If you elect to enter into a payment plan agreement, please take note of the following requirements. You can select a 2-payment, 3-payment, or 5-payment plan option.

- If you select a 2-payment plan option, you must:
 - Send your 1st payment of \$125.00 by the original due date on your citation.
 - Send your 2nd payment of \$125.00 by 30-days from the original due date on your citation.
- If you select a 3-payment option, you must:
 - Send your 1st payment of \$83.00 by the original due date on your citation.
 - Send your 2nd payment of \$83.00 by 30-days from the original due date on your citation.
 - Send your 3rd payment of \$84.00 by 60-days from the original due date on your citation.
- If you select a 5-payment option, you must:
 - Send your 1st payment of \$50.00 by the original due date on your citation.
 - Send your 2nd payment of \$50.00 by 30 days from the original due date on your citation.
 - Send your 3rd payment of \$50.00 by 60 days from the original due date on your citation.
 - Send your 4th payment of \$50.00 by 90 days from the original due date on your citation.
 - Send your 5th payment of \$50.00 by 120 days from the original due date on your citation.

Please be sure to include your citation number and your license plate number on your check or money order.

Also, it's very important that once you're set up on this payment plan, we receive each installment either on or before the due date each month, but please do not send all of your payments at once, as they're posted when we receive them. If they're sent together and deposited, we're not liable for any non-sufficient funds (NSF) or overdraft fees that you may incur from your bank. Additionally, if any check is returned for non-sufficient funds (NSF), we will add a \$35 fee, for each check, to your balance.

Please send your installment payments to: School Bus Stop Arm Safety Program, P.O. Box 411472, Boston, MA 02241-1472