

GOING PLACES TRANSPORTATION PROGRAM

Policy & Procedures Manual



Erie County Department for Aging

January 2026

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INTRODUCTION

Mission Statement

Erie County Department for Aging

*“Promote the well-being of
older adults through
coordinated and cost-
effective services which
enhance their independence,
dignity and quality of life.”*

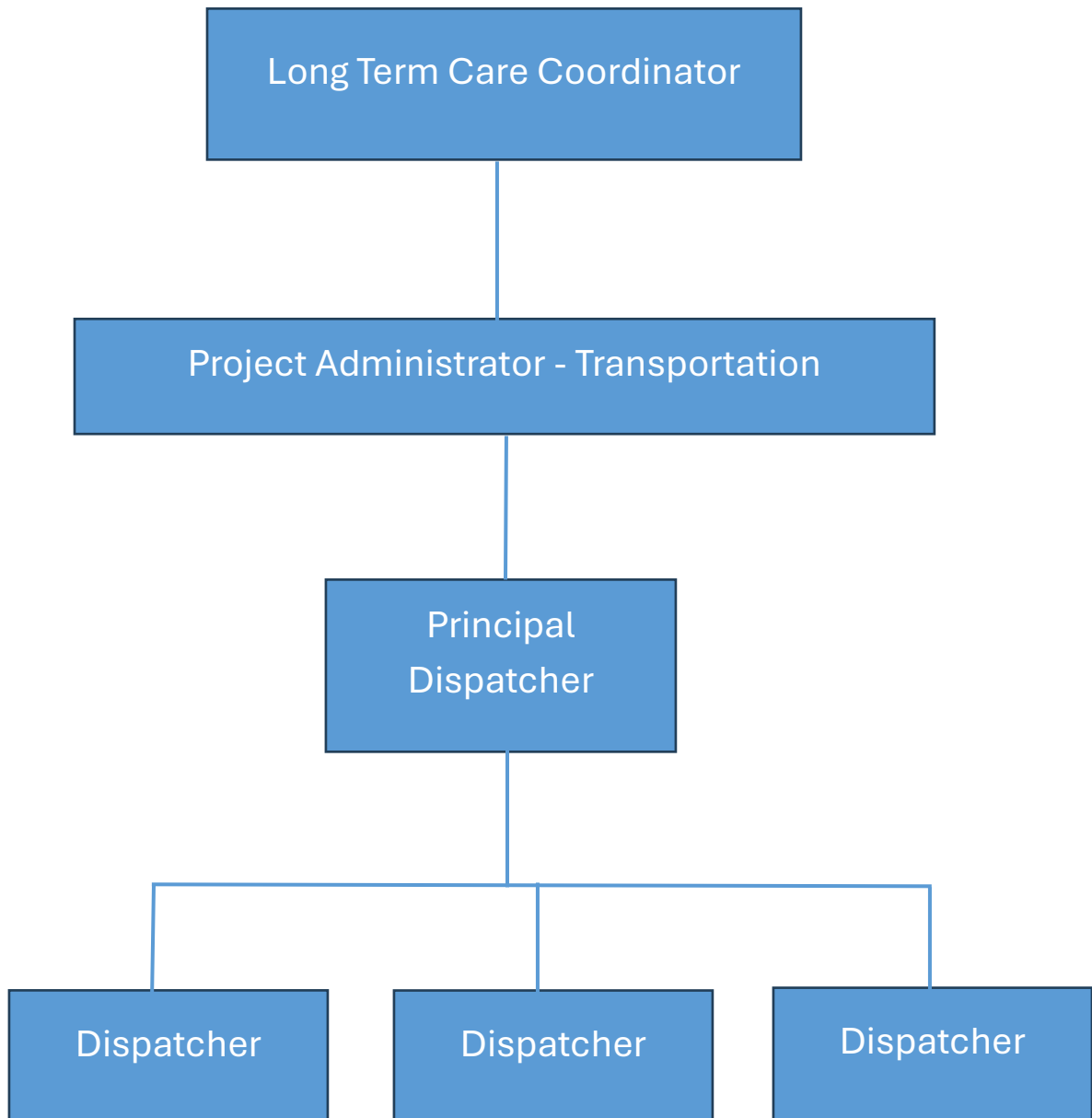
OLDER AMERICANS ACT OF 1965

Under the Federal Older Americans Act of 1965, as revised in 2024, Erie County Department for Aging assists seniors 60 years of age or older to be as independent as possible with the delivery of information and cost services to meet their needs.

The Transportation Unit of the Department for Aging provides a curb-to-curb transportation service to older adults, 60 years of age or older, their caregivers and those under 60 with a disability, who do not have access to conventional means of transportation.

In the Going Places Transportation Program, requests for medical and health related trips are given priority. Trips for food & nutrition, personal business, social and volunteer activities are accommodated as the schedule allows.

Erie County Going Places Organizational Chart



DISPATCHERS

Dispatchers Introduction

Safety, Customer Service and Timeliness are the three biggest focus areas of a dispatcher. These three focus areas are themes throughout all aspects of a dispatcher's job. Creating schedules, communicating with clients, drivers and agency staff, driving in the field and training drivers all require these three aspects.

Safety

The biggest priority of the Going Places Transportation Program is safety. As the one's creating the schedules for clients and drivers, it is our priority to make sure that clients and drivers are both safe during service hours. This means not overbooking the van, potentially forcing drivers to make decisions that may be unsafe; leaving adequate time between client drop-offs and pick-ups to ensure that drivers have adequate time to load/unload clients; grouping clients, when possible, to cut down on miles/time if their appointment time and locations are similar.

Training new drivers in proper use of a wheelchair lift and securing a client for transport will also ensure the safety of both drivers and clients. Making sure a driver has proper and adequate training time using the lift and q-straps will instill confidence that when in the field on their own, they know how to properly use the lift and q-straps and will not lead to delays in the schedule. Properly securing wheelchairs and scooters is imperative for the safety of clients who rely on them for their independence.

Customer Service

Dispatchers play a big role in setting the tone for a client's experience. When a new client calls to schedule a ride for the first time, dispatch is the first layer of the experience. Having a positive experience with dispatch when scheduling will hopefully extend to their experience on the van on the day of requested service. Being courteous and patient will help create a positive experience for the client and will make any hiccups during service less of an annoyance. Clients using the service for the first time may not have the address of their drop-off, a return time or other needed information. This is a time to inform the client of the information they will need for future bookings, delivering this messaging in a positive way will reinforce to the client what is expected of them in the future, as well as outlining some of the scheduling and trip rules (4 grocery bag limit, informing of an additional rider, etc.), 2 week/1 week scheduling windows, and how the donation works for agency and 3rd party providers.

Just remember, it's nice to be nice, and if we set the customer's experience off as a positive one. It will allow for more flexibility of the customer in the future but also making sure they know what is expected of them from the beginning, so they do not develop bad habits.

Dispatchers are the stewards of the program, and they set the tone for the customer experience from the first time they call in.

Timeliness

Losing the ability to drive is one that individuals do not take lightly. Having to rely on others for your transportation needs, and to remain independent is tough for certain individuals. We want to make sure we are doing our best to ensure timely services on the day service. The last thing we would want is for a client to miss an appointment because we overloaded a schedule or waited 3 hours for a return ride because we forgot to communicate it over the radio and routing box system. As the call center, we need to make sure we are the strongest link with the communication chain. It is imperative that we do everything in our power to communicate all items, big or small, to drivers and when needed to clients. When the lines of communication breakdown, it leads to chaos in the field. It is our job to manage the schedules in a way that accounts for potential delays in service the day of. Timeliness starts with dispatch, and we are also at the mercy of traffic throughout the area. If asked about the estimated time of arrival, please do your best to contact a driver, as they would know best the traffic conditions and route, they are taking to pick up the client. For clients with will call return rides, do your best to give them an estimated time of arrival, but also let them know the outbound rides that are scheduled so they know that there are X number of clients that have scheduled times. This is another time to educate the client that we recommend a return trip time when booking so that their pickup does not fall when clients are being picked up for appointments.

A. Dispatcher Job Description

Rev. 04/2020
Erie County
Comp.
JG: IV
NF/ceb

DISPATCHER

DISTINGUISHING FEATURES OF THE CLASS: The work involves responsibility for receiving transportation requests from Senior Citizens and applying such requests to Driver's schedules from various Agencies and Townships throughout Erie County, including the City of Buffalo. The incumbent is responsible for knowing the location of the various Villages and Townships in Erie County, including the main roads, Hospitals, Medical Facilities and Shopping areas. Work is performed under the supervision of a higher ranking employee. Does related work as required.

TYPICAL WORK ACTIVITIES:

Operates communications equipment in dispatching and directing the units of a multi-vehicle transportation system;
Schedules Driver's breaks and lunch periods in order to provide the most efficient and timely service with the personnel and equipment available;
Receives telephone calls from Senior Citizens, Department Agencies, Clinics, Doctor's Office etc., and relays messages to mobile units or appropriate personnel;
Maintains required records of transportation and client information, such as names, addresses, driver and vehicle assignments, mileage, number of trips, etc.;
May be required to drive a Department vehicle in occasional times of personnel shortages or during emergency situations.

FULL PERFORMANCE KNOWLEDGES, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS:

Working knowledge of the procedures and terminology of operating telephone and two-way radio equipment;
Working knowledge and a familiarity of the geographic make up of Erie County;
Basic knowledge of the use of computers;
Ability to speak good English and enunciate clearly in a calm, well modulated voice;
Ability to follow oral and written instructions;
Good judgment;
Dependability;
Courtesy;
Good hearing;
Capable of performing the essential functions of the position with or without reasonable accommodation.

MINIMUM QUALIFICATIONS:

- A) Graduation from high school or possession of a high school equivalency diploma and one (1) year of multi vehicle dispatching experience in the operation of a two way radio or a telephone communication center; or:
- B) Completion of elementary school and four (4) years of experience as indicated in (A); or:
- C) An equivalent combination of training and experience as defined by the limits of (A), and (B).

SPECIAL REQUIREMENT:

Possession of a valid New York State Driver's License.

NOTE: Verifiable part-time and/or volunteer experience will be pro-rated toward meeting full time experience requirements.

B. Dispatcher Call Script

“Hello, thank you for calling Erie County Department for Aging Going Places Transportation Program, this is _____. Who am I speaking with?”

After getting clients first and last names, confirm their pickup address.

“Thank you _____. Are you still located at _____ in _____.”

After confirming pickup address, we will move to scheduling.

“What day were you looking to schedule your trip?”

After opening the requested day in Routing Box, we will start to get the necessary details for the trip.

“What is the address of the location you are going to?”

“Is there an appointment time?”

“What is the purpose of the trip?”

You will now assign an initial pickup time for the trip, based on the schedule’s availability and trip length. In some cases, you may have to pick up a client earlier than requested based on already scheduled trips.

“We will be able to pick you up at XX:XX to get you to your appointment by XX:XX.”

“What time would you like to be picked up from the location to return home?”

If they give you a return time, enter the time as scheduled in the second leg of the trip.

Lastly, we will confirm all the details of the trip to the client to ensure we have everything correct.

“So, to confirm, you are going from (Home Address) on (Date requested) to (Dropoff location). Your pickup time is XX:XX, for an arrival time at (Dropoff location) of XX:XX. You will be picked up from (Dropoff Location) at XX:XX to return to (Home Address).”

****If the client is scheduled on 3rd party provider, let client know that there will be a confirmation text/call the evening before service, and that they will be given the opportunity to donate after the month concludes.**

C. Scheduling Clients

Medical Trips

The window for scheduling clients for medical trips opens 2 weeks prior to the appointment day and no earlier. Any clients requesting a trip more than 2 weeks in advance should be directed to call back on the appropriate date as to when the window opens. Medical trips can be scheduled up to 24 hours in advance of the date, but client requests may not be able to be accommodated on such short notice.

Non-Medical Trips

The window for scheduling clients for non-medical trips opens 1 week prior to the appointment day and no earlier. Any client requesting a trip more than 1 week in advance should be directed to call back on the appropriate date as to when the window opens. Non-medical trips can be scheduled up to 24 hours in advance of the date, but client requests may not be able to be accommodated at such short notice.

3rd Party Provider Trips

For any client who uses the 3rd party provider, the trip request must be made at least 48 hours in advance of the service date requested. Any requests made within 48 hours may not be able to be accommodated and must be sent for approval to the 3rd party before booking.

Case Managed Clients

Case managed clients must have trips sent in by their case manager 1 week in advance of the appointment, regardless of trip type. Medical can be made 2 weeks in advance. If a client calls in to schedule a trip, please remind them that their case manager must make their request by filling out and sending in the proper form. If the request is a standing order, only the case manager can change the standing order. The client, caregiver or family members are not to make any changes without the case manager sending the proper forms to dispatch.

Agency Schedules & Van Availability

Akron/Newstead – Ambulatory Services Through Agency

- Tuesday-Friday-Saturday: 8:00 am – 4:00 pm (1 Van)

Cheektowaga – Ambulatory & Wheelchair Services Through Agency

- Monday-Friday: 8:15 am – 3:00 pm (5 Vans – 1 Wheelchair & 1 Lift)

City of Lackawanna – Ambulatory Services Through Agency

- Monday-Friday: 9:00 am – 3:00 pm (1 Van)

City of Tonawanda – Ambulatory Services Through Agency

- Tuesday-Friday: 8 am – 4 pm (1 Van)

Clarence – Ambulatory Services Through Agency

- Monday-Wednesday-Thursday: 9:00 am – 3:00 pm (1 Van)

East Aurora/Elma – Ambulatory Services Through Agency

- Tuesday-Friday: 8:00 am – 3:00 pm (1 Van)

Evans – Ambulatory & Wheelchair Service Through Agency

- Monday-Friday: 8:15 am – 3:00 pm (1 Van)

Lancaster – Ambulatory Services Through Agency

- Monday-Friday: 8:30 am – 3:00 pm (1 Van)

Northwest Buffalo – Ambulatory & Wheelchair Services Through Agency

- Monday-Friday: 8:45 am – 3:00 pm (2 Vans-1 Wheelchair)

Orchard Park – Ambulatory & Wheelchair Services Through Agency

- Tuesday-Friday: 9:00 am – 3:00 pm (1 Van)

Schiller Park – Ambulatory & Wheelchair Services Through Agency

- Monday & Thursday: 8:45 am – 3:00 pm (2 Vans-1 Wheelchair)
- Tuesday-Wednesday-Friday: 8:45 am – 3:00 pm (1 Van-1 Wheelchair)

South Buffalo Community Association – Ambulatory Services Through Agency

- Monday-Wednesday-Friday: 9:00 am – 4:00 pm (1 van)

West Seneca – Ambulatory & Wheelchair Services Through Agency

- Monday-Friday: 9:15 am – 3:00 pm (3 Vans-2 Wheelchair)

*****ALL OUT OF LOCAL ZONE TRIPS WILL NEED TO HAVE A PICKUP TIME NO LATER THAN 30 MINUTES PRIOR TO END OF DAILY OPERATIONS. IF A CLIENT HAS AN APPOINTMENT THAT WILL GO PAST LAST OUT OF LOCAL ZONE TIME SHOULD BE ASSIGNED TO 3rd PARTY PROVIDER.***

D. Daily Dispatching

Cancellations

Any day of cancellations needs to be communicated both over the radio and through the Routing box software and application. Making sure these are communicated as they come in is crucial to making sure there is no wasted time or resources by going to a client's home that no longer needs the trip. Opening additional time can be used to make up for the rest of the day, assist other drivers, or allow drivers to tidy vehicles. Making sure to call the cancellation until acknowledged is vital to make sure that any will-call trips are known to be cancelled as they are not on the tablet until the client calls in.

Will Call Returns

Some clients do not know how long an appointment may take, so they do not schedule a return ride at the time of appointment booking. They instead will call back the day of service to let dispatchers know when they are ready. When the client calls in, the trip should be communicated through the routing box program as well as over the radio. The dispatcher should call those return trips out until acknowledged by the driver. This way, the driver will know a client is ready if there is any issue with a tablet, or if they were not in the

van at the time of the notification occurred on the tablet. Especially if the driver is waiting for the client to end their day.

No Show Clients

When a driver shows up at the client's residence, they will give the client a honk to let them know they are there. A driver should go to the door and knock if the client does not come out within 5 minutes of the scheduled pickup time. If there is no answer at the door from the client, the driver should alert dispatchers to call the client's phone number on file to let them know the driver is waiting and to exit their homes and board. If the client does not answer after 2 attempts to contact via phone, the dispatcher may count the client as a no show for the trips scheduled and the driver can proceed with their schedule.

Client Pickup Window

The client's pickup window opens 15 minutes prior to their scheduled pickup time and closes 15 minutes after. Clients should be ready and in place where they can see the van.

E. Safety & Transportation

Dispatch plays an important role in day-to-day safety for both clients and drivers. Making sure not to overbook vans will make sure that drivers are not rushing through their schedules, make sure that clients are given enough time to get out of their homes within the pickup window, and reduce the potential for accidents by allowing for plenty of time to get clients to and from their appointments within their daily service hours.

Van Breakdown

When a van has broken down while in operation for the day, it is key for the dispatchers to first make sure the van is in a safe area to address the potential issue. Get the address/location of the vehicle so the Project Administrator and Agency Director know where the vehicle is located. This location may also be needed in case there is the need to have another van assist in the transportation of the client. Once we know the van is in a

safe location and issues are diagnosed, dispatchers will do their best to re-assign clients on that van's schedule to other vans to get their clients to their appointments. Medical appointments should take priority, with non-medical appointments being assigned if possible. Non-medical food and personal errands can be rescheduled. Dispatch will contact any clients on the schedule whose trips will not be able to be honored that day and rescheduled for a different service date.

Accidents

When a van is involved in an accident, drivers will be alerting dispatchers as to what is happening, and it is key for dispatchers to remain calm as the driver may not be. The first thing is to get the location of the accident, ask if the van is now in a safe area, and driver and client on the van are okay. Dispatch can call 9-1-1 on behalf of the driver so the driver can make sure that the location of the accident is secure and that everyone who can safely exit the van exits. Dispatch will contact the Project Administrator and Agency Director to let them know of the accident, location of accident, van involved and if there were any clients on board during the accident. The Project Administrator will respond to the location of the accident to give updates to dispatch/agency directors.

DRIVERS

Drivers Introduction

You are assuming serious responsibility when you perform this job. The lives and safety of many people will be dependent on your judgement and ability. Never take your responsibility lightly. Your primary duty as a driver is driving in a safe and courteous manner. Your ability to handle a van in this manner is very important.

As a driver for Going Places, you have an opportunity to provide a very significant, positive improvement in the lives of the people you encounter. Many basic needs, such as communicating, socializing with others, and physically moving from one location to another may be major accomplishments for your passengers.

In many cases, seniors you see may have been confined to their residence for a period due to the lack of adequate transportation. It is the number one priority to provide safe and efficient transportation to those who have difficulty or do not have access to the usual modes of transportation.

The Going Places Transportation Program enables older adults to travel with pride and dignity, maintain a level of independence, and remain valuable members of their communities. As a driver, you are a vital link of the system and helping older adults maintain their independence and making the system successful.

A. Drivers' Job Description

Distinguishing Features of the Job:

The work involves responsibility for the safe and conscientious care and operation of a motor vehicle. Work is performed under the supervision of an agency director or supervisor, with operating assistance from the dispatchers of the Erie County Department for the Aging. Does related work as required.

Typical Work Activities:

- Operated a motor vehicle to transport passengers and equipment to designated locations;
- Loads and unloads clients, assists with loading supportive equipment such as canes, walkers and scooters;
- Performs daily checks of vehicles before and after operation;
- Replenishes gas, oil, and other liquids as needed;
- Washes and cleans the vehicle when needed;
- Maintains records such as mileage, gas and oil consumption, accidents and items for repair;
- Communicate with dispatch over radio, cell phone and tablet as needed;

Full Performance Knowledge, Skills, Abilities and Personal Characteristics:

Good knowledge of the operation and maintenance of motor vehicles; ability to prepare routine activity reports; ability to understand and follow oral and written instructions; an ability to navigate throughout Erie County; physical ability to hold up to the demands of the position.

B. TRANSPORTING CLIENTS

Professional Conduct:

As drivers, you are professionals, and you are the representative of both the agency you serve and the Erie County Department for the Aging. The way the public respond to the service is in large measure a result of the treatment that you give them. You may be the first person the passenger encounters of the Going Places Transportation Program. Therefore, the impression that they are left with will be the impression they'll remember.

Every day, new and unique problems arise. It is your responsibility to be as polite and efficient as possible under all circumstances. The attitude you develop toward your job will determine your effectiveness. It is not enough to just be a safe and efficient driver; you must be somewhat of a public relations specialist. This may require you to be both compassionate and firm when encountering clients with different needs and circumstances.

As the faces of the program, be as personable as possible. This may require at times to be pleasant, engaging with clients, and in some cases to be a listening ear. As stated before, you may be the first human interaction a client has had in some time, and they may take that time to tell you about themselves, their lives and their current situation. Please be courteous to the clients, however, if there is any cause for concern about the client's wellbeing, please share it with both your agency director and county dispatchers as the client may need additional services, and could be linked with those services and supports.

In any operation that requires coordination, there are bound to be errors. Your job is to work with dispatchers to correct them as quickly, safely and efficiently as possible. It does not matter when or how the issue occurred, whether it was due to dispatch, driver or client, the priority is solving the issue. Remember, the client is always right, even when you know otherwise. Your position requires a professional attitude. If you cultivate a professional attitude and take pride in your work, you will see how your performance will develop into smooth and effective operation.

Gain your clients' confidence before they board the vehicle. Explain features of the van, how they work and why they are important. This includes the use of seatbelts while the vehicle is in motion. The use of seatbelts has proven to save lives in the event of an accident, and safety of our passengers and drivers is our number one priority. Make sure to review contribution information and make sure to give each client the opportunity to donate every time they ride with a donation envelope (more information on contribution procedures can be found in the Contribution Policy Section).

Some passengers may have poor balance and slowed reflexes. You might think the passenger needs support under the arm, when doing that may throw off the passenger's balance. The best way to be helpful when loading and unloading a client, is to ask the question, "How can I assist you?". This allows the passengers to know you are there to assist if needed, and they can alert you to how best you can do so. Never assume a client needs your help entering or exiting the van.

Assisting Clients with Wheelchairs

When assisting passengers who have wheelchairs, explain the process of loading the client. This could include how the lift platform works, where the client should hold while riding lift for their safety, how the q-straps work to secure their chair/scooter during transit, and how the seat belts work. This will help the passenger understand the actions you are going to take, and how they will be loaded and unloaded into the vehicle. Always assist clients according to standard operating procedure. If there is difficulty loading passengers with the equipment you have available, please notify your agency director and county dispatchers so that the passengers' profile can be updated to better accommodate their needs.

In using the wheelchair lift, set the wheelchair brake when it is on the lift. If the passenger is a first-time user of a lift, it may be advisable to ride the lift with the passenger for their confidence. Once in the van, the wheelchair should be secured by using the q-strap devices and the wheelchair should have its brakes re-engaged so it does not shift during transport. **NEVER RELY ON WHEELCHAIR BRAKES ALONE.**

Always fasten seat belts. Always make sure the passenger and their chair/scooter are secure and comfortable. Always be extremely careful and never rush; safety while transporting clients is a priority, and ensuring the passenger is properly secured can prevent serious injury if there is an accident.

Vehicle Environment

Interiors of the vehicle should be welcoming to clients. This includes the level of the radio, the type of music playing on the radio, the temperature of the vehicle, and cleanliness of the vehicle. The vehicle may need to be warmer or colder than you prefer; drafts should be avoided by using indirect ventilation. The way the vehicle is presented can affect the passengers of the service they are receiving; a client can have the best service, but one factor can affect an otherwise positive experience.

Passenger Behavior

Avoid undue hurry. Some passengers may be slow in their movements and thoughts; they must not be hurried as it can lead to accidents or worse, injury. Never show impatience

with slowness. Overlook confused statements and irritability; agree and avoid arguments. If there is a repeated behavior of confusion of a client, please alert your agency director and county dispatch so they can follow up with passenger's emergency contact to craft the best travel plans for the passenger.

Accept patterns of behavior already established by years of habit, unless they are breaking the rules of the program. Be careful when introducing something new as there is sometimes difficulty accepting change. Any violations of program can be followed by agency director or county dispatchers, to counsel the passengers on the rules and to make sure they are followed going forward.

Sometimes new passengers and existing ones can be shy. They may be painfully conscious of their limitations. Please do not highlight a passenger's shyness, limitations or loss of ability. We want to empower our passengers and their independence to remain within their communities.

Safety During Transport

Passengers should never be permitted to sit in the front passenger seat. This is for the safety of the passenger in the event of an accident. By passengers riding in the back passenger area, it keeps them safer in the event of a head on collision. If a client states they need to ride in the front seat, politely tell them it is policy that all passengers ride in the back passenger area for safety reasons. If they have a problem with policy, they can address it with the agency director or county dispatchers.

Passengers must always wear seat belts while the vehicle is in motion. Passengers may occasionally experience discomfort from the seat belts and ask the operator to unfasten or loosen the belt. The operator may attempt to avoid discomfort but shall never unfasten or loosen seat belts to the point of ineffectiveness. If a passenger refuses to wear a seatbelt, the passenger must sign the seat belt waiver form. Do not move until all passengers are wearing their seat belts, or the seat belt waiver is signed. Signed seat belt waivers should be returned to the director at the end of the shift.

Completing Trips

Upon completion of transport, the operator shall check the interior of the vehicle for items that may have been left behind by the passenger(s). Any items that cannot be immediately returned to the passenger(s) should be identified and given to agency director at the end of the shift.

If an operator arrives at a destination and does not feel 110% confident that they can get the client into the destination without endangering themselves or the client, the operator should notify dispatch and stand by for instructions on a new unloading location.

If leaving the vehicle unattended for any amount of time, turn off the engine, take the keys, engage the 4-way flashers and put the transmission in “PARK”. Also, notify dispatch of the type of absence from the vehicle you are intending to take.

Completion of trips using the Routing Box Application on the tablets in the vehicles must be done for every trip. While there is an ability to update the status of each trip is possible, there may be times when you are unable to do so. Please update all trip statuses or complete the trip when you are in a safe place to do so.

Supervision of Passengers

Supervision of passengers must always be done with courtesy, tact and respect.

There is no smoking/vaping, drinking or eating in the vehicle.

All passengers must remain seated when the vehicle is in motion.

If there is a serious infraction during the ride, find a safe place to park and discuss it with the passengers. Use the radio to contact dispatch for advice if needed. If the infraction is minor, discuss it privately with the passenger later. Always speak softly and tactfully, explaining that what they are doing is not allowed. Alert the passenger that you may have to report any major or minor infraction to your agency director and county dispatch.

Do not be distracted by passenger conversations. If the conversation goes in a direction where confrontation can occur, please do your best to direct the conversation in a different direction to avoid the confrontation.

Always be courteous and patient with passengers. Never use sarcasm, shout, argue or lose your temper. Report troublesome passengers to your agency director and county dispatch at the end of your shift. Your agency director or county dispatch will address the issue with the passengers, and counsel them on best practices going forward.

Cell Phone Policy

Some agencies will provide their drivers with cell phones in case of emergency; some agencies do not. In either case, the use of a company provided cell phone or personal cell phone should always be done when the vehicle is **NOT IN MOTION**. If a driver needs to communicate using a cell phone, they should do so in a safe area with the vehicle in park. Giving out your personal cell phone can lead to passengers contacting you during non-business hours or your days off.

All scheduling and return calls should go through dispatch by having the passenger call 716-858-7433. Once a passenger is planning with the driver, dispatch can no longer assist you. To protect yourself, your agency and the passengers, always have the passenger call into dispatch for scheduling and return rides. If a driver forgets a private arrangement, it will

fall on the driver to solely correct the issue. Radio or call any changes into dispatch as soon as they happen.

C. Safety on the Road

Reacting to Accidents and Emergencies

Accidents

The driver must use good judgement and discretion since seriousness of an accident or emergency, including possible injuries, location, time of day, weather conditions may vary. The principles learned during training should be applied in these situations. It is imperative that you remain calm and in control. Generally, all accidents will require some or all of the following:

- Safely secure the vehicle;
- Decide if the vehicle needs to be evacuated. If not, keep the passengers on the vehicle;
- If yes, then direct the passengers to evacuate and move 100 feet from the vehicle and to stay together;
- Call dispatch and advise them of the situation and location;
- Call the emergency services 911, as required;
- Try to keep everyone calm and do not share details of what happened, except to your agency director, dispatchers and first responders.
- Exchange necessary information with other drivers involved. Obtain names and addresses of witnesses. Do not discuss how the accident occurred with other motorists or passengers, give that information only to police and report it to your agency director and county dispatch.

Evacuating the Vehicle

There are several ways to evacuate the vehicle during an emergency:

- Everyone exits through the front door. Start at the rear of the vehicle and evacuate in an orderly and safe manner;
- Everyone exits through the rear or side door. Indicate to the passengers the door they should exit through;
- When the last seat is empty, walk to the rear of the vehicle, checking to be sure everyone and their belongings are off the vehicle.

- If there is a passenger with a wheelchair/scooter, you may have to push, drag or if physically able to, carry a passenger out of the vehicle. Please be sure to avoid injuring yourself and use rules of proper lifting. If you are unable to assist the client, alert first responders of their presence and need assistance at the scene.

Breakdowns

In the event of a breakdown, please do the following:

- Move the vehicle from the lane of traffic to a safe location to avoid danger to passengers, if possible;
- Set 4-way flashers;
- Report on the incident to dispatch and your agency director;
- Call 911 emergency services, as required;
- Dispatch will do its best to coordinate the remaining trips on your schedule, and if there is a passenger in the van, one to your location to complete the trip, if possible.

Medical Problems

If there is a major medical issue with a passenger. Immediately radio to dispatch so they can contact emergency services. Know the location of the medical facilities along your routes. In some cases, it may be best to get the passenger to the nearest medical facility.

In the event the passenger is not breathing or has a pulse, using hands-only CPR (cardio-pulmonary resuscitation) if you are comfortable and able to do so. The use of hands only CPR can improve the future outcomes of a passenger until emergency services arrive.

If there is the possibility of an injury to the neck or spine, a bone fracture, do not move the passenger. Doing so could cause further injury, instead try to keep the passengers calm by letting them know that emergency services are on the way.

Operating Vehicle Procedures

By using LLLC driving practices, you can remove or reduce risks while transporting passengers. The LLLC driving practices are techniques you can use that will help you can use to help you avoid accidents and be prepared for any traffic situation. These principles help you maintain a safe amount of room around your vehicle, improve your visibility, and provide you with extra time to make decisions. Using these practices for 30 days will help make these practices your norm.

Competent drivers are an essential part of the Going Places Transportation Program. Driving skills learned must be practiced for safe, economical and efficient transportation.

Look Ahead

It means that you look far ahead of the vehicle while you're driving. To do so, you should look 15 seconds ahead of where the vehicle is at any given time. By always using the Look Ahead principle, you can identify potential hazards early, so you have enough time to react and safely adjust.

Look Around

It means that you take in entire scene while you're driving. You must constantly move your head and eyes to see everything around the vehicle. Look Around for other cars, pedestrians, and fixed objects on or near the road, especially if you are making a turn. Look Around means you change your point of focus at least every two seconds. Constant eye movement keeps you alert and aware and helps you use both peripheral and central vision. Look Around also means that you check your mirrors every five to eight seconds to increase your range of vision.

Leave Room

Make sure there is adequate space around your vehicle. Ideally, you should leave room on all six sides of the vehicle – in the front, the rear, on each side, as well as above and below the vehicle. You can maintain and monitor the space in front of your vehicle by keeping an adequate following distance. Sometimes to maintain room in the rear, you must slow down to motivate a tailgater to move to another lane or back off. You can't always leave room to your sides, but when you are on the highway, it's your responsibility to adjust your speed when someone is driving right next to you at the same speed.

You also must Leave Room above and below the vehicle. Be on the lookout for low overhead clearances, and remember, they are not always marked with a sign. As there are vehicles with different height clearances within the fleet, make sure you are aware of the height of the vehicle you are operating. Keep an eye out for road conditions or debris that could cause the vehicle to bottom out.

Communicate

Make sure that other drivers on the road know you're there and what you intend to do next. Use your headlights, brake lights and turn signals to communicate your intentions to other drivers. Be sure to use your turn signals before turning or changing lanes and always use at least four flashes before taking any action. A friendly tap on the horn is a good way to get someone's attention, and if possible, you should try to make eye contact. There are many distractions inside and outside of a motorist's vehicle, and making sure you communicate your intentions well before you take them is one way to ensure other motorists are aware of these intentions.

OPERATORS SHALL NOT ENDANGER PUBLIC SAFETY THROUGH CONTINUAL LANE CHANGES. PLEASE USE THE FURTHEST MOST RIGHT LANE, UNLESS TO PASS.

Safe Following Distance

All vehicles have a safe following/stopping distance; this means that an operator does not slam on the brakes of the vehicle as they come upon a stopping situation such as a stop sign, traffic light or pedestrian walkway. The average automobile weighs around 4,200 pounds, and the vehicles of the Going Places Transportation Program weigh around 8,000 pounds. This safe following/stopping distance will vary depending on weather conditions:

- Good Dry Weather requires at least 4 seconds to stop
- Rainy Weather requires at least 5 seconds to stop
- Snowy Weather requires at least 6 seconds to stop
- Icy Weather requires at least 7 seconds to stop

WEATHER DOES NOT CAUSE ACCIDENTS; IT IS HOW YOU REACT TO THE WEATHER THAT CAUSES ACCIDENTS. ADJUST YOUR SPEED AND STOPPING DISTANCES ACCORDINGLY.

The operator using the LLLC technique must anticipate the stop in advance, take their foot off the accelerator to start the slowdown in proper time to come to a complete normal stop. To bring the vehicle to a stop, it will require more distance than the average vehicle.

The parking brake must be applied when the vehicle is parking on an incline. Use the following procedure:

- Set the parking brake
- Put the vehicle in park
- Reverse the above procedure when ready to drive

Make sure the vehicle is fully stopped before changing gears. Always bring the vehicle to a complete stop when putting the vehicle in drive or reverse.

Observe the gauges and indicator lights. It is recommended that the driver observes the gauges every 60 seconds. If there is any gauge or indicator light that appears abnormal, report the issue to dispatch immediately and await further instructions.

Tire Failure

Quickly knowing you have a tire failure will let you have more time to react. Having just a few seconds to remember what it is you're supposed to do can help. The major signs of a tire failure are"

- Sound – the loud “bang” of a blowout is an easily recognized sign. Because it can take a few seconds for your vehicle to react, you might think it was some other vehicle. Any time you hear a tire blow, it’s safe to assume it was yours.
- Vibration – if the vehicle thumps or vibrates heavily, it may be a sign that one of the tires has gone flat. With a rear tire, that may be the only sign you get.
- Feel – if the steering starts to feel “heavy” it is probably a sign that one of the front tires have failed. Sometimes, failure of a rear tire will cause the vehicle to slide back and forth or “fishtail”.

Any of these signs is a warning of possible tire failure. You should do the following things:

- Hold the steering wheel firmly. If a front tire fails, it can twist the steering wheel out of your hand. The only way to prevent this is to always keep a firm grip on the steering wheel with both hands.
- Stay off the brake. It’s natural to want to brake in an emergency. However, braking when a tire has failed could cause loss of control. Unless you’re about to run into something, stay off the brake until the vehicle has slowed down. Then brake very gently, pull off the road and stop.
- Check the tires. After you’ve come to a stop, get out and check all the tires. Do this even if the vehicle seems to be handling all right. The only way you know it is by getting out and looking at it.

Skid Control and Recovery

A skid happens whenever the tires lose their grip on the road. This is caused in one of four ways:

- Over-braking – Braking too hard and locking up the wheels
- Over-steering – Turning the wheels more sharply than the vehicle can turn
- Over-acceleration – Supplying too much power to the drive wheels, causing them to spin.
- Driving too fast – Most serious skids result from driving too fast for road conditions. Drivers who adjust their driving to conditions don’t over-accelerate and don’t have to over-brake to over-steer from too much speed.

Drive Wheel Skids – By far the most common skid is one in which the rear wheels lose traction through excessive braking or acceleration. Skids caused by acceleration usually happen on ice or snow. Taking your foot off the accelerator can easily stop.

Rear Wheel Skids – This occurs when the rear drive wheels lock. Because locked wheels have less traction than rolling wheels, the rear wheels usually slide sideways to “catch up” with the front wheels.

D. DAILY OPERATIONS

Staying Alert & Fit to Drive

Driving a vehicle for long hours is tiring. Even the best drivers will become less alert. However, there are a few things that good drivers do to help stay alert and safe. Here are a few suggestions:

- **Be Ready to Drive** – Get enough sleep. Leaving on a trip when you’re already tired is dangerous. Make sure you are getting enough rest before the days you drive. Most people get 7-8 hours of sleep every 24 hours. Making sure you get enough rest will help you be ready to drive the next day.
- **Avoid Medications** – Some medications can make you sleepy. Those that do have a label warning against operating vehicles or machinery. The most common medicine of this type is an ordinary cold pill. If you must drive with a cold, you are better off suffering from the cold than from the effects of the medicine.
- **Keep Cool** – A poorly ventilated vehicle can make you sleepy. Keep the window or vent cracked or use the air conditioner if you have one.
- **Take breaks** – Short breaks can keep you alert. But the time to take them is before you feel drowsy or tired. Stop often. Walk around to inspect your vehicle. It may help to do some physical activity.
- **Alcohol, Drugs & Driving** – At no time should any driver be operating a vehicle under the influence of alcohol or drugs. If you are under the influence of drugs or alcohol, you should alert your agency director to plan to cover your shift. The safety of yourself, the passengers and others on the road is our highest priority.

Inspection

All vehicles are designed with safety features to protect you and the passengers you transport. The driver must be sure that the vehicle is kept in safe condition and is ready to do the job.

A walk around inspection must be done prior to starting your shift. Look for the cleanliness of windows, body, mirrors, condition of tires and wheels, and lights; and make sure they are

operational; look for indications of any fluid leaks; check fluids for proper levels; visually inspect the vehicle for problems, deficiencies and deterioration.

Inside of the van should be inspected for cleanliness of seats, floor and windows. The inside of the van should always be kept clean; it leaves a great impression on the passengers when they see the vehicle upkept well.

Pre-Start

These are some tasks that should be done before the engine starts.

Driver Position

The driver should position himself so that they are within reach of all the controls and in position for the greatest visibility. Driver comfort should also be considered. If necessary, the seat should be adjusted to put the driver in the optimum position. This is the first pre-ignition step, as mirrors and seat belt adjustment depend on the driver's position.

Drivers should always wear a seat belt; it is New York State law. The seat belt should be adjusted snugly across the hips. It should be fastened only after the mirrors are adjusted, because the other adjustments cannot be made with the seat belt fastened.

Mirror Adjustment

Mirrors should be adjusted after seat to provide the greatest amount of visibility around the vehicle. Inside mirrors should also be adjusted to give drivers the greatest amount of visibility of the interior of the vehicle and the passenger inside.

Outside mirrors should be adjusted so that the driver can see the rear tires at ground level in the bottom of the mirror and the rear bumper near the inside edge.

Starting the Engine

Correct starting procedures incorporate factors of safety and preventative maintenance. Each vehicle is equipped with an automatic engine and should start to warm the engine before starting daily operations. Racing the engine within the first three minutes after starting causes a great deal of wear and tear on the engine.

After starting the engine, during the warmup period the driver should make additional inspections: oil pressure gauge, amp meter and fuel gauge. Next, there should be an operational inspection done of the parking brake, engine and steering operation. Drivers must know and be able to identify trouble indications. Other items to check:

- Steering wheel
- Accelerator pedal
- Footbrake pedal

- Shifter
- Horn
- Headlights/Taillights
- Dimmer switch
- Turn Signals
- Defrosting, Heating and Cooling Equipment
- Wipers and Washers
- Windows and Mirrors
- Tires
- Reflectors
- Hand Holds, Steps and Deck Plates
- Exhaust System
- Radio
- Tablet

Report any defects to dispatchers immediately. Communicating any malfunction will ensure that dispatch is aware and any need to communicate outside of usual operations can be observed. The daily check will help to keep your vehicle in good working order. Neither your supervisor nor your vehicle can be blamed for mechanical difficulties overlooked during inspection, or lack of safety equipment.

During a Trip

During operations you should regularly check:

- Instruments
- Temperature gauges
- Pressure gauges
- Amp meter/voltmeter
- Mirrors
- Tires

If you see, hear, smell or feel anything that might mean trouble, check it out when safe to do so.

After Trip Inspection & Report

Driver's logs should be filled out daily and handed in at the end of each shift. Anything wrong with the vehicle should be written on the logs and stated verbally to the agency director or supervisor.

NEVER ATTEMPT TO OPERATE THE VAN WHEN IT IS IN AN UNSAFE CONDITION!!!

Loading & Unloading Procedures

Stopping for Loading & Unloading

There is a safe technique in making stops that protects all involved. Your steps become habitual. You should practice the following sequence of safety:

- Sight Distance – Your vehicle must be clearly visible from front and rear
- Give traffic adequate warning that you are going to load or unload.
- Use directional signals
- Slow down
- Check your mirrors
- Pull as far right as possible and come to a complete stop
- Turn on your 4-way flashers prior to stopping
- Place vehicle in park and apply service/parking brake
- Check mirrors again to make sure it is safe to load/unload
- Load/unload passengers

Plan ahead. Be sure to arrive at the pickup or drop off address on the proper side of the street. Passengers should never cross the street to board or exit the vehicle. Make sure your route ensures this.

When you are sure you can re-enter the roadway safely, do so. Allow traffic to clear and cancel your flashers. Indicate you intend to merge back into traffic. Check your mirrors again to make sure you have enough room to safely re-enter. Enter the roadway when it is clear to do so.

Parallel Parking

- Approach parking space slowly
- Turn on the right turn signal
- Check traffic both ways
- Stop in traffic lane, with rear of the van even with the front of the parking space
- Back slowly, if clear, using flat mirrors to observe clearance and “Pivot Point” for correct steering
- Complete the maneuver without coming more than one foot from the curb
- Turn off signal
- Put vehicle in park

Potential Hazards you may Encounter

A hazard is any road or other road user that is a possible danger. Seeing hazards lets you be prepared. You will have more time to act if you see hazards before they become

emergencies. Being prepared by using the LLLC technique should help you reduce the hazards to you while on the road as you are constantly scanning the roadways for potential hazards and making plans if they were to occur.

Skids – Turn steering wheel in the same direction that the rear of the van is skidding. Do not let off gas suddenly. Apply brake lightly. Do not lock wheels.

Running off Road – Reduce speed of the van gradually. Select a safe place to check for oncoming traffic in both directions and back onto the roadway. Apply brakes cautiously.

Fog, Smoke and Snow – Reduce your speed. Use low beams. Use caution and leave plenty of space for stopping with the vehicle in front of you. With poor visibility, other drivers may not be using an abundance of caution, it is imperative that you take this into account.

Deep Puddles – Slow down. Gently put on your brakes. Increase RPM and cross water while keeping light pressure on the brakes. When out of the water, maintain light pressure on the brakes for a short distance to heat up and dry out.

Twilight – Use you low headlights on lower beam.

Object in Roadway – Slow down. Do not lose control of your van by swerving. Overturning can cause the vehicle to flip.

Extreme Heat – Check your tire pressure every hour or two to make sure your tire pressure is not exceeding the limit, which could cause it to blow out. Check oil temperature gauge to make sure they are not getting into a dangerous range. Also check hoses for coolant, as with exceeding temperatures, they could leak or fall off, leading to the engine failure or fire.

Defensive Driving

One of the best ways to maintain an accident-free record is to expect the unusual while driving and plan some strategy to avoid accidents. Give the driver in front of you plenty of space, as well as giving yourself adequate space to make necessary maneuvers while on the road. Do not follow too closely.

- Use your eyes to see – not just to look
- Keep your eyes moving
- Search for possible conflicts ahead
- Be sure the other drivers see you and understand your intentions when merging, changing lanes, entering and exiting a roadway. Early indications of what your intents will allow other drivers to act accordingly to your movements on the roadway.

- Always leave yourself a way to avoid a collision. Do not select problem routes if you can avoid them, and if you cannot, make sure you know where there are safe areas to avoid potential accidents.

Basic Safety Rules

Following the basic safety rules of your training will help you to avoid accidents. Remember some of the basic safety training such as:

- Reaction time – Average of $\frac{3}{4}$ of a second is the time that elapses between the time you become aware of a danger and the movement of your feet to the brake in preparation to stop.
- Reaction Distance – In feet, equals MPH speed. For example, 30 MPH has a reaction distance of 30 feet. Keep this in mind when on the highway and moving at higher speeds.
- Stopping Distance – In feet, equals 3 times the MPH speed. For example, 30 MPH has a stopping distance of 90 feet. Keep this in mind when on the highway and moving at higher speed. Inclement weather such as rain, snow and ice can increase this distance. Make sure you are taking the weather conditions into account when leaving space between yourself and the vehicle in front of you. The proper distance is stated earlier in the manual.
- Distance Traveled – In one second, the distance traveled is 1.5 times the MPH speed. For example, 30 MPH travels 45 feet in one second.
- Know Hazardous Locations on Routes – Blind turn locations and intersections, Low overhanging tree branches, low overhangs at entrances to hospitals, apartment buildings, and shopping centers.
- Do Not Take Unnecessary Chances – Running yellow and red lights is responsible for more accidents, injuries, and fatalities than any other driver error.
- Do your best to always keep both hands on the wheel.

Basic Control of the Vehicle

To drive safely, you must be able to control the vehicle speed and direction. Safe operation of a vehicle requires skill in:

- Accelerating – Speed up smoothly and gradually so the vehicle does not jerk. Rough acceleration can cause mechanical damage. Speed up very gradually when the traction is poor as in rain or snow. If you use too much power, the drive wheels may spin, and you can lose control. If the drive wheels begin to spin, take your foot off the accelerator.

- **Steering** – Hold the wheel properly. Hold the wheel firmly with both hands. Your hands should be on opposite sides of the wheel. If you hit a curb or pothole, the wheel could pull away from your hands unless you have a firm hold.
- **Backing safely** – We should avoid backing as much as possible, however, sometimes it needs to be done. Because you cannot see everything behind the vehicle, always be cautious when backing. When you park, try to park so you will be able to pull forward when you exit. When you must back up, here are a few safety rules:
 1. **Look at your path** – Look at your line of travel before you begin. Get out and walk around the vehicle. Check your clearance to the sides and overhead in and near the path your vehicle will take.
 2. **Back slowly** – Always back as slowly as possible. That way you can more easily correct any steering errors. You can also stop quickly if necessary.
 3. **Back and Turn Toward the Driver's Side when Possible** – This will allow you to see any potential hazards while backing up.
 4. **Use a Helper whenever Possible** – If you can use a spotter to assist while backing up, do so. The spotter can assist to make sure you are avoiding any hazards and assist with stopping traffic if necessary.
- **Braking** – Do not jam on the brakes. Emergency braking does not mean pushing down as hard as you can on the brake pedal. This could lock the brakes and lead to a skid, where you have no control over the vehicle. Slamming on brakes could lead to a brake failure through loss of hydraulic pressure, or line burst. In certain situations, pumping the brakes should be used to stop safely.

Pedestrians and Bicyclists

Pedestrians and bicyclists must be always observed. Some routes you drive are equipped with bike lanes, pedestrian and bike crosswalks, and stop lights for crosswalks. Walkers, joggers and bicyclists may be on the road with their backs to traffic, and with headphones on so they cannot hear what is occurring behind them. This means they cannot see you either. This can lead to dangerous situations. Always give the right of way to pedestrians within a crosswalk, give space to a bicyclist in a bike lane.

When approaching a pedestrian or bicyclist from the rear, try one of two approaches. If there is adequate space, proceed around the pedestrian or bicyclist leaving room between you and them. If there is not adequate space to move over, give a light honk of the horn to let them know you will be passing them in close quarters. This way, if they do have headphones on, they are alerted to your presence and potential to pass. When safe, proceed with caution to pass the pedestrian or bicyclist.

Radio

Whenever you are in your vehicle, the radio should always be on and the volume loud enough for you to hear the dispatchers. If there ever is an issue, dispatch should be notified immediately so the issue can be addressed. Notify your director about the issue, so it can be addressed in the proper manner.

Always monitor your radio a few seconds before calling in. Non-professional behavior on the radio reflects poorly on all parties. Use proper call signs to identify the reason for leaving the van, or if you have properly heard the radio message. To better utilize time on the radio, use the terminology sheet to check in with dispatch when returning.

When you call in to dispatch to be out on a break or lunch, make sure when you return to the vehicle, you alert that you are back in service as there may be a message needed to be relayed.

Tablet & Paper Schedule

All drivers should have a tablet and paper schedule to start their day. If there is a scheduled trip on the tablet or paper, and is not on the other, please ask dispatch about the trip at the start of your shift. There could have been a cancelation or addition after the schedules were sent at 2:30 pm the day before as dispatch is open until 4:20 pm.

By asking about discrepancies at the start of your shift, it will allow the driver to better plan their day before it starts. It will also cut down on wasted time and fuel by not going to a client's house who cancelled, or not realizing a client needed to be picked up that was added.

If there is a logistical question about the schedule, two trips scheduled at the same time, or a minute apart. Please contact dispatch with any concerns before the trip. All trips on the schedule are in the order dispatch believes the client should be picked up. That includes clients who are scheduled at the same time, one minute apart, or one hour apart. Please never assume anything, please always ask a question if something does not make sense to you.

RETURN TRIPS SHOULD NOT TAKE PRIORITY OVER AN OUTBOUND TRIP. THOSE WAITING FOR A RETURN HAVE ALREADY ACCOMPLISHED WHAT THE INTENT OF THE TRIP WAS FOR, AND OUTBOUND CLIENTS ARE NEEDING TO MAKE THEIR APPOINTMENT TIMES. IF YOU CANNOT PICK UP A RETURN TRIP IN A TIMELY MANNER, RADIO INTO DISPATCH FOR HELP.

CONTRIBUTION POLICY & PROCEDURES

A. CONTRIBUTION POLICY & PROCEDURE

Policy:

Clients who use the “Going Places Transportation Program” are given an opportunity to make a confidential, self-determined contribution towards the cost of their trip, according to the suggested contribution level established by the Erie County Department for the Aging. The resulting contributions are counted and reported by collecting agency, to put back into their own program.

Third party transportation contributions are collected, counted and credited to the Area Agency on Aging grants that help to cover the costs of the trips.

Procedure:

1. When a driver picks up their schedule, tablet and keys for the day, they should also be picking up an assigned lockbox and contribution envelopes.
2. Cash Boxes should be placed in the front passenger area of the vehicle. It should not be placed on the floor of the area to avoid the box shifting while driving and into the driver’s pedal area.
3. When picking up a client, or returning a client home, an empty contribution envelope will be given to a passenger as they enter the vehicle. Federal and state regulations state that all passengers should be given the opportunity to donate on the dates they travel.
4. Once a passenger has placed money into the envelope, it should not be handled by the driver in any capacity. Passengers should place the envelope into the lockbox on their own. The only time a driver should be placing an envelope into the lockbox is if the client is unable to do so on their own. Having clients place their own donations into the lockbox helps to keep a level of confidentiality of what they donate.
5. If a driver is offered a gratuity or tip, they should refuse it, advising the rider that it could jeopardize their job to accept tips. Drivers must be adamant about accepting tips, instead suggesting that the additional funds could be donated back into the program which helps pay for the cost of salaries, maintenance, fuel and repairs. Drivers must avoid any conduct that even remotely suggests that they are willing or would be willing to take a gratuity.
6. Upon returning to the office at the end of the workday, drivers will turn in their locked cash box to the designated staff person at their agency.

7. In turn, the cash boxes will be stored in the appropriate locked storage cabinet for safekeeping until the designated person can account for the day's collections. When able to, the designated agency staff will make a collaborated count of the day's collection. One counter will open and remove the money from the envelopes. The other will physically count the money alongside the envelope opener. The opener will record the amount for each cash box the agency was using for that day's collection. Upon completion of the counting, each of the counters will initial the amount collected on the Collection Report.
8. Each contractor will be able to keep the donations to offset the costs of the rides. The bank deposit slip should be sent to Erie County Department for the Aging.
9. All donations are anonymous. No driver should make any comment concerning passenger donations to any passenger. Drivers should only concern themselves with transporting clients to and from their locations in the safest, most efficient way possible. Some clients are not a fiscally sound as others, and asking about donations when they are unable to make them can shame passengers, when this is not a fee-for-service program.

ROUTING BOX

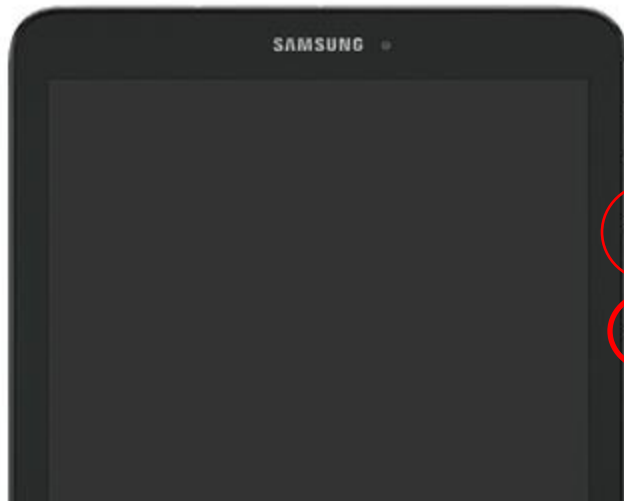
A. ROUTUTING BOX DRIVER APP

Routing Box Tablet Instructions



This is the power button and the lock button. To use as the power button, hold down for about 5 seconds.

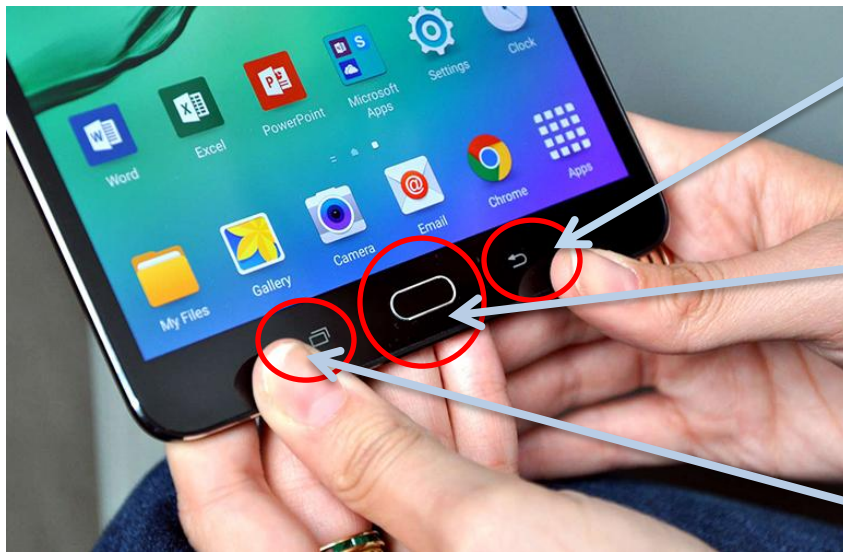
To use as lock button, just click the button, do not hold it down, if you hold it down, it will give you the option to turn the tablet off or restart it.



Volume up

Volume down

The back button. This is used to go back to the previous screen.



Can be used to back out of anything you don't want to be in anymore

Used to close out apps that don't need to be open anymore to preserve battery.

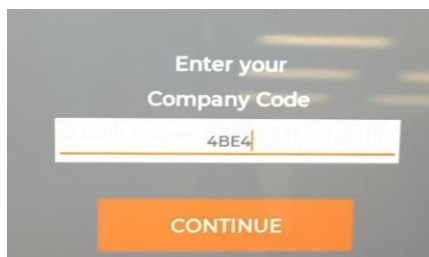
CODES NEEDED

To log into your town's rides: 0XXX (XXX = VAN NUMBER)

E.g. if your Van Number is 503, login is 0503

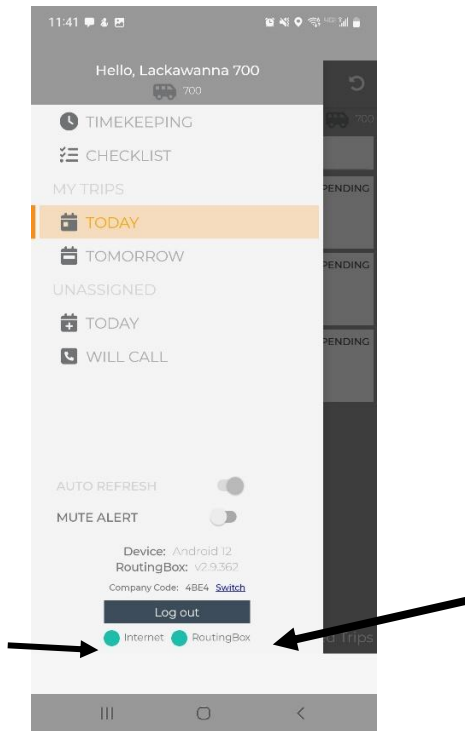
COMPANY CODE

***IF at any time the system asks you for a company code, please type in 4BE4 and select CONTINUE.**

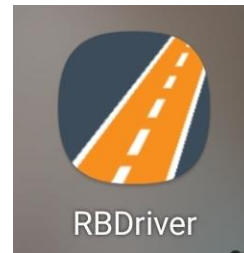


When it asks "is County of Erie Department of Senior Services the company you wanted?", select YES.

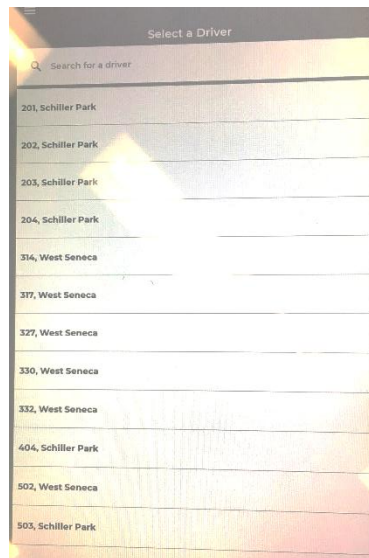
If you experience any issues with your tablet logging in, make sure you are connected to both the internet and Routing Box network. Both Dots should be green. If one is not, contact dispatch.



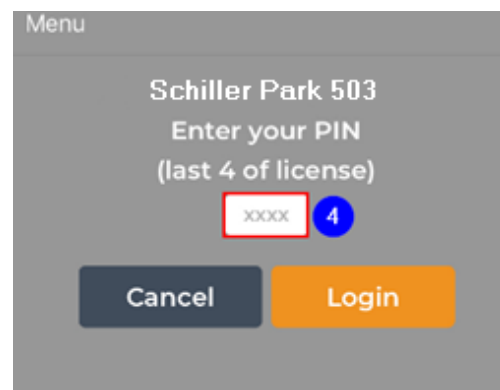
1. Once the tablet opens, tap on the Routing Box app.



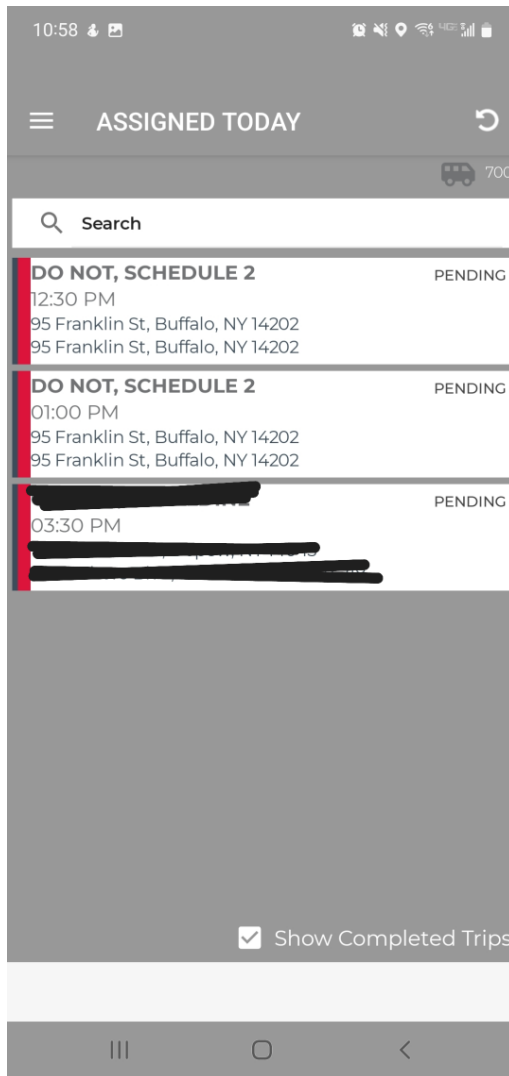
2. Once you are signed into Routing Box, scroll through the list of Vans until you reach your Van number. Tap on your van from the list.



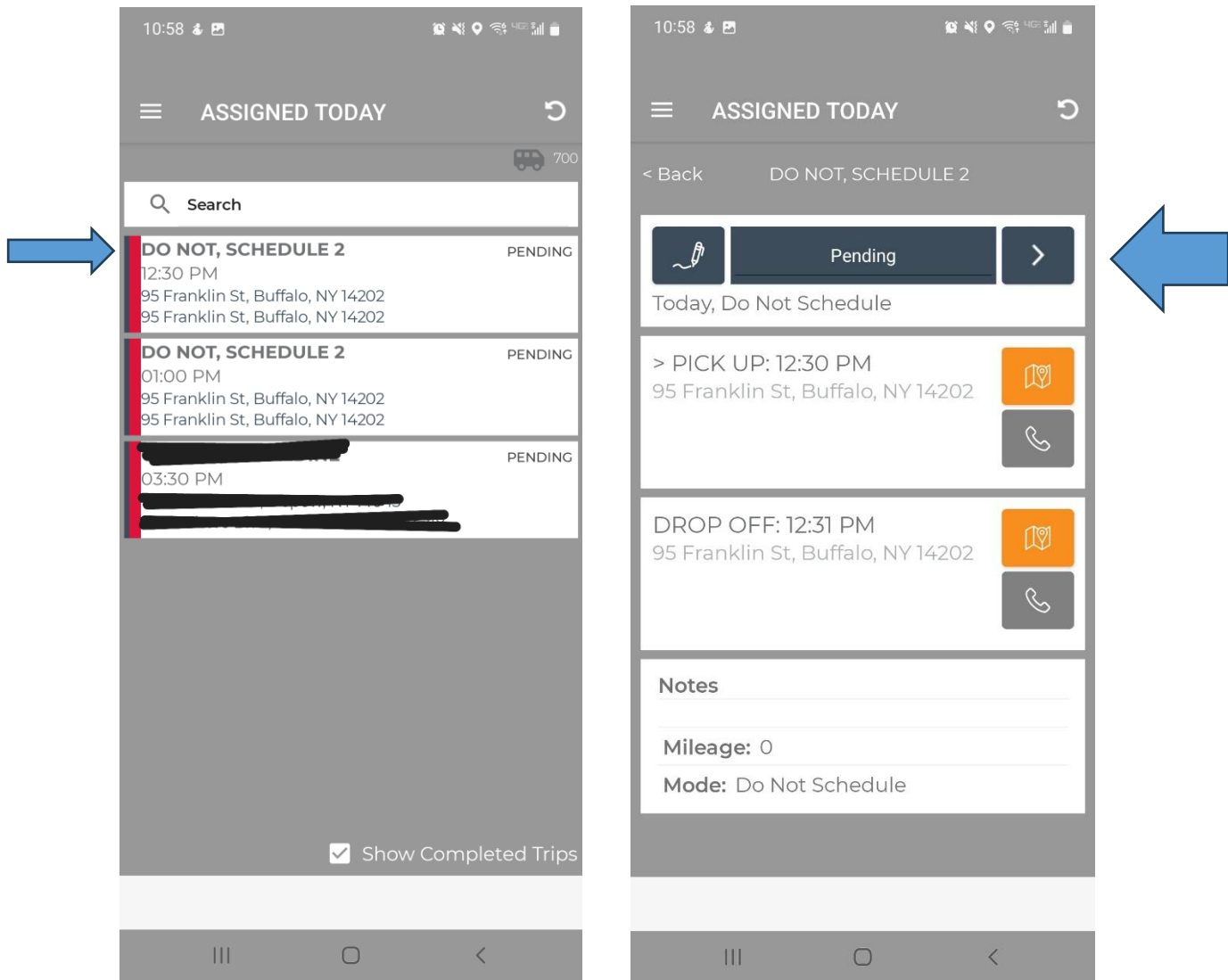
3. Sign in to Routing Box. The sign in will be your van number with a zero in front of it.



- a. Ex. 0**503**
4. Your list of rides for today will be on the screen now, in chronological order.



5. To start the route for the first trip, tap on the box with the first client's name. When it pulls up the trip, update the status of your ride by tapping on the navy arrow above the trip you are working on and to the right of the pending tab. After you do this and the screen loads, the tab will say "En Route to Pickup."

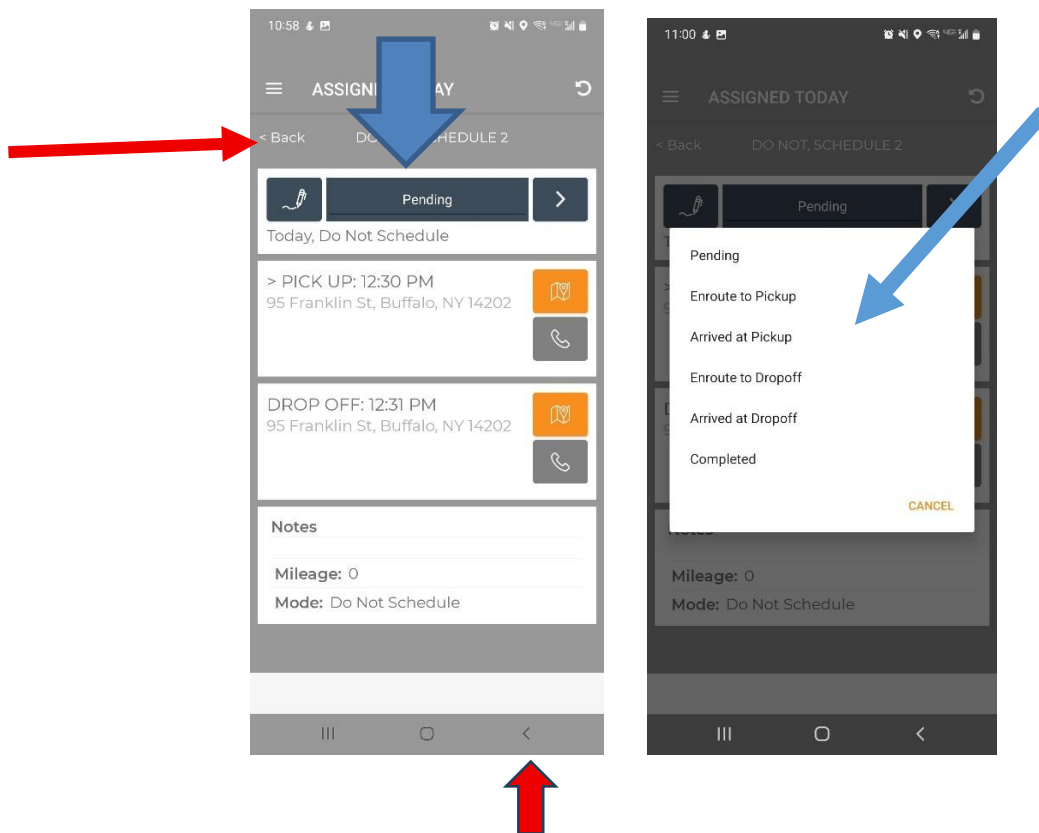


- Once you have reached the trips destination, tap on the arrow once more. This will let the dispatchers know that you have **"Arrived at Pickup."**
- Once you are ready to pull away from the pickup location, tap on the arrow again. This will let the dispatchers know you are **"En Route to Dropoff."**

- c. Once you have arrived at the Dropoff location, hit the arrow again. This will notify the dispatchers that you have **“Arrived at Dropoff.”**
- d. Click the arrow once more to **Complete** the ride and move on to the next rider.
- e. Repeat this for each ride.

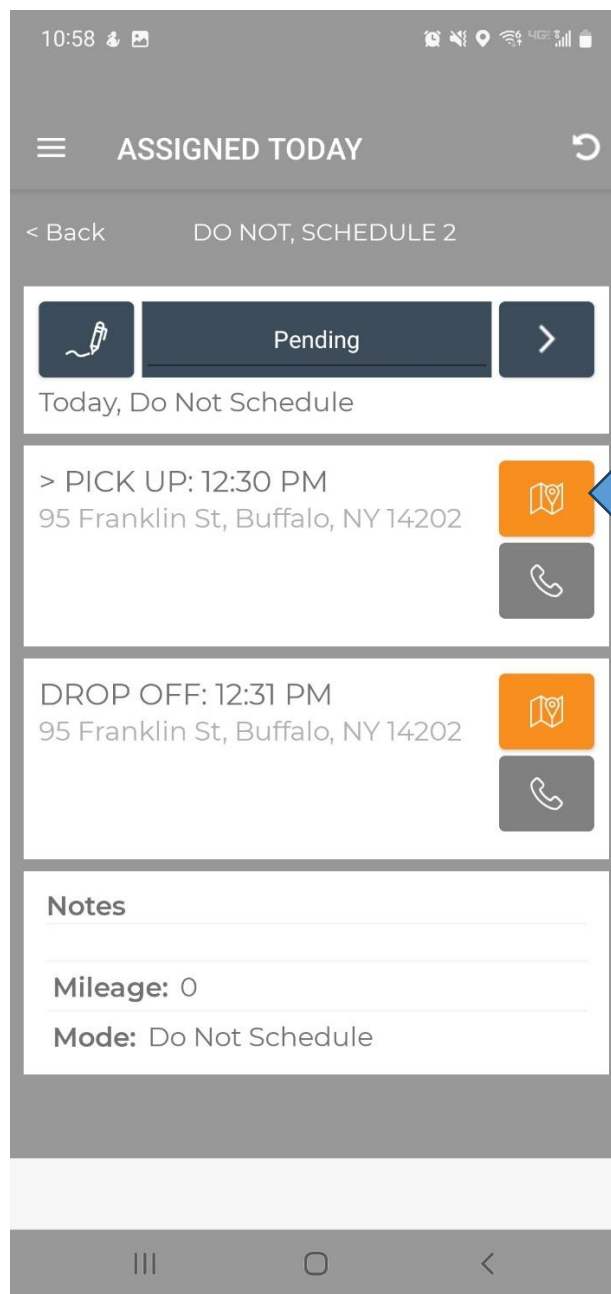
*Note: You may click on the navy tab at any time to change the status of the ride.

Example: If you hit the arrow one too many times and you went to **“Arrived at Pickup”** before you were even **“En Route,”** you may go to that tab and select what status you are on.

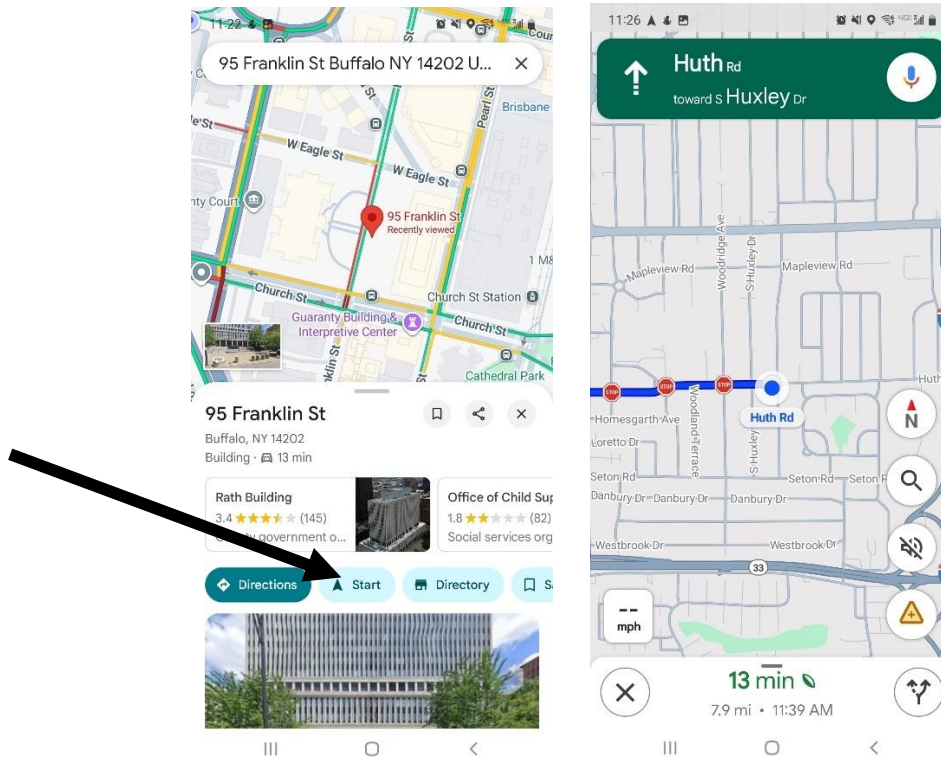


6. If you want to go back to the log in screen, click the Back button at the top left. If that does not work, tap the Back arrow at the bottom of the tablet screen.

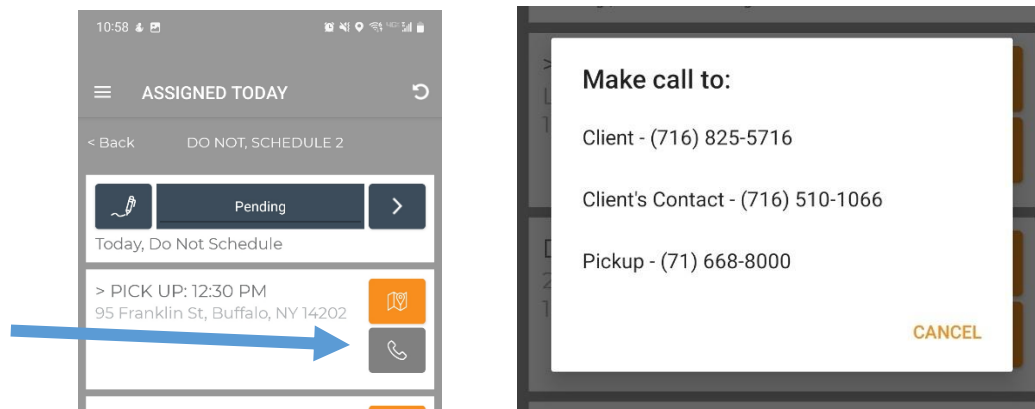
7. If you would like to use the GPS for a ride, click on the little map icon on the right of your current ride. This will load up Google Maps to that location.



- a. You will have to click start at the bottom left, and then the route to the destination will open.



- b. You can pull up the client's phone number by clicking the Phone icon. The phone number will show up, but you cannot call from the tablet itself. If you need to contact a client, you will have to call from your cell phone.



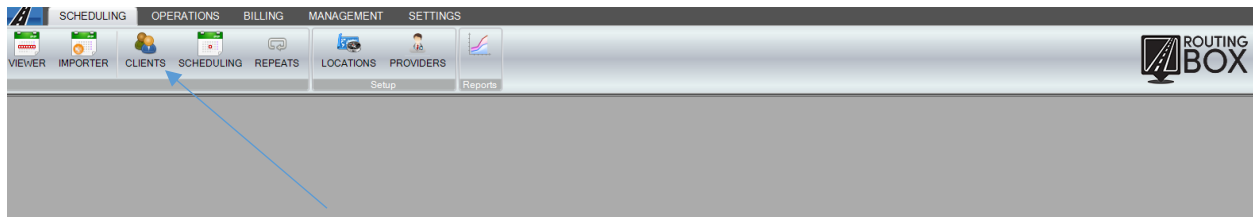
- c. New trips or updated trips will display as notifications. To see the new trip details, select View. Otherwise, select Close to go back to the list of rides.
- d. Note: The app may ask “Update their status as well?” There will be a list of client(s) underneath the question. This is asked for a couple reasons...
- e. -You may be close to another client’s pickup/drop off while in progress with another client. Make sure you look at this client’s trip information before you choose to update. If you would not like to pick up this client yet and it’s too soon, tap on “no thanks.” If you do want to pick them up, tap on “update.”

***The Routing Box Support Team can be reached by calling 716-202-9121 for more information.

B. ROUTING BOX DESKTOP APPLICATION

Creating a Client

1. After logging into the Routing Box Desktop app, you will see this screen. To bring up a client, you would click on the CLIENTS tab.



2. After selecting the clients tab, the screen below will appear. You can type a client's first or last name into the **search** if they are an existing customer or create a new client by filling in the information on the client form.

ID	Client Name
6727	#704, Van # 704 DO NOT SCI
7369	402, SCHEDULE ON 402
8822	606, SHOPPERS
6928	703, Van # 703 Do Not Sched
6728	706, Belle Center CUTOFF 12:
6729	707, Hearts 707 1400 CUTOFF
5107	Aaberg, Roger
9316	Aaron, Diane
7212	Abawary, Madina
8536	Abbott, Debbie
7725	Abbott, Denise
9430	Abbott, Virginia
7342	Abdulla, Stham Taha
6091	Abele, Esther
1032	Abitogun, Victoria
5781	Abraham, Kathleen
2687	Abrams, David
9342	Abrams, Donald
7055	Abrams, Edward
6003	Abrams, Richard
8831	Achtyl, Richard
8153	Achtziger, William
3200	Ackley, Virginia
3300	Adam, Darlene
4834	Adamberger, Valerie
9368	Adamo, Marianne

- Make sure all the field necessary are filled in, including the agency, member # (Client Id from Peer Place), and seating need (Ambulatory or Wheelchair). Making sure this information is correct will ensure the client get the proper vehicle sent to accommodate their needs.

Client Info Trip History Approvals Search

First Name * James
 Middle Initial
 Last Name * Kelly
 DOB / Age 1/ 1/1960 65 years
 Gender ☒ Male ☐ Female ☐ Unknown
 Weight / Height lbs. / in.
 SSN [Incompatibility](#)
 Class ☒ Self-Pay
 Phone 1 (716) 536-1583
 Phone 2 (716) 306-7173
 Mobile
 Email Andrefounders@gmail.com
 Contact Name
 Contact Phone

Company * County of Erie Department of Senior S
 Primary Provider
 Status ☒ Active ☐ Hold ☐ Inactive
 Name Primary [Locations](#)
 Full Name Primary Address
 Address * 166 Pearl St
 City / Unit Buffalo 13th
 State / Postal * NY 14202
 Diagnosis Code

A	Account	Member #	Group #
☒	4634-Kelly, James		
☒	Akron/Newstead	0001	
☒	Belle Center	0001	
☒	Cheektowaga S...	0001	
☒	Hearts & Hands	0001	

Needs *

#	Need	B
0	Do Not Schedule	☐
1	Ambulatory	☒
0	WC Lift Needed	☐
0	Wheelchair	☐
0	Additional Rider	☐

! Note

Timestamp	User

ID	Client Name
7172	Kelly, Ann Marie
6916	Kelly, Annie
8952	Kelly, Charles
686	Kelly, Claudia
9780	Kelly, Dale
5899	Kelly, Gail
6526	Kelly, Gerard
4634	Kelly, James
9724	Kelly, Lewis
2153	Kelly, Mary
6875	Kelly, Maureen
7006	Kelly, Nora
5806	Kelly, Richard
981	Kelly, Thomas
8455	Kelly, Timothy
4776	Kelly, Vincent

Scheduling a Trip

- To schedule a trip for a client, you will need to open the client profile and click the clock icon within the profile.

clients - Kelly, James [4634]

Client Info Trip History Approvals Search

First Name * James
 Middle Initial
 Last Name * Kelly
 DOB / Age 1/ 1/1960 65 years
 Gender Male Female Unknown
 Weight / Height lbs. / in.
 SSN
 Class Self-Pay
 Phone 1 (716) 536-1583
 Phone 2 (716) 306-7173
 Mobile
 Email Andrefounders@gmail.com
 Contact Name
 Contact Phone

Company * County of Erie Department of Senior S
 Primary Provider
 Status Active Hold Inactive
 Name Primary
 Full Name Primary Address
 Address * 166 Pearl St
 City * / Unit Buffalo 13th
 State * / Postal * NY 14202
 Diagnosis Code

ID	Client Name
7172	Kelly, Ann Marie
6916	Kelly, Annie
8952	Kelly, Charles
686	Kelly, Claudia
9780	Kelly, Dale
5899	Kelly, Gail
6526	Kelly, Gerard
4634	Kelly, James
9724	Kelly, Lewis
2153	Kelly, Mary
6875	Kelly, Maureen
7006	Kelly, Nora
5806	Kelly, Richard
981	Kelly, Thomas
8455	Kelly, Timothy
4776	Kelly, Vincent

A	Account	Member #	Group #
☒	4634-Kelly, James		
☒	Akron/Newstead	0001	
☒	Belle Center	0001	
☒	Cheektowaga S...	0001	
☒	Hearts & Hands	0001	

Needs *

#	Need	B
0	Do Not Schedule	☐
1	Ambulatory	☒
0	WC Lift Needed	☐
0	Wheelchair	☐
0	Additional Rider	☐

!	Note	Timestamp	User

- After clicking the trip scheduling button, the screen below will open. Make sure you enter the correct day of trip, the agency responsible for the trip, drop off address, pickup time (24-hour clock), purpose for the trip, appointment time and any other needed notes. **Click the gold circle to make the trip a round trip.**

Trip Scheduling

Trip Info Search

Client * / Class Kelly, James

Account *

Date * / Status * 9/18/2025 Scheduled

Company * County of Erie Department of Senior S

Provider

Purpose * / Mode * Ambulatory

Leg 1

PU / DO Time * 09:55 00:00

Route / Miles 0.0

Name Primary

Full Name Primary Address

Address * 166 Pearl St

City * / Unit Buffalo 13th

State * / Postal * NY 14202

Name DO

Full Name Dropoff

Address *

City * / Unit

State * / Postal * NY

#	Need	B
0	Do Not Schedule	☐
1	Ambulatory	☒
0	WC Lift Needed	☐
0	Wheelchair	☐
0	Additional Rider	☐

Service Code	Type *	Qty *	Charge *
Total: \$0.00			

!	Note	Timestamp	User

6. After clicking the return trip button, you will see the pickup and drop have reversed. The trip will start as a will call trip; however you can preset a return pickup time by selecting the drop down and selecting the scheduled option. Insert the requested pickup time in the time slot in the trip form. **Then click save.**

Trip Scheduling - 09/18 Kelly, J (Schiller P...)

Trip Info Search

Client * / Class Kelly, James
 Account * Schiller Park
 Date * / Status * 9/18/2025 WillCall
 Company * County of Erie Department of Senior S
 Provider
 Purpose * / Mode * Social Activities Ambulatory

Leg 1 Leg 2
 PU / DO Time * 00:00 00:00
 Route / Miles 301-Schiller Park WC 5.01

Name PU
 Full Name Pickup
 Address * 1005 Grant St
 City * / Unit Buffalo
 State * / Postal * NY 14202

Name Primary
 Full Name Primary Address
 Address * 166 Pearl St
 City * / Unit Buffalo 13th
 State * / Postal * NY 14202

#	Need	B
0	Do Not Schedule	☐
1	Ambulatory	☒
0	WC Lift Needed	☐
0	Wheelchair	☐
0	Additional Rider	☐

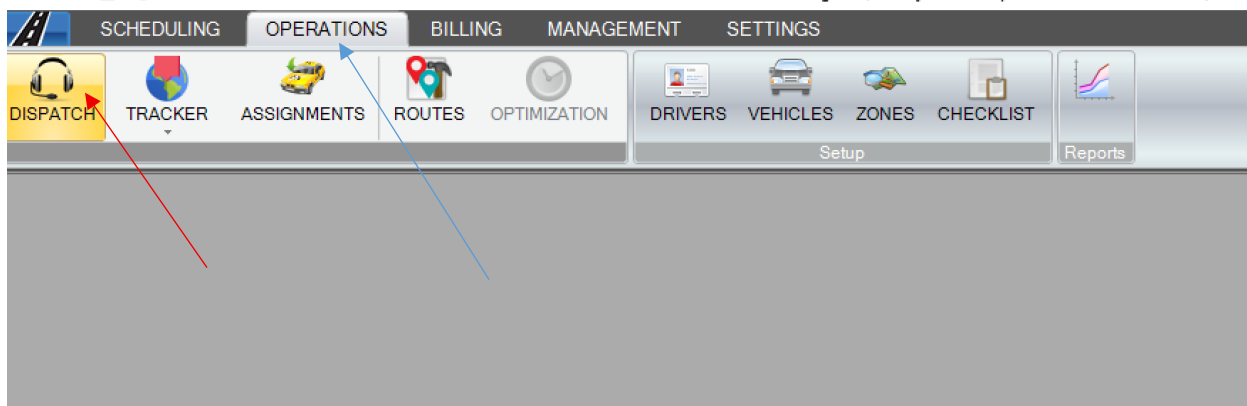
Service Code	Type *	Qty *	Charge *
AMB	B	1.00	\$1.00

Total: \$1.00

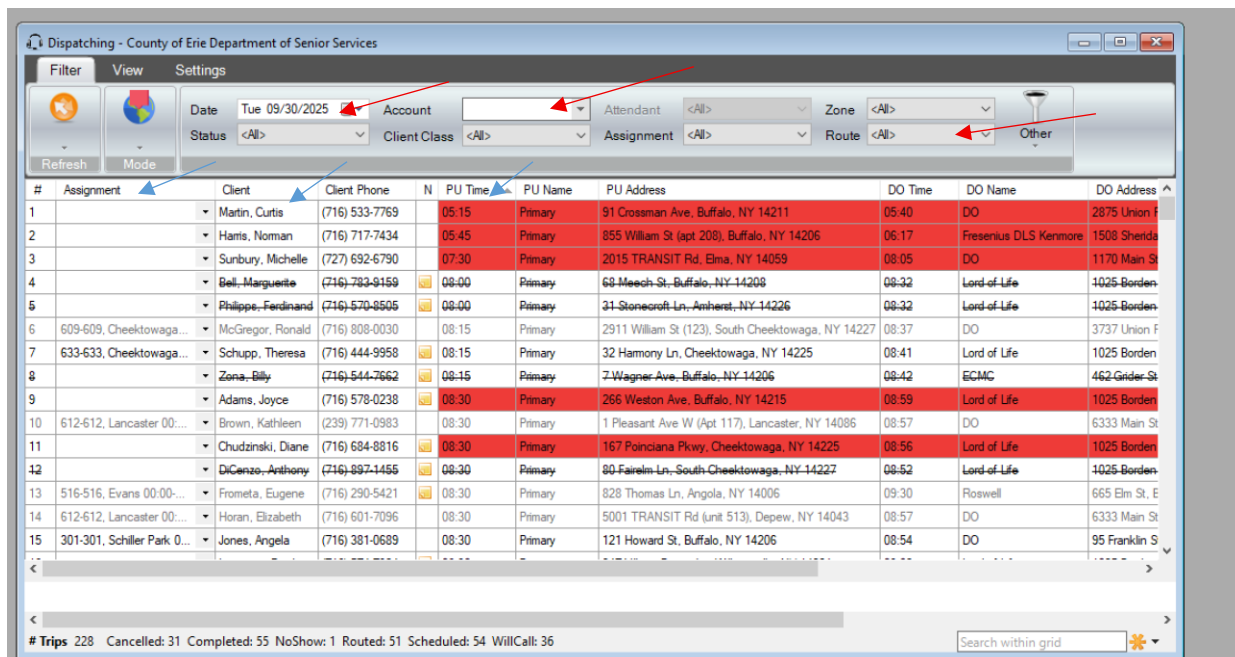
! Note
 Timestamp User

Day of Dispatching

1. To open the dispatch screen, you must first select the operations tab. Then select dispatch top open the day's trips.



2. After selecting the dispatch, the screen below will open. You can arrange the days trips by client, pickup time or assignment. Or you can search by date, route or account. This can also be used during scheduling to see what is available on the vans on upcoming days.



- When a client calls for a return ride pickup, you will find the client and click on their pickup time, and this will allow you to set the time they called for return while also sending a notification to the driver that the client is ready.

1		Kelly, Richard	(716) 393-0697	Call	advanced wound center	2625 Harlem Rd (Fl 1), Cheektowaga, NY 14227
2		Kelly, James	(716) 536-1583	Call	Primary	166 Pearl St (13th), Buffalo, NY 14202
3		Howard, Gary	(716) 239-8671	Call	BFLO MED	295 Essjay Rd, Williamsville, NY 14221

Date

Tue 09/30/2025

▼

Account

▼

Attendant

<All>

▼

Zone

<All>

▼

Status

<All>

▼

Client Class

<All>

▼

Assignment

<All>

▼

Route

<All>

▼

Other

▼

Refresh

Mode

#	Assignment	Client	Client Phone	N	PU Time	PU Name	PU Address	DO Time	DO Name	DO Address
17		Magyaros, Nicholas	(716) 382-0607	Call	UBM	UBM	1111 Main St, Buffalo, NY 14221	Call	Primary	8 Hertel Ave
18		Lyons, Marie	(716) 832-3539	Call	PU	Enter Time	14209	Call	Primary	375 Beard St
19		LeCounte, Carol	(716) 341-8106	Call	Buff	226	226	Call	Primary	331 Davids
20		Lark, Dawn	716-668-8763	Call	PU	14228	14228	Call	Primary	100 Ahepa
21		Kelly, Richard	(716) 393-0697	Call	adv	14225	14225	Call	Primary	107 Castlev
22		Kelly, James	(716) 536-1583	Call	Prim	14202	14202	Call	DO	95 Franklin
23		Hopkins, Patricia	(716) 294-9525	Call	PU	2043 Kensington Ave, Amherst, NY 14226	2043 Kensington Ave, Amherst, NY 14226	Call	Primary	172 Davids
24		Hefley, Linda	(716) 837-4644	Call	PU	6333 Main St, Williamsville, NY 14221	6333 Main St, Williamsville, NY 14221	Call	Primary	54 Linden A

21		Kelly, Richard	(716) 393-0697	Call	advanced wound center	2625 Harlem Rd
22		Kelly, James	(716) 536-1583	11:37	Primary	166 Pearl St (13th)
23		Hopkins, Patricia	(716) 294-9525	Call	PU	2043 Kensington

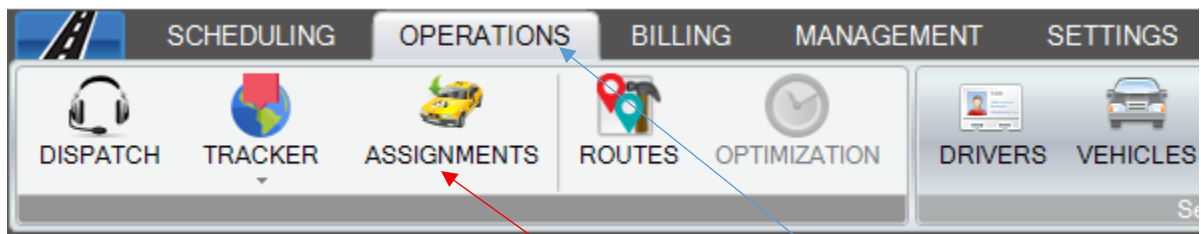
- If a client calls to cancel a trip or **no shows** at the door, we can cancel a trip through the Routing Box Software. The trip(s) will be crossed on your screen after selecting cancel or no show

	S	C	X	N	Paged	Account
ktowaga, NY 14227	☒	☐	☐	☐	Page	Cheektowaga Senior Center
14215	☒	☐	☐	☐	Page	Schiller Park
14	☒	☐	☐	☐	Page	Northwest
t Seneca, NY 14224	☒	☐	☐	☐	Page	West Seneca
	☒	☐	☐	☐	Page	Schiller Park
er, NY 14086	☒	☐	☐	☐	Page	Lancaster
ktowaga, NY 14227	☒	☐	☐	☐	Page	Cheektowaga Senior Center
006	☒	☐	☐	☐	Page	Evans
0	☒	☐	☐	☐	Page	West Seneca
o, NY 14211	☒	☐	☐	☐	Page	Cheektowaga Senior Center
rd Park, NY 14127	☒	☐	☐	☐	Page	Metro Van 1
NY 14127	☒	☐	☐	☐	Page	Orchard Park
IY 14225	☒	☐	☐	☐	Page	Cheektowaga Senior Center
14043	☒	☐	☐	☐	Page	Cheektowaga Senior Center
Y 14221	☒	☐	☐	☐	Page	Lancaster

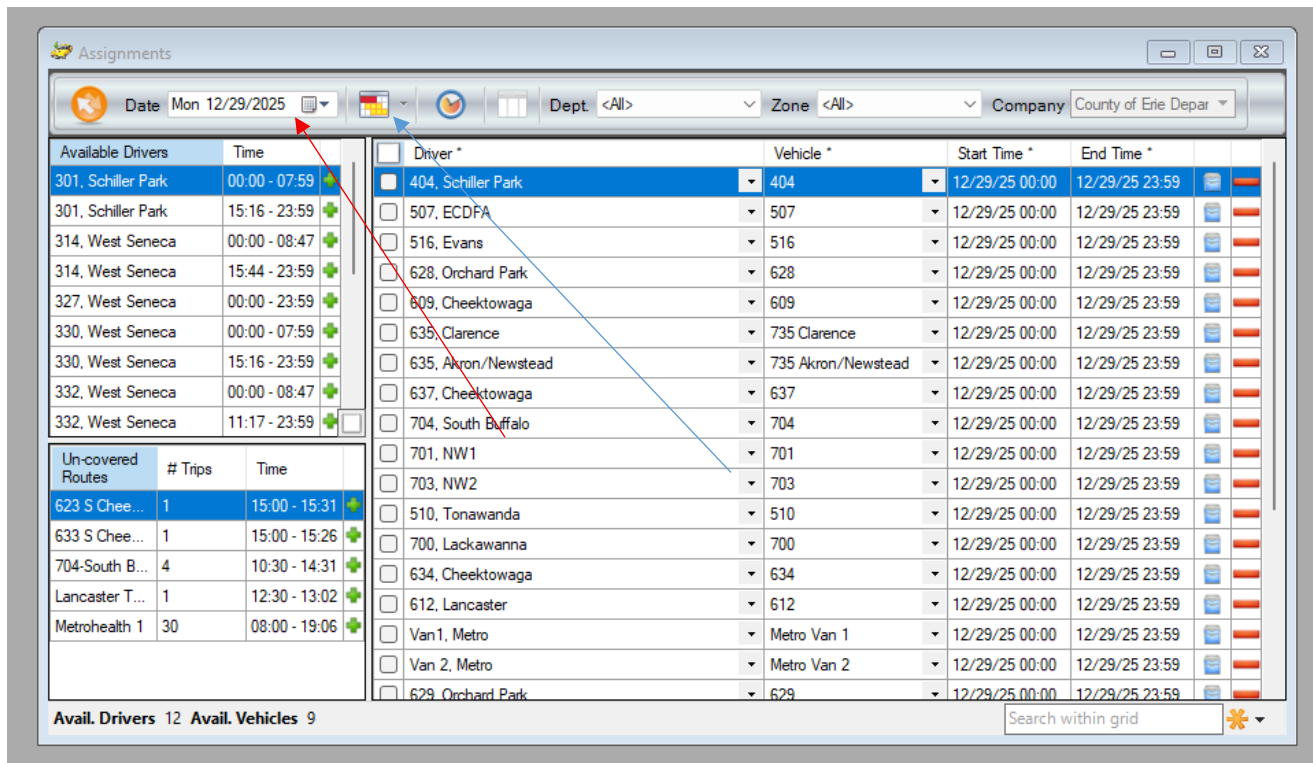
Primary	2244 Orion Rd (200), West Seneca, NY 14224	12:00	DO	95 Franklin Ave, Buffalo, NY 14212	☐	☐	☒	Page	4634 Kelly, Jam
Primary	166 Pearl St (13th), Buffalo, NY 14202	12:04	DO	95 Franklin Ave, Buffalo, NY 14212	☐	☐	☒	Page	4634 Kelly, Jam

Assigning Trips

1. To open the **Assignments** screen, you must first select the **operations** tab. Then select Assignments to assign trips for a certain day.



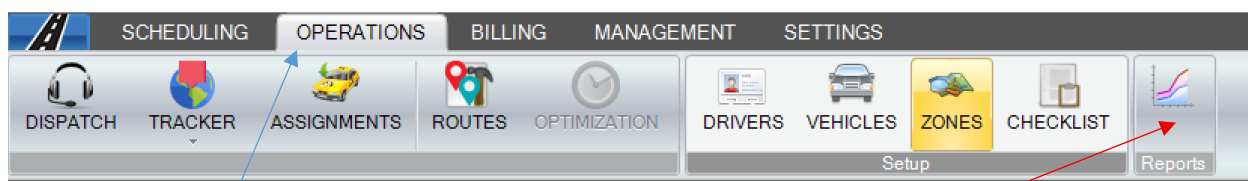
2. After selecting the Assignments tab, this screen will pop up. **Select the date you would like to assign the trips for first.** Then to set the route and vehicle assignments for a certain day select this button.



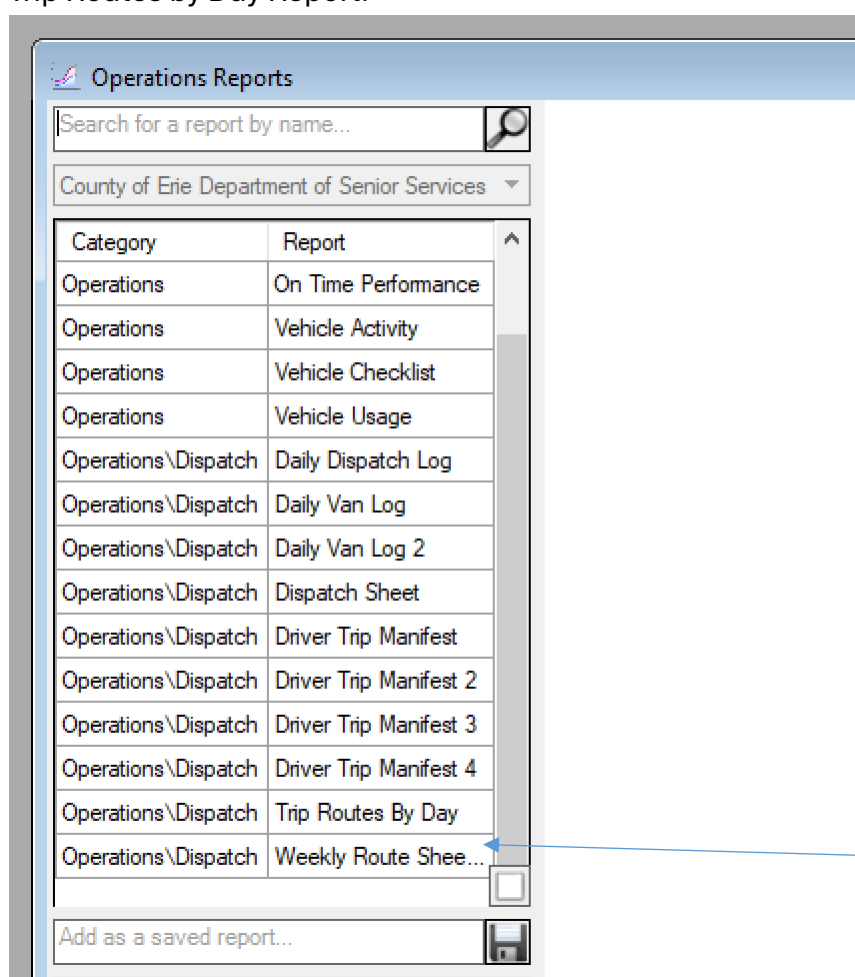
3. After clicking on the button above, it will give you the option on how you would like to assign the trips. Select the option to assign routes by typical vehicle.
4. After the system loads the trips for that day, go to the dispatch screen to make sure all trips that are scheduled are assigned for the day.

Running Report for Daily Schedules

1. To export a van's schedule, you must first open the dispatching tab. Then you would select the Reports tab.



2. After selecting the reports tab, this new window will open. You will want so select Trip Routes by Day Report.



- After selecting Trip Routes by Day, you will see this window open. You will need to fill out the requested fields for the date you are looking for. **Then select OK.**

Please enter the date to view. date

Please enter the name of the trip route to view. &_tripRun

Enter a Value:

Please select whether to show initial legs only. showInitialLegsOnly

False - (Default)

OK Cancel

OK

- After running the report for the day and van/route you would like, you will want to either print or **export the report.**

Printed: 09/30/25 12:59

County of Erie Department of Senior Services Trip Routes

Route #: 507-Schiller Park For: Tuesday, September 30, 2025

Driver: _____ Vehicle: _____

Driver Signature: _____ Plate #: _____

	PU Time	Client	From	To	Notes	IN	OUT
1	08:45	Corcoran, Arline 716-823-4958	184 Lockwood Ave Buffalo, NY 14220	220 Center Rd West Seneca, NY 14224		☐	☐
2	09:15	Polk, Brenda (585) 490-3591	1230 Genesee St Buffalo, NY 14211	3085 Harlem Rd Cheektowaga, NY 14225		☐	☐
3	10:00	Johnson, Emma (716) 449-8703	1250 Bailey Ave, 314 Buffalo, NY 14206	69 Berwyn Ave Buffalo, NY 14215		☐	☐
4	10:45	Hopkins, Patricia (716) 294-9525	172 Davidson Ave Buffalo, NY 14215	2043 Kensington Ave Amherst, NY 14226		☐	☐
5	11:51	Polk, Brenda (585) 490-3591	3085 Harlem Rd Cheektowaga, NY 14225	1230 Genesee St Buffalo, NY 14211		☐	☐
6	12:15	Corcoran, Arline 716-823-4958	220 Center Rd West Seneca, NY 14224	184 Lockwood Ave Buffalo, NY 14220		☐	☐
7	13:00	Johnson, Emma (716) 449-8703	69 Berwyn Ave Buffalo, NY 14215	1250 Bailey Ave, 314 Buffalo, NY 14206		☐	☐
8	14:30	Schrecengost, Miriam (716) 603-8582	696 Hopkins St, 1 Buffalo, NY 14220	1900 Ridge Rd West Seneca, NY 14224	1 way.	☐	☐
9	Call	Hopkins, Patricia (716) 294-9525	2043 Kensington Ave Amherst, NY 14226	172 Davidson Ave Buffalo, NY 14215		☐	☐

5. If selecting to Export the report, you will want to export it as a pdf. **You can also export it as an excel file if you would like by selecting the pdf dropdown.** If you select a single van, you can export it. If you selected all vans for the day, you could export all of them, or certain pages (vans) by entering the page numbers. After selecting the appropriate items for your needs, select export a new window will open.

Printed: 09/30/25 12:59

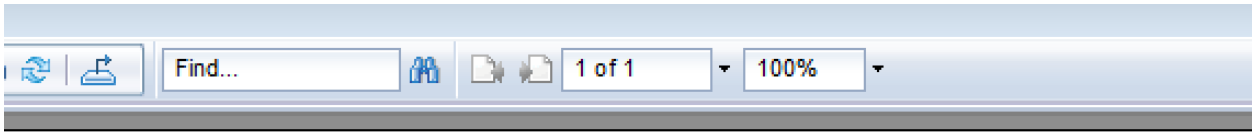
County of Erie Department of Senior Services Trip Routes

Route #: 507-Schiller Park
Driver:
Driver Signature:

PU Time	Client	Notes	IN	OUT
1 08:45	Corcoran, Arline 716-823-4958		☐	☐
2 09:15	Polk, Brenda (585) 490-3591		☐	☐
3 10:00	Johnson, Emma (716) 449-8703		☐	☐
4 10:45	Hopkins, Patricia (716) 294-9525		☐	☐
5 11:51	Polk, Brenda (585) 490-3591		☐	☐
6 12:15	Corcoran, Arline 716-823-4958		☐	☐
7 13:00	Johnson, Emma (716) 449-8703	69 Berwyn Ave Buffalo, NY 14215	☐	☐
8 14:30	Schrecengost, Miriam (716) 603-8582	696 Hopkins St, 1 Buffalo, NY 14220	☐	☐
9 Call	Hopkins, Patricia (716) 294-9525	2043 Kensington Ave Amherst, NY 14226	☐	☐

Export

- This will be the window that opens. Select save and select a place easy to access for you. We tend to name the file for the day of service. From there you can open the pdf, send it via email, or print and fax.



Printed: 09/30/25 12:59

Route

Driver

Driver

P

1

2

3

4

5

(716) 294-9525	Buffalo, NY 14215	Amherst, NY 14226
11:51 Polk, Brenda	3085 Harlem Rd	1230 Genesee St
(585) 490-3591	Cheektowana NY 14225	Buffalo NY 14211

for Servic

, September 30,

nter Rd

eneca, NY 14224

arlem Rd

owaga, NY 14225

wyn Ave

, NY 14215

ensington Ave

File Download

Do you want to open or save this file?

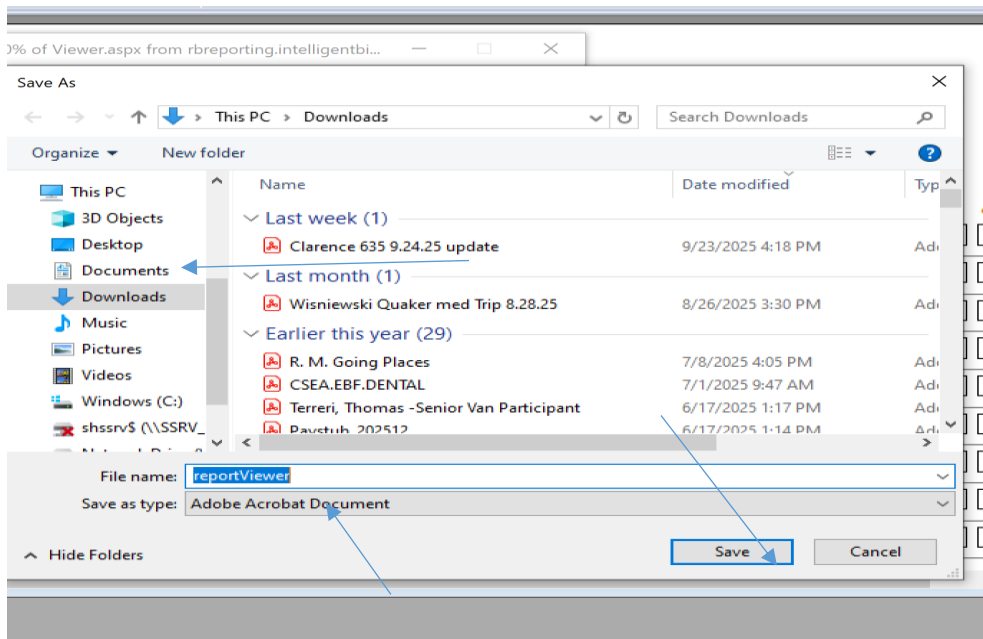
Name: reportViewer.pdf

Type: Adobe Acrobat Document

From: **rbreporting.intelligentbits.com**

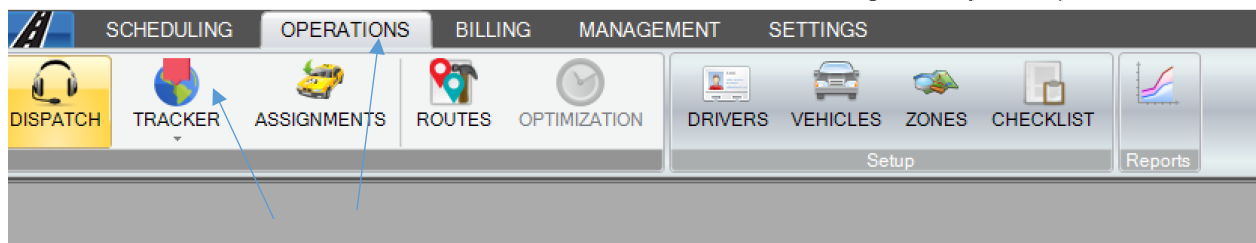
Open
Save
Cancel

While files from the Internet can be useful, some files can potentially harm your computer. If you do not trust the source, do not open or save this file. [What's the risk?](#)

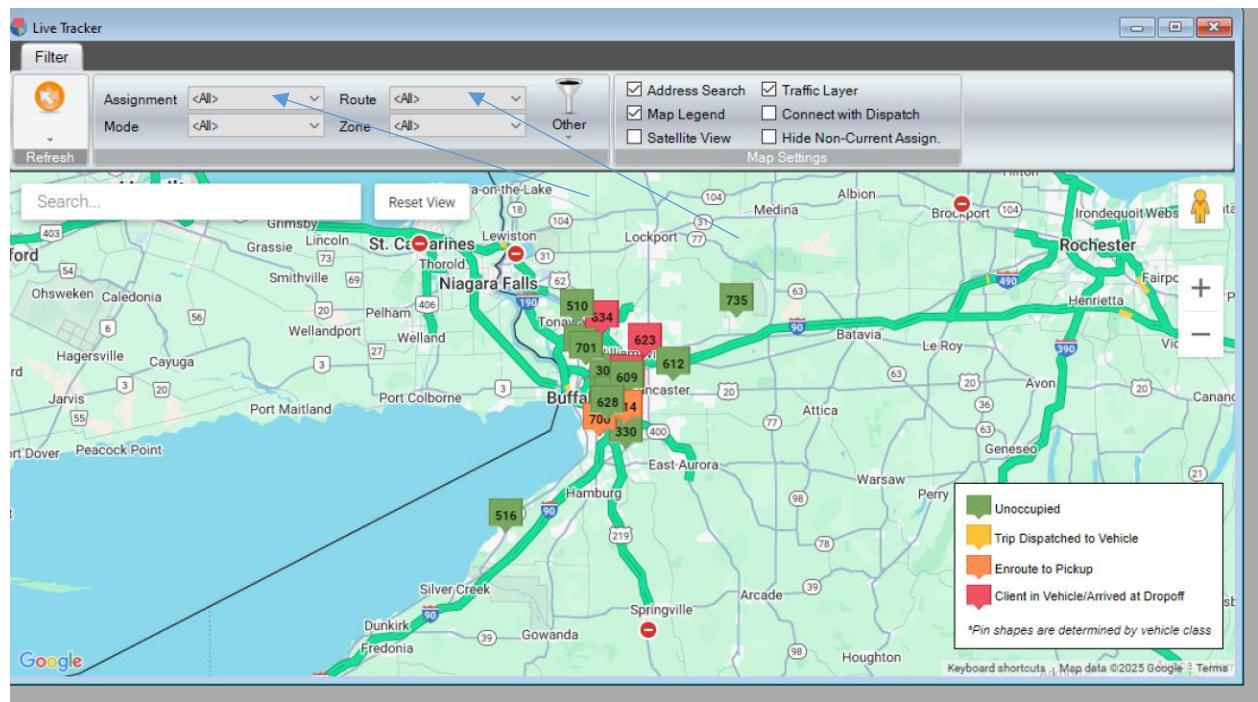


Tracking Vans

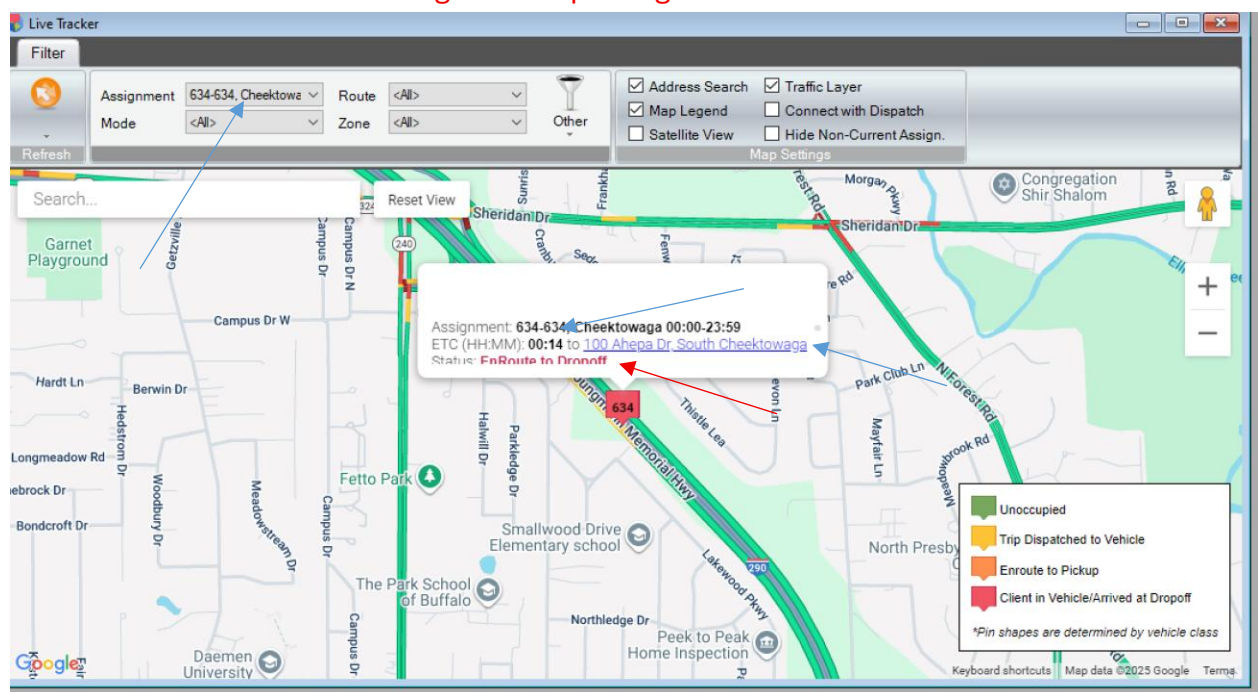
1. Select the Operations tab, then select Tracker.



2. This is the screen that will open up. It should indicate all vehicles that are in service. You can select the van you want to isolate in the Assignment or Route dropdown.



3. After selecting the van to isolate, it will be the only ping on the screen. Hovering over the van icon will let you know what address they are on their way to; the estimated time of arrival and **leg of the trip being executed**.



4. You will be able to let the client know the estimated time for arrival using this screen and what trip is being completed.

NON-DISCRIMINATION POLICY

Erie County Department for the Aging TITLE VI Plan

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C2. Title VI Complaint Form	A-Error! Bookmark not defined.
C3. Letter Acknowledging Receipt of Complaint	A-Error! Bookmark not defined.
C4. Title VI Complaint Letter of Closure	A-Error! Bookmark not defined.
C5. Title VI Complaint Letter of Finding	A-Error! Bookmark not defined.
C6. Title VI Notice to the Public	A-Error! Bookmark not defined.

PROGRAM DESCRIPTION AND SERVICES

Title VI of the Civil Rights Act of 1964 prohibits discrimination based on race, color, or national origin in programs and activities receiving Federal financial assistance. Specifically, Title VI provides that "no person in the United States shall, on the ground of race, color, or national origin, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving Federal financial assistance."

Subrecipients of public transportation funding from the Federal Transit Administration (FTA), are required to develop policies, programs, and practices that ensure that federal and state transit dollars are used in a manner that is nondiscriminatory. **Erie County Department for the Aging** is a subrecipient of FTA financial assistance through a grant from NYSDOT. This Title VI plan details how **Erie County Department for the Aging** incorporates nondiscrimination policies and practices in providing transit services to the ridership we serve.

Erie County Department for the Aging provides transportation services for residents of Erie County, NY who are 60 years of age or older, or who are under the age of 60 and disabled. The Department and their partners provide transportation to clients for medical, employment, social, recreational and personal trips. These trips are offered Monday through Friday from 8:00 am – 4:00 pm for registered clients.

ERIE COUNTY DEPARTMENT FOR THE AGING TITLE VI PLAN

As a subrecipient to NYSDOT receiving Federal Transit Administration Section 5310 funds, **Erie County Department for the Aging** Title VI plan shall comply with Title VI of the Civil Rights Act of 1964 as presented with the following elements:

- ✓ Title VI Notice to the Public, including a list of locations where the notice is posted
- ✓ Title VI Complaint Procedures (i.e., instructions to the public regarding how to file a Title VI discrimination complaint)
- ✓ Title VI Complaint Form
- ✓ List of transit-related Title VI investigations, complaints, and lawsuits
- ✓ Public Participation Plan, including information about outreach methods to engage minority and limited English proficient populations, as well as a summary of outreach efforts made since the last Title VI Program submission
- ✓ Language Assistance Plan for providing language assistance to persons with limited English proficiency
- ✓ A table depicting the membership of transit related non-elected committees and councils, the membership of which is selected by the subrecipient, broken down by race, and a description of the process the agency uses to encourage the participation of minorities on such committees
- ✓ A copy of board meeting minutes, resolution, or other appropriate documentation showing the board of directors or appropriate governing entity or official(s) responsible for policy decisions reviewed and approved the Title VI Program. The approval must occur prior to submission to NYSDOT. (Board approval is not required if the subrecipient does not have a Board.)

The **Erie County Department for the Aging** shall update its Title VI plan every three years and present the updated plan to NYSDOT for their review and approval.

Erie County Department for the Aging TITLE VI Policy

The **Erie County Department for the Aging** commits to comply with Title VI of the Civil Rights Act of 1964 that prohibits discrimination based on race, color, or national origin in programs and activities receiving federal financial assistance. Specifically, Title VI provides that "no person in the United States shall on the ground of race, color, or national origin, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving federal financial assistance" (Title VI of the Civil Rights Act of 1964, 42 U.S.C. § 2000d et seq.). This requirement is included in the Section 5310 agreement between **Erie County Department for the Aging** and NYSDOT and third-party contractors.

For more information on **Erie County Department for the Aging**' Title VI program contact:

Title VI Coordinator

Erie County Division of Equal Employment Opportunity
95 Franklin St, Room 931
Buffalo, NY 14202
Phone (716) 858-7542
deeo@erie.gov

Title VI Public Notice

The **Erie County Department for the Aging**' Notice to the Public is posted in the following locations:

- ☐ Agency website at: www3.erie.gov/seniorservice/transportation
- ☒ Public areas of the agency office 95 Franklin St, 13th Floor, Buffalo, NY 14202
- ☒ Inside transit vehicles

A sample of the notice posted is shown on the next page.

The **Erie County Department for the Aging** operates its programs and services without regard to race, color, and national origin, in accordance with Title VI of the Civil Rights Act of 1964. AGENCY NAME also operates its programs and services to accommodate persons with disabilities under the Americans with Disabilities Act of 1990. Any person who believes they are subject to discrimination based on race, color, national origin or disability may file a complaint with **Erie County Department for the Aging**.

For information on **Erie County Department for the Aging**' Title VI policy or to obtain the Title VI complaint form and procedures visit our website at www3.erie.gov/seniorservice/transportation. Or contact:

Title VI Coordinator

Erie County Division of Equal Employment Opportunity

95 Franklin St, Room 931

Buffalo, NY 14202

Phone (716) 858-7542

deeo@erie.gov

A complainant may also file a complaint directly with New York State Department of Transportation on its Civil Rights website at <https://www.dot.ny.gov/main/business-center/civil-rights/title-vi-ej>.

A complaint can also be filed directly with the Federal Transit Administration Office of Civil Rights, Attention: Title VI Program Coordinator, East Building, 5th Floor-TCR, 1200 New Jersey Ave., SE Washington, DC, 20590

For information in another language, please contact the Title VI Coordinator.

Si necesita información en otra idioma, por favor contacto (716) 858-7542.

Title VI Complaint Procedures and Complaint Form

The Erie County Department for the Aging' Title VI Complaint Procedure is available in the following locations:

- ☒ Agency website at: www3.erie.gov/seniorservice/transportation
- ☒ Hard copy in the central office
- ☒ In client intake materials

Anyone who believes they have been discriminated against based on race, color, or national origin, may file a complaint by completing and submitting the Title VI Complaint Form (contained in *Appendix B*) to the address below.

Erie County Division of Equal Employment Opportunity
Title VI Coordinator

95 Franklin St, Room 931

Buffalo, NY 14202

Phone (716) 858-7542

deeo@erie.gov

The complaint form is not required to file a complaint. The complainant may submit any written report as a complaint notice. Erie County Division of Equal Employment Opportunity will make reasonable modifications and take information verbally if the complainant requires this accommodation.

The Erie County Division of Equal Employment Opportunity investigates complaints received no more than 180 days after the alleged incident. Once the complaint is received, the Erie County Division of Equal Employment Opportunities will follow the steps below:

1. Acknowledge receipt of the complaint within 10 days (*Appendix C*)
2. Determine if the Erie County Division of Equal Employment Opportunity has jurisdiction to investigate the complaint.
3. Plan to complete the investigation within 45 days.
4. Schedule an interview, if deemed necessary.
5. Determine if other public or private entities are or should be involved.
6. Determine if additional information is needed. Complainant has 15 days to provide the additional information.
7. If the Erie County Division of Equal Employment Opportunity is not contacted by the complainant or does not receive the additional information within 15 days, the case can be administratively closed. Additionally, a case can be administratively closed if the complainant no longer wishes to pursue the case.
8. Determine if meetings with the affected party or other interested parties are needed.

After the investigative process has been completed, the **Erie County Department for the Aging** will issue one of two letters to the complainant: a closure letter or a letter of finding (LOF).

1. A **closure letter** summarizing the allegations and stating that there was no Title VI violation and that the case will be closed. (*Appendix D*)
2. A **letter of finding (LOF)** summarizing the allegations and the interviews regarding the alleged incident, and explaining whether any disciplinary action, additional training of the staff member, or other action will occur. (*Appendix E*)

If the complainant wishes to appeal against the decision, the complainant must submit the appeal within 21 days after the date of the closure letter or the LOF.

Filing complaints with **Erie County Department for the Aging** enables the agency to properly investigate the complaint. A person may also file a complaint directly with:

- New York State Department of Transportation
Office of Diversity and Opportunity
50 Wolf Road, 6th Floor
Albany, NY 12232
(518) 457-1129 Fax (518) 549-1273
OCR-TitleVI@dot.ny.gov
- Federal Transit Administration
Office of Civil Rights
Attention: Title VI Program Coordinator
East Building, 5th Floor-TCR,
1200 New Jersey Ave., SE Washington, DC 20590

If information is needed in another language, please contact **Erie County Department for the Aging** at (716) 858-7542.

Si se necesita informacion en otro idioma por favor contacto, (716) 858-7542.

Transit Related Title VI Complaints, Investigations and Lawsuits

The **Erie County Department for the Aging** maintains a log of all Title VI complaints, investigations, and lawsuits pertaining to its transit-related activities since the last Title VI plan update. (Do not include the complainant's name. A case number is preferable.)

Reporting Period:

10/1/2021-9/30/2022

10/1/2022-9/30/2023

10/1/2023-9/30/2024

Check One:

☒

There have been no investigations, complaints and/or lawsuits filed against **Erie County Department for the Aging** during the reporting period.

There have been investigations, complaints and/or lawsuits filed against **Erie County Department for the Aging**. *See list below.*

	Date (Month, Day, Year)	Summary (include basis of complaint: race, color, national origin)	Status (open/closed)	Disposition (finding/no finding)
Complaints				
1.				
2.				
3.				
Investigations				
1.				
2.				
3.				
Lawsuit				
1.				
2.				
3.				

Public Involvement Process

Strategies and Desired Outcomes

This section describes how **Erie County Department for the Aging** will disseminate vital agency information and engage the public in the decision-making process. We will seek out and consider the input and needs of interested parties and groups traditionally underserved by transportation systems. These groups may face challenges accessing our services, such as minority and limited English proficient (LEP) persons. Underlying these efforts is our commitment to determining the most effective public involvement methods for a given project or population.

Erie County Department for the Aging serves clients who have registered for services that are residents of Erie County, NY, 60 years of age or older, or are under the age of 60 and are disabled. These services are funded by the **New York State Office for Aging** (Funder). The Funder, as a recipient of federal financial assistance, must comply with all Title VI requirements in the development and delivery of their programs. **Erie County Department for the Aging** serves all individuals who are determined by the Funder to be eligible for services, without regard to race, color, or national origin and low-income status.

Public Outreach Activities

Erie County Department for the Aging' program decision-making public involvement is limited to the population that meets the eligibility criteria set by the **New York Office For Aging (Funder)**. The Funder is the lead agency for public involvement in the decision-making process with the goal of offering minority and low-income individuals the opportunity to comment on the benefits of the program services being provided with federal financial assistance. The Funder outreach consists of relationship building with agencies and stakeholders (such as Northwest Buffalo Community Center, North Buffalo Community Center Schiller Park Senior Center, Matt Urban Center, and Hispanics United of Buffalo) that provide services to minority, low income and LEP communities

Erie County Department for the Aging assists the Funder during events and the enrollment period as well as promoting the Funder's public involvement campaign to a diverse community. Members of the public who request notices and or handouts in a language other than English will be referred to staff who can provide interpretation assistance or to the Funder for assistance.

Strategies and Desired Outcomes

Erie County Department for the Aging is required to develop and implement an Annual Implementation Plan (AIP). This document describes the proactive strategies, procedures, and desired outcomes that underpin our organization's public participation activities. The determination of how specific public participation activities should take place, and which specific measures are most appropriate is based on the following:

- A demographic analysis of the persons **Erie County Department for the Aging** serves and/or are eligible to receive services.
- The type of transportation program and/or service **Erie County Department for the Aging** provides.
- The resources available to **Erie County Department for the Aging** for public outreach.

Effective public involvement is a key element to involving the public in **Erie County Department for the Aging**' transit service decision making process. This Public Involvement Process describes how **Erie County Department for the Aging** will disseminate vital agency information and engage the public in the decision-making process. We will seek out and consider the input and needs of interested parties and groups traditionally underserved by transportation systems who may face challenges accessing our services, such as minority and limited English proficient (LEP) persons. Underlying these efforts is our commitment to determining the most effective public involvement methods for a given project or population.

Public Outreach Activities

In efforts to involve minority and limited English proficient (LEP) populations in the planning process and to address linguistic, institutional, cultural, economic, historical, or other barriers that may prevent minority and LEP persons from effectively participating in **Erie County Department for the Aging**' decision-making process, **Erie County Department for the Aging** implements early, frequent and continuous engagement for public involvement. The engagement methods include and are not limited to:

1. Post public involvement notifications on transit vehicles, **Erie County Department for the Aging** building, and on the **Erie County Department for the Aging** website.
2. Public meetings will be conducted at times, locations, and facilities that are convenient and accessible.
3. Meeting materials will be available in a variety of predetermined formats and language(s) to serve diverse audiences.
4. Provide professional interpreters in the language(s) spoken by the targeted LEP population(s).

Summary on Public Involvement Activity

Since the last Title VI plan update, **Erie County Department for the Aging** conducted the following public involvement outreach (emails, website posting, media outlets, in-person, virtual) sessions:

☒ Not applicable; **Erie County Department for the Aging** is a closed-door service provider.

Language Assistance Plan

Language Assistance Plan Components

Limited English Proficient (LEP) persons are people for whom English is not the primary language and who have a limited ability to read, write, speak, or understand English. To comply with the FTA Title VI requirement on nondiscrimination based on national origin, as it affects limited English proficient persons, **Erie County Department for the Aging** will take reasonable steps to ensure meaningful access to our programs and activities by LEP persons.

To ensure meaningful access to **Erie County Department for the Aging** programs and activities, we shall use the information obtained in the Four Factor Analysis to determine the specific language services that are appropriate to provide to access the transit services. A careful analysis of the clientele and potential clientele we serve will determine if we communicate effectively with LEP persons and the language spoken other than English. The Four Factor Analysis is an individualized assessment that balances the following four factors.

1. A number or proportion of the LEP population(s), specifically served or could be served by **Erie County Department for the Aging** transit service.
2. The frequency with which LEP persons come into contact with **Erie County Department for the Aging**.
3. The nature and importance of **Erie County Department for the Aging** transit services to LEP population(s).
4. The resources available for LEP outreach and how employees are trained to provide language assistance to LEP persons.

LEP Four Factor Analysis

To determine if an LEP population requires language assistance and what specific language services are appropriate, the **Erie County Department for the Aging** has conducted a Four Factor Analysis of the following areas: (1) Demography, (2) Frequency, (3) Importance, and (4) Resources and costs.

Factor 1–Demography | A number or proportion of the LEP population(s), specifically served or could be served by **Erie County Department for the Aging** transit service

The Human Service – Public Transportation Coordination Plan provides the results of the assessment of the number or proportion of LEP persons, and the languages spoken in the service area. The **Erie County Department for the Aging** service area covers Erie County in New York and includes individuals speaking a wide range of languages. The Human Service – Public Transportation Coordination Plan identified the following language groups that meet the threshold for translation of key materials: Spanish (Other languages are available for assistance

through our Partnership with Language Line and through the Greater Buffalo Niagara Regional Transportation Council)

United States Census Bureau indicates 11.1% of the population of Erie County speaks a language other than English, and 4.3% of riders speak English less than very well. For the population 60 years of age and older, 6.8% speak a language other than English, and 3.7% indicate they speak English less than very well. For the 6.8% population who do not speak English very well, they identified Spanish as the language that would be most requested. Indo-European and Asian and Pacific Island Languages were also identified as languages being used other than English.

Factor 2: Frequency | Frequency with which LEP people encounter **Erie County Department for the Aging**

Based on the results of the number or proportion of the LEP population(s), specifically served or could be served by **Erie County Department for the Aging** transit service, **Erie County Department for the Aging** we know that less than 5% of the transit service population we serve speak English less than very well. **Erie County Department for the Aging** will conduct additional assessments at least annually or if a known spike occurs that requires a re-evaluation of the LEP population.

Factor 3: Importance | Importance of **Erie County Department for the Aging** transit services to LEP population

The **Erie County Department for the Aging**' program and services are critical to the lives of its clients, enabling them to participate as fully as possible in the community, interact and socialize with others, gain skills in daily living and travel to/from work.

Factor 4: Resources and Costs | To meet the language assistance needs of the **Erie County Department for the Aging** LEP population, **Erie County Department for the Aging** will utilize readily available resources, in addition to other avenues, to not only minimize costs, but to strengthen our partnership with other organizations our clients/riders engage with. Some of those readily available resources may include bilingual staff; the inclusion of Google translate toolbar to our website; access to Language Line when needed; and the County office of community engagement personnel. To supplement these resources, **Erie County Department for the Aging** has already begun to translate vital documents and utilize community volunteers. After analyzing the **Erie County Department for the Aging** budget and reviewing available resources, cost associated to meet language assistance needs of the LEP population will be incurred for retaining an interpreter and translating vital documents.

Providing Language Assistance Services

Erie County Department for the Aging currently meets the language assistance needs of the **non-English-speaking** population through the services of an interpreter, including Google translate on our website, accessing community organizations that meet the needs of **non-English-speaking** population, and our multilingual staff. As needed, key documents are translated to Spanish, meeting the threshold for translation of such materials.

Informing LEP Populations of the Availability of Language Assistance

Language assistance is advertised on our website, on the Title VI notice, through posters in our agency, and through program registration materials, as applicable. **Erie County Department**

for the Aging also utilizes community-based organizations to share the availability of these services, public meetings, rider surveys and interviews, outreach documents, and on vehicles.

Erie County Department for the Aging annually identifies the language capabilities and language assistance needs of our ridership. Should **Erie County Department for the Aging** have more than 5% of persons in a specific language group that requires language assistance, **Erie County Department for the Aging** shall comply with the US Department of Justice Safe Harbor Provision and provide written material in the specific language and or oral interpretation of the written material, free of cost.

Updating the Language Assistance Plan

The **Erie County Department for the Aging** will monitor the effectiveness of the language assistance to determine if enhancements on the methods (translating vital documents, interpretations and website) is required to better communicate with the LEP population. As a part of this process, the **Erie County Department for the Aging** will incorporate components that encourages feedback from customers on their experience with the implementation of the Language Assistance Plan. Based on the input received, **Erie County Department for the Aging** will make any immediate critical updates that can be feasibly implemented and document others for the triennial update of the Title VI Plan. Consequently, if there are updates to the Language Assistance Plan within the Human Service – Public Transportation Coordination Plan, **Erie County Department for the Aging** will review such updates and identify those with impact on components germane to its own Language Assistance Plan. Critical updates that can be feasibly implemented will be immediately incorporated.

Training Employees to Provide Language Assistance

Erie County Department for the Aging employees are oriented on the principles of Title VI and language assistance. New employees will be provided with guidance on the needs of clients served and how best to meet their language needs. Refresher training will be completed with the triennial Title VI Plan update. Reminders on the importance of Title VI and the Language Assistance Plan will be distributed through email. Training will include review of the following Title VI program components:

1. Title VI Notice to the Public
2. Title VI complaint procedures and form
3. Complaint log
4. LEP (Four Factor Analysis and Language Assistance Plan)

If an employee needs further assistance related to LEP individuals, they will work with the **Erie County Department for the Aging** Title VI Coordinator to identify strategies to meet the language needs of the participants of the program or service.

Minority Representation on Advisory Boards

The only non-elected transit committee or council of **Erie County Department for the Aging** is the Advisory Board. The representation of membership by racial breakdown is shown in the table below.

Table X: Racial Composition of Membership of Board, Committees, Councils

Body	Caucasian	Hispanic	African American	Asian American	Native American	Two or More Races
Erie County Department of Senior Services advisory Board	90%	0%	10%	0%	0%	0%

Efforts to Encourage Minority Representation on Boards and Committees

The **Erie County Department for the Aging** understands diverse representation on committees, councils and boards results in sound policy reflective of its entire service area. As such, the **Erie County Department for the Aging** encourages participation of all its clientele/patrons and interested parties on boards, committees or councils.

As vacancies on boards, committees, and councils become available, the **Erie County Department for the Aging** will make efforts to encourage and promote diversity with active participation of clientele/patrons, community organizations and interested parties. **Erie County Department for the Aging** contacts advocate of the minority community, such as organizations that serve minority communities and leaders to garner interest in participating onboards, committees or councils.

Recordkeeping and Reporting

Erie County Department for the Aging maintains records related to the agency's implementation of Title VI program, including records of the Title VI Plan Board adoption, records of Title VI staff training, public involvement activities, complaints, investigations, language assistance services and other implementation activities.

Erie County Department for the Aging shall update the Title VI Plan, every three years and submit the plan to the New York State Department of Transportation (NYSDOT) for approval.

Plan and Policy Review

The Title VI policy will be disseminated to employees through new employee orientation and periodic email messages. The **Erie County Department for the Aging** will review its Title VI Plan at least once every three years to determine if modifications are necessary. The **Erie County Department for the Aging** directly operates scheduling and dispatch services and subcontracts the operation of day of transportation services and will review implementation annually to ensure compliance with Title VI Plan requirements. The agency's review includes verifying that all employees have received ongoing updates, training, and a copy of the Title VI policies and that all postings are in place and in good condition.

Title VI Plan Monitoring – Activity Log

Date	Activity (Review-Update- Addendum- Adoption- Distribution)	Person Responsible	Remarks
August 1, 2024	Adopt and distribute	Gadzo	Verify intake materials, postings. Verify all employees receive Title VI

Date	Activity (Review-Update- Addendum- Adoption- Distribution)	Person Responsible	Remarks
			training and copies of Title VI policy.
August 1, 2025	Annual review of implementation	Gadzo	Verify all new employees receive training and copies of Title VI policy. Verify intake materials and postings.
August 1, 2026	Annual review of implementation	Gadzo	Verify all new employees receive training and copies of Title VI policy. Verify intake materials and postings.
August 1, 2027	Update plan, adopt and distribute	Gadzo	Verify all employees receive training and copies of Title VI policy. Verify intake materials, postings

Program Monitoring

The **Erie County Department for the Aging** will monitor the effectiveness of the Title VI program through the feedback from clientele, employees, public and other agencies (NYSDOT, FTA). **Erie County Department for the Aging** seeks opportunities to continuously improve its Title VI plan, public participation outreach efforts and providing meaningful access of our services to LEP individuals.

Facility Location Equity Analysis

As a subrecipient of federal funds, **Erie County Department for the Aging** understands we are required to conduct a Title VI equity analysis when planning to construct, expand, or purchase a facility. A facility includes storage facilities, maintenance facilities, and operations centers, but it does not include bus shelters, transit stations, or power substations. The equity analysis requirement applies even to facilities that do not receive direct federal funding (as long as **Erie County Department for the Aging** receives federal financial assistance, Title VI requirements apply to all programs and activities). The equity analysis compares the equity impacts of various siting alternatives and must occur during the planning phase, prior to the selection of the preferred site, and must include the following:

1. A description of the outreach to persons potentially impacted.
2. A comparison of equity impacts of various citing alternatives.
3. An analysis about whether a disparate impact occurs based on race, color or national origin (including potential cumulative adverse impacts from other facilities with similar impacts in the area) because of the location and construction of a facility. (If there is a disparate impact, the construction of the facility may only occur if there is a substantial

legitimate justification, there are no alternative locations that would have a less disparate impact, and it is not a pretext for discrimination).

For any new facility construction, expansion, or acquisition, **Erie County Department for the Aging** will work with NYSDOT to ensure that the equity analysis is completed and submitted to NYSDOT. The equity analysis will be provided upon request to NYSDOT, FTA and during the triennial review.

The below is intended to provide direction to the reader as to whether **Erie County Department for the Aging** was required to, completed, and included a Title VI equity analysis with this Title VI Plan update.

Did **Erie County Department for the Aging** construct, expand or acquired a facility in the past three years? (*check the box next to the appropriate response below*)

☒ **No. Erie County Department for the Aging** has not constructed, expanded or acquired a facility.

Does **Erie County Department for the Aging** plan to construct, expand or acquire a facility in the next three years? (*check the box next to the appropriate response below*)

☒ **No. Erie County Department for the Aging** does not plan to construct, expand or acquire a facility.

LIST OF APPENDICES

- A. Documentation of Board Approval
- B. Title VI Complaint Form
- C. Letter Acknowledging Receipt of Title VI Complaint
- D. Title VI Complaint Letter of Closure
- E. Title VI Complaint Letter of Finding
- F. Title VI Notice to the Public

APPENDIX A: Documentation of Board Approval

Erie County Department for the Aging Title VI Plan Board Approval

On behalf of the Erie County Department for the Aging Advisory Board, we the Board have reviewed and adopted the **Erie County Department for the Aging** Title VI plan. We the Board are committed to ensuring that all decisions are made in accordance with the adopted Title VI plan, to that end no person is excluded from participation in, denied the benefits of, or otherwise be subjected to discrimination under any **Erie County Department for the Aging** services and activities based on race, color or national origin, as protected by Title VI of the Civil Rights Act of 1964 and Federal Transit law under Title 49 Part 21.

Effective: 8/1/2024

Adopted: 8/1/2024

Adopted By: Erie County Department for the Aging

Revised: N/A

Adopted By: N/A

APPENDIX B: Title VI Complaint Form

Erie County Department for the Aging Title VI and ADA Complaint Form

Section I:				
Your Name:		Complaint Type: ☐ ADA ☐ TITLE VI		
Address:				
Telephone (Home):		Telephone (Work/Mobile):		
Email Address:				
Accessible Format Requirements?	Large Print		Audio Tape	
	TDD		Other	
Section II:				
Are you filing this complaint on your own behalf?		Yes*	No	
<i>*If you answered "yes" to this question, go to Section III.</i>				
If not, please supply the name and relationship of the person for whom you are complaining:				
Please explain why you have filed for a third party:				
Please confirm that you have obtained the permission of the aggrieved party if you are filing on behalf of a third party.		Yes	No	
Section III:				
I believe the discrimination I experienced was based on (check all that apply):				
☐ Race ☐ Color ☐ National Origin ☐ Disability				
Date of Alleged Discrimination (Month, Day, Year): _____				
Agency name complaint is against: _____				
Location of where the alleged discrimination occurred:- _____				
Explain as clearly as possible what happened and why you believe you were discriminated against. Describe all persons who were involved. Include the name and contact information of the person(s) who discriminated against you (if known) as well as names and contact information of any witnesses. If more space is needed, please attach additional pages.				

Section IV	
Have you filed this complaint with any other Federal, State, or local agency, or with any Federal or State court? ☐ Yes ☐ No <i>If yes, check all that apply:</i> ☐ Federal Agency: _____ ☐ Federal Court: _____ ☐ State Agency: _____ ☐ State Court: _____ ☐ Local Agency: _____	
Provide information for the contact person at the agency/court where the complaint was filed.	
Name and Title:	

Agency:	
Address:	
Telephone:	

You may attach any written materials or other information that you think is relevant to your complaint.

Signature and date required below.

_____	_____
Signature	Date

Please submit this form by mail, email or in person to the address below.

Erie County Division of Equal Employment Opportunity
Title VI/ADA Coordinator
95 Franklin St, Room 931
 Buffalo, NY 14202
deeo@erie.gov

This complaint may also be filed directly with the New York State Department of Transportation, Office of Civil Rights, 50 Wolf Road, 6th Floor, Albany, NY 12232, (518) 457-1129 Fax (518) 549-1273, OCR-TitleVI@dot.ny.gov or the Federal Transit Administration, Office of Civil Rights, Attention: Title VI Program Coordinator, East Building, 5th Floor-TCR, 1200 New Jersey Ave., SE Washington, DC, 20590.

APPENDIX C: Letter Acknowledging Receipt of Complaint

Date

Name

Address

City, State Zip

Dear Name:

This letter is to acknowledge receipt of your Title VI complaint against **Erie County Department for the Aging** alleging

An investigation will begin shortly. If you have additional information you wish to convey or questions concerning this matter, please feel free to contact this office by contacting our office at (716) 858-7542 or in writing to **Erie County Department for the Aging, 95 Franklin St, Room 931, Buffalo, NY 14202, or deeo@erie.gov**.

Sincerely,

Ryan Gadzo

Project Administrator-Transportation

95 Franklin St, 13th Floor

Buffalo, NY 14202

APPENDIX D: Title VI Complaint Letter of Closure

Date

Name

Address

City, State Zip

Dear Name:

The matter referenced in your Title VI complaint dated _____ against Erie County Department of Senior Services alleging

_____ has been investigated. The results of the investigation did not indicate that the provisions of Title VI of the Civil Rights Act of 1964, had in fact been violated. As you know Title VI prohibits discrimination based on race, color, or national origin in any program receiving federal financial assistance.

Erie County Department for the Aging has analyzed the materials and facts pertaining to your case. There was no evidence identified that a violation of your Title VI rights were denied. I therefore advise you that your complaint was not substantiated and that I am closing the matter in our files.

You have the right to 1) provide additional information to this office for reconsideration of your complaint within seven (7) calendar days of receipt of this final written decision and/or 2) file a complaint externally with the Federal Transit Administration at:

Federal Transit Administration Office of Civil Rights Attention: Title VI Program Coordinator East Building, 5th Floor- TCR 1200 New Jersey Ave., SE Washington DC 20590

Thank you for taking the time to contact us. If I can be of assistance to you in the future, do not hesitate to call me.

Sincerely,

Andrew McLaren

Title VI Coordinator

95 Franklin St, Rm 931

Buffalo, NY 14202

deeo@erie.gov

APPENDIX E: Title VI Complaint Letter of Finding

Date

Name

Address

City, State Zip

Dear Name:

The matter referenced in your letter dated _____ against **Erie County Department for the Aging** alleging Title VI violation has been investigated. The investigation determined non-compliance by **Erie County Department for the Aging** in administering the Title VI obligations of nondiscrimination in the programs and services we administer. Immediate efforts are underway to correct the findings.

Thank you for bringing this important matter to our attention. You were extremely helpful during our review of the program to correct our implementation of the Title VI Program. If I can be of assistance to you in the future, do not hesitate to call me at _____.

Sincerely,

Andrew McLaren

Title VI Coordinator

95 Franklin St, Rm 931

Buffalo, NY 14202

deeo@erie.gov

APPENDIX F: Title VI Notice to the Public

Option 1: Title VI Notice to the Public

Notifying the Public of Rights under Title VI

Erie County Department for the Aging

The Erie County Department for the Aging operates its programs and services without regard to race, color, and national origin in accordance with Title VI of the Civil Rights Act of 1964. Any person who believes they have been aggrieved by any unlawful discriminatory practice under Title VI may file a complaint with the Erie County Department for the Aging.

For more information on the Erie County Department for the Aging **Services**' program, and the obligations and procedures to file a complaint, **contact (716)-858-8526;** email seniorinfo@erie.gov; or visit our office at Erie County Department for the Aging, **95 Franklin St, 13th Floor, Buffalo, NY 14202.** For more information on how to contact Erie County Department for the Aging to find out about Title VI, visit <https://www3.erie.gov/seniorservices/transportation> .

A complainant may file a complaint directly with Erie County Department for the Aging TITLE VI Coordinator by following the Erie County Department for the Aging complaint procedures also found on the agency's website. A complaint can also be filed with the New York State Department of Transportation on its Civil Rights website at <https://www.dot.ny.gov/main/business-center/civil-rights/title-vi-ej>. Finally, a complaint can be filed directly with the Federal Transit Administration Office of Civil Rights, Attention: Title VI Program Coordinator, East Building, 5th Floor-TCR, 1200 New Jersey Ave., SE Washington, DC, 20590.

If information is needed in another language, contact **(716)858-8526**.

Si necesita información en otra idioma, por favor contacto (716)-858-8526.

Option 2: Title VI and ADA Notice to the Public

Notifying the Public of Rights under Title VI and the ADA

Erie County Department for the Aging

The Erie County Department for the Aging operates its programs and services without regard to race, color, and national origin, in accordance with Title VI of the Civil Rights Act of 1964, and for persons with disabilities under the Americans with Disabilities Act of 1990. Any person who believes they have been aggrieved by any unlawful discriminatory practice under Title VI or the ADA may file a complaint with the Erie County Department for the Aging.

For more information on the Erie County Department for the Aging' program, and the obligations and procedures to file a complaint, **contact (716) 858-5245; email deeo@erie.gov**; or visit our office at **Erie County Division of Equal Employment Opportunity, 95 Franklin St, Room 931, Buffalo, NY 14202**. For more information on how to contact Erie County Department for the Aging to find out about Title VI, visit www3.erie.gov/seniorservices/transportation

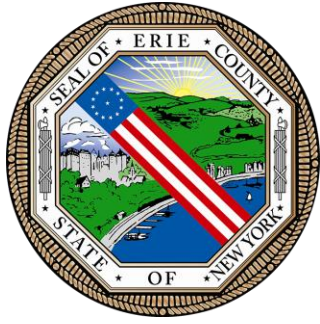
A complainant may file a complaint directly with Erie County Department for the Aging TITLE VI Coordinator by following the Erie County Department for the Aging complaint procedures also found on the agency's website. A complaint can also be filed with the New York State Department of Transportation on its Civil Rights website at <https://www.dot.ny.gov/main/business-center/civil-rights/title-vi-ej>. Finally, a complaint can be filed directly with the Federal Transit Administration Office of Civil Rights, Attention: Title VI Program Coordinator, East Building, 5th Floor-TCR, 1200 New Jersey Ave., SE Washington, DC, 20590.

If information is needed in another language, contact **(716) 858-5245**.

*Si necesita información en otra idioma, por favor contacto **(716)-858-5245**.*

GOING PLACES TRANSPORTATION PROGRAM DOCUMENTS & REPORTING FORMS

Application Letter



County of Erie

Mark C. Poloncarz

County Executive



DEPARTMENT FOR THE AGING

Randall A. Hoak

Commissioner

Welcome to Going Places Transportation Services!

Thank you for calling the Erie County Department of for the Aging about our Going Places transportation services.

We have enclosed some information on some of the services we provide for older adults. I hope you will take the opportunity to look through the information packet to see if there is anything that you may find helpful.

Please fill out the registration and consent forms and return them to us at your earliest convenience, so we can review your information to see if you meet the minimum qualifications to participate in our Going Places Transportation van service.

There are several municipalities in Erie County that operate their own van service for Older Adults, if you live in one of their service areas you may be required to sign up for van services in the area you live in.

If you would like further information, we are happy to answer any questions or concerns you have regarding the support and services offered by the Department for the Aging. Please call our NY Connects information line at 858-8526.

Sincerely,

Randy Hoak
Commissioner

Erie County Department for the Aging

Welcome Packet for Approved Clients



County of Erie

Mark C. Poloncarz

County Executive



DEPARTMENT FOR THE AGING

Randall A. Hoak

Commissioner

Congratulations!

You are receiving this letter to inform you that your Going Places Transportation application has been **approved** and you are able to start booking trips! We would just like to outline some of our policies regarding scheduling trips and ridership.

Our transportation services are curb-to-curb, and drivers are not allowed to enter your home under any circumstances. We ask that you be ready for your pickup 15 minutes prior to the time requested, but also note our pickup window is 15 minutes before and after your requested pickup time. Being ready for pickup 15 minutes early helps to make sure you are ready to go when the van arrives and keeps everyone's trip requests on time. Drivers are only permitted to take you to your requested destination and from your requested destination home. We ask you to keep your daily trip requests to one location.

When scheduling a **medical** trip, you can schedule a ride **two (2) weeks in advance of known dates** of medical appointments. Medical trips are our top priority, and we ask you to call two weeks in advance to ensure the highest likelihood that we can accommodate these requests. We will do our best to accommodate any trips requested less than 2 weeks in advance, but there are no guarantees, as the time slot being requested may have been filled.

For **all other trips**, including grocery and personal shopping, personal errands, employment or training, and social and recreational activities, you may request as early as **one (1) week prior to the needed date**. Like medical appointments, we encourage you to call as close to one week in advance as possible so that you have the best chance of obtaining an appointment. We will do our best to accommodate the time of pickup, however, we ask you to be flexible in the time you may be picked up, as there could be a client who has already booked a trip at the time you wanted to request.

For all grocery and personal shopping trips, **the limit is 4 bags per rider**, and the rider must be able to bring items from the van to their home. We do allow a client's foldable grocery cart on van to aid clients in the transfer of items from van to their home.

The following items each count toward the 4-bag limit:

- Packages of paper towels, toilet paper and tissues;
- Packs of soda-pop or water;
- Items that come in a large box that would not fit in grocery bag;

If you have requested a ride and will be calling for your return ride home, we ask that you please call **716-858-7433** to alert our dispatchers that you are ready. If you call a driver directly for a return trip and we do not know about it, we will not be able to assist you. Drivers have been directed not to give out their personal telephone numbers to riders as a safety precaution for both our riders and drivers.

Riders that frequently abuse the 4-bag limit, are not ready at their requested pickup times, cancel the day of trip without notifying dispatch, or ask drivers to make additional stops between destinations may have their ability to use transportation services suspended or revoked. Out of respect for our dispatchers, drivers, and other riders, we ask you to adhere to the guidelines stated above.

Along with this letter we have enclosed our Going Places Transportation Program Brochure. **Please review** to see what days of the week and hours of operation pertain to where you live. This service is **donation based**, and the **suggested donation of \$8 per way** will help offset the costs of the **agency who serves you that day**. Thank you so much for registering for our service and we look forward to serving you!

Best,

Erie County Department for the Aging

This page gives an overview of the recommended time for the various types of trips we offer. Please use this table as a guide when scheduling your trips as we book your return trip at the time of booking. If you feel you

<u>Purpose for Trip</u>	<u>Recommended Time for Trip</u>
Medical Appointment	90 Minutes
Dialysis	260 Minutes
Food Shopping/Nutrition	90 Minutes
Non-Food Shopping/Personal Errands	90 Minutes
Social Activities/Volunteering	210 Minutes
Social Services	75 Minutes
Work	220 Minutes

need more or less time, we are happy to accommodate.

**Please provide the medical office's phone number for your visit if it is not your primary doctor/dialysis provider.

GOING PLACES TRANSPORTATION PROGRAM CLIENT RIGHTS AND RESPONSIBILITIES

- 1. All clients must be registered for the program to use the program. We also ask that clients update their addresses, phone numbers, and emergency contact when they change. This way the most current information for each rider is on file.**
- 2. We strive to accommodate all trip requests we can with the vehicles available on the day of your booking, however, there are times when we cannot. We ask that you adhere to the booking policies of 14 days prior to medical trips, and 7 days prior to non-medical trips. Adhering to these policies will hopefully ensure our ability to accommodate your request, we know sometimes appointment times change, and we will do our best to accommodate with the times available on the schedule for that day. If we cannot take you to a non-medical appointment at the time requested, we hope you can be flexible to work with our dispatch and drivers to find time within the schedule to make the trip work for everyone. **Medicaid Clients will only be eligible for non-medical rides.**
- 3. This transportation program is a CURB-TO-CURB service. While our drivers will assist clients getting in and out of the van, and loading groceries and assistive devices into the van, they will not be able to assist you in taking your groceries into your home or assisting you beyond the threshold of the destination. If you do require additional assistance during your medical or shopping trips, our service does allow our clients to bring an additional rider.**
- 4. While we do allow our clients to bring additional riders on trips when needed, we ask that our clients let the dispatchers know**

at the time of booking. As we have a fleet of vehicles that have different seating capacities, knowing about additional riders will help us to accommodate rides being requested on the day of service, and make sure everyone can receive the trips they need.

5. Please call dispatch when there is an issue during your transportation services. If a client calls a driver directly, they have eliminated our knowledge of the situation. This causes issues when clients are looking to be picked up for their return home. **ONCE DISPATCH IS OUT OF THE LOOP, WE CAN NOT ASSIST YOU TO THE BEST OF OUR ABILITY AND WILL LEAD TO ADDITIONAL WAIT TIMES.**
6. We ask all clients to please return to the area or entrance they were dropped off at while waiting for their return trip. If you plan on being at a different location when being picked up to return to your home, please let the dispatcher and the driver know where they can expect you. If a change in return pickup location is not made aware to dispatch or the driver, this will lead to confusion and delays in services for you and others.
7. Our service is **NON-EMERGENCY MEDICAL TRANSPORTATION.** We state this as we will not run vehicles on observed holidays and when the weather does not permit us for safety reasons. For clients who rely on our services for **LIFE-SAVING TREATMENTS, WE ASK YOU TO MAKE BACKUP PLANS FOR TRANSPORTATION FOR THOSE TREATMENTS OR ALTER YOUR DAYS OF TREATMENT,** especially during the winter months where we have seen some extreme weather events occur without warning over the past few years. We hope you understand that safety is our highest priority, and we do not

look to risk the safety of our clients and drivers when the weather is unsafe to deliver services.

8. Please adhere to the **4-BAG LIMIT POLICY**. As outlined earlier, our drivers are not to assist you in getting your groceries into your homes. If you need to bring a cart to assist you with getting your groceries from the van into your home, we welcome you to bring and appreciate it. Continued violations of the 4-bag limit policy could lead to the **SUSPENSION** and **TERMINATION** of your ability to use the service in the future.
9. If you are unable to take the trip you have scheduled, please call to inform dispatch that it is no longer needed when you know when you no longer need the ride. The earlier this is done will allow our dispatchers to allow another client to take the time slot for a trip and will also eliminate the waste of time and resources of the drivers and agencies by going to a client's home who is not going that day. **CONTINUED AND HABITUAL NO SHOW** and/or **CANCELS AT THE DOOR** could lead to the **SUSPENSION** and **TERMINATION** of your ability to ride in the future. *****IF YOU ARE SICK, PLEASE STAY HOME. WE DO NOT WANT TO GET DRIVERS OR OTHER PASSENGERS SICK. IF POSSIBLE, PLEASE ALERT DISPATCH AS EARLY AS YOU CAN YOU NO LONGER NEED A RIDE.***
10. Behavior such as making offensive comments or gestures, discrimination of any type, being rude or disrespectful, and threats or acts of violence towards other clients, dispatchers and drivers will not be tolerated and will be considered for **IMMEDIATE SUSPENSION** or **TERMINATION** of your ability to ride. Everyone has the right to deliver and receive

services in a respectful and dignified manner, and we hope that this is the case every time the vans are in service.

11. There is no smoking or vaping allowed on the vans at any time by drivers or passengers. Violation of this rule will be considered for IMMEDIATE SUSPENSION or TERMINATION of your ability to ride.
12. The Going Places Transportation Program does not provide trips to and from laundromats. Our partner agencies and their staff are responsible for cleaning and maintaining the vans, and potentially soiled or pest-infested linens are not safe for the driver nor other clients using the program. We apologize for any inconvenience.
13. The Going Places Transportation Program does allow for service animals to ride with clients. Please let the dispatcher know at the time of scheduling that the service animal will be coming with you. Going Places Transportation Program DOES NOT take pets to vet visits.
14. If you have a complaint about the service, you can fill out the complaint form included within this packet and send it to the Erie County Department of Senior Services. If the complaint you want to file has to do with discrimination of any kind, you can fill out the ADA/Title VI complaint form included with this packet and send it to the Erie County Division of Equal Employment Opportunity for review. The phone number to call is (716) 858-7542, or the form can be mailed to:

**Erie County Division of Equal Employment Opportunity
Title VI/ADA Coordinator
95 Franklin St, Room 931
Buffalo, NY 14202**

GOING PLACES PASSENGER COMPLAINT FORM

DATE:

LOCATION/VAN NUMBER:

HOME ADDRESS:

DESTINATION:

PHONE NUMBER:

BRIEF EXPLANATION OF THE COMPLAINT

--

COMPLAINT FOLLOW UP

DATE:

RESPONDENT:

OUTCOME:

--

ERIE COUNTY DEPARTMENT FOR THE AGING TITLE VI & ADA COMPLAINT FORM

Section I:				
Your Name:		Complaint Type: ☐ ADA ☐ TITLE VI		
Address:				
Telephone (Home):		Telephone (Work/Mobile):		
Email Address:				
Accessible Format Requirements?	Large Print		Audio Tape	
	TDD		Other	
Section II:				
Are you filing this complaint on your own behalf?		Yes*	No	
<i>*If you answered "yes" to this question, go to Section III.</i>				
If not, please supply the name and relationship of the person for whom you are complaining:				
Please explain why you have filed for a third party:				
Please confirm that you have obtained the permission of the aggrieved party if you are filing on behalf of a third party.		Yes	No	
Section III:				
I believe the discrimination I experienced was based on (check all that apply):				
☐ Race ☐ Color ☐ National Origin ☐ Disability				
Date of Alleged Discrimination (Month, Day, Year): _____				
Agency name complaint is against: _____				
Location of where the alleged discrimination occurred:- _____				
Explain as clearly as possible what happened and why you believe you were discriminated against. Describe all persons who were involved. Include the name and contact information of the person(s) who discriminated against you (if known) as well as names and contact information of any witnesses. If more space is needed, please attach additional pages.				

Section IV	
Have you filed this complaint with any other Federal, State, or local agency, or with any Federal or State court? ☐ Yes ☐ No <i>If yes, check all that apply:</i> ☐ Federal Agency: _____ ☐ Federal Court: _____ ☐ State Agency: _____ ☐ State Court: _____ ☐ Local Agency: _____	
Provide information for the contact person at the agency/court where the complaint was filed.	
Name and Title:	

Agency:	
Address:	
Telephone:	

You may attach any written materials or other information that you think is relevant to your complaint.

Signature and date required below.

_____ Signature	_____ Date
--------------------------------------	---------------------------------

Please submit this form by mail, email or in person to the address below.

Erie County Division of Equal Employment Opportunity
Title VI/ADA Coordinator
95 Franklin St, Room 931
Buffalo, NY 14202
deeo@erie.gov

This complaint may also be filed directly with the New York State Department of Transportation, Office of Civil Rights, 50 Wolf Road, 6th Floor, Albany, NY 12232, (518) 457-1129 Fax (518) 549-1273, OCR-TitleVI@dot.ny.gov or the Federal Transit Administration, Office of Civil Rights, Attention: Title VI Program Coordinator, East Building, 5th Floor-TCR, 1200 New Jersey Ave., SE Washington, DC, 20590.

Non-Approved Client Letter



County of Erie

Mark C. Poloncarz

County Executive



DEPARTMENT FOR THE AGING

Randall A. Hoak

Commissioner

Dear Resident,

You are receiving this letter to inform you that your Going Places Transportation Program application has not been processed as there is not a Going Places Partner in your area, you do not meet the eligibility requirements, or you live in an assisted living or nursing home facility. The municipalities that do not participate with the Going Places Transportation Program are listed below with the agency who serves that area.

- **Town of Alden – Senior Citizens Van (716-480-6532 or 716-937-7336)**
- **Town of Amherst – Amherst Senior Transportation Services (716-636-3050)**
- **Boston – Rural Transit (716-662-8378)**
- **Brant – Rural Transit (716-549-5098)**
- **Collins – Rural Transit (716-549-5098)**
- **Colden – Rural Transit (716-662-8378)**
- **Concord – Rural Transit (716-662-8378)**
- **Eden - Rural Transit (716-662-8378)**
- **Town of Eden – Rural Transit (716-662-8378)**
- **Gowanda – Rural Transit (716-549-5098)**
- **Grand Island – Golden Age Center (716-773-9682)**
- **Hamburg – Town of Hamburg (716-646-1666)**
- **Holland – Rural Transit (716-662-8378)**
- **Marilla – Rural Transit (716-662-8378)**
- **North Collins – Rural Transit (716-549-5098)**
- **Sardinia – Rural Transit (716-662-8378)**
- **Town of Tonawanda – Town of Tonawanda (716-875-1029)**
- **Wales – Rural Transit (716-662-8378)**

We hope that you find the services that suit your needs in your area.

Best,

Erie County Department for the Aging

Client No Show Letter



County of Erie

Mark C. Poloncarz

County Executive



DEPARTMENT FOR THE AGING

Randall A. Hoak

Commissioner

Dear *Insert Client Name*,

You are receiving this letter due to cancellations of trips that you have had over the last **30/60/90** days. Based on our records you have cancelled or no showed *Insert # of Cancels and No Shows* during the referenced time frame. We understand that things happen, and issues arise where you are not able to ride, however, cancelling the day of the trip does not allow other riders to use the service when they need it. We hope going forward that you will be mindful of scheduling the trips when you need them and cancelling them prior to the day of service. Continued chronic cancellations could result in the suspension or termination of your ability to ride with the Going Places Transportation Program.

Thank you!

Best,

Ryan Gadzo

Project Administrator - Transportation

4 Bag Limit Violation Letter



County of Erie

Mark C. Poloncarz

County Executive

DEPARTMENT FOR THE AGING

Randall A. Hoak

Commissioner



Dear **Insert Client Name**,

You are receiving this letter due to violating the 4-bag policy when grocery or personal shopping. The 4-bag limit does include cases of water or pop, packages of toilet paper or paper towels, 5-gallon water jugs, and any other pre-packed items that are not in a bag. To accommodate both clients and the drivers, we ask that clients only bring 4 bags or large pre-packaged items per trip. Not all drivers have the same physical capabilities, so clients should be able to lift and transport their own groceries to and from the van when loading and unloading at the store and their home. There is no limit to the number of days you can take trips to the grocery store you can take in a week, so we ask that you abide by the 4-bag limit, as it helps keep our drivers on time getting clients to their appointments. We hope going forward that you will be mindful of this policy, as continued violations can lead to **suspension or termination** of your riding privileges with the Going Places Transportation Program.

Thank you!

Best,

Ryan Gadzo

Project Administrator - Transportation

Going Places Brochure

GOING PLACES PARTNERS IN ERIE COUNTY

Vans have been assigned to the following communities. Please call **858-RIDE (858-7433)** to make arrangements. Press #1 for reservations. Press #2 for return rides & cancels.

City of Buffalo
(service 8:30 - 3:00
(wheelchair service available)

City of Lackawanna
(service 9:00 - 4:00)

City of Tonawanda
(Call 692 - 7029 for scheduling
Mondays only 7 - 9 am)

Towns of Aurora and Elma
(Call 652 - 8866 for scheduling
daily 8:30 - 4:30)

Town of Cheektowaga
(service 8:15 - 3:00)
(wheelchair service available)

Town of Clarence
(service 9:00 - 3:00)

Town of Evans
(service 8:00 - 3:00)
(wheelchair service available)

Town of Lancaster
(service 8:30 - 3:00)

Town of Newstead
(services 8:30 - 3:00)

Towns of Orchard Park & Boston
(service 9:00 - 3:15, no Mondays)
(wheelchair service available)

Town of West Seneca
(service 9:15 - 3:00)
(wheelchair service available)



Mark C. Poloncarz
County Executive

Randall Hoak
Commissioner

For more information about other
services for older adults in Erie
County, please contact

Erie County Department for
the Aging NY Connects
Information & Assistance
at

(716) 858-8526 or
www3.erie.gov/aging

ERIE COUNTY DEPARTMENT FOR THE AGING



858-RIDE

95 Franklin Street
13th Floor
Buffalo, NY 14202-3968
(716) 858-7433
<https://www3.erie.gov/aging/transportation>

GOING PLACES TRANSPORTATION PROGRAM

As a service to older adults (aged 60+) in Erie County, the Department for the Aging offers the Going Places Transportation Program.

The Curb-to-Curb van service is available to older adults without access to regular transportation. Older adults should be able to access the van with minimal assistance from the driver. If more help is needed, the older adult may bring a companion. Our drivers are not to assist any client in or out of their homes, and clients must be able to transport groceries from the van to their homes.

Going Places Transportation Program starts creating daily trip schedules 2 weeks prior to the service date. Reservations for health-related trips may be scheduled up to two weeks to the day in advance. Non-medical trips may be scheduled one week to the day in advance. No trips will be scheduled more than 2 weeks in advance. A brief registration is required for service.

PRIORITIES FOR VAN SERVICE

Health Related

Trips to the doctor, clinic, hospital, counseling, therapy, prescriptions, etc.

Food & Nutrition

Trips to Stay-Fit Dining Sites or grocery stores ** 4 Bag Limit

Personal Business

Trips for banking or bill-paying, HEAP, Social Services, HHCAP (health insurance information and counseling), legal assistance, etc.

Social Activities

Trips made for social or recreational purposes or volunteer opportunities



Requests for travel outside the service area may not always be accommodated.

TRANSPORTATION CONTRIBUTION POLICY

A suggested contribution is \$8 per one-way trip or \$16 per round-trip. Contributions are voluntary.

Any amount you wish to give is greatly appreciated and will be used to support the transportation program.

All contributions are confidential and no one will be denied service if unable to donate.

Because of the demands for senior transportation, travel may be limited to the nearest available facilities (with the exception of trips for health purposes).

****4 Bag Limit** includes packages of bottled water/pop, toilet paper, paper towels, facial tissues, etc.



**CALL 858-RIDE
(858-7433)**

8:30 AM TO 4:20 PM

MONDAY THROUGH FRIDAY

Reservation line (press #1) opens at 8:30 AM. Cancel/return line (press #2) opens by 8:00 AM.

5310 Maintenance Logs

Vehicle Maintenance Log			Operated By		Make & Model		Vehicle #		Put in Service														
Mileage	Actual Mileage	Date of Service	Change oil & filter	Inspect Tires	Inspect Electrical System	Check & Service all Fluid Levels	Lubricate Chassis & Doors	Check AC	Check Hoses	Check Fire Extinguishers	Check Belts	Check Brakes	Check Lights	Check Body Damage	Change Transmission Fluid & Filter	Check coolant, specific gravity & pH	Change Fuel Filter	Perform Complete Engine Tune-up	Test Engine Compressor	Replace Air Filter	Drain & Refill Differential Lubricant	Inspect & Repack Wheel Bearings	Extensive Inspection of Braking System
5,000																							
10,000																							
15,000																							
20,000																							
25,000																							
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85,000																							
90,000																							
95,000																							
100,000																							
105,000																							

5310 6-Month Reporting Form

5310 6-Month Reporting Form

Agency:_____

Reporting Period: April-September _____ **October-March**_____

Days Van in Service During Period:_____

Van Expenses for Period:_____

Van Revenue for Period:_____

Odometer Reading:_____

Completed By:_____

Date Completed:_____

TITLE VI SIGNAGE FOR VAN

The Erie County Department for the Aging is committed to providing non-discriminatory service to ensure that no person is excluded from participation in, denied the benefits of, or be subjected to discrimination in the receipt of its services on the basis of race, color, or national origin as protected by Title VI of the Civil Rights Act of 1964 ("Title VI").

To request additional information about Title VI, or if you believe you were subject to discrimination and would like to submit a written complaint, you may contact:

***County Of Erie
Division Equal Employment Opportunity
95 Franklin Street
Buffalo, NY 14202***

CONTRIBUTION POLICY SIGNAGE

Welcome to Erie County Department for the Aging Transportation System

Suggested Contribution:

\$8.00 per one way trip

You will not be denied service if you are unable to contribute

**Please deposit your contribution envelope
directly into the cash box**

Van drivers do not collect envelopes or accept tips

PLEASE USE SEAT BELTS

NO SMOKING

Going Places Client Registration Form

Site: (office use only)	Erie County Senior Van Transportation Over 60 Participant Registration	<u>Registration #</u> (office use only)										
Date _____ All information given by participant on this form will remain CONFIDENTIAL . Please complete both sides of the entire form. <u>Please Print</u>												
Name _____ Date of Birth _____ Age _____ Last Name First Name MI Street/Unit _____ City _____ NY, Zip _____												
Telephone _____ Are you the spouse of another participant? No ☐ Yes ☐ If Yes, who? _____ Do you receive Medicaid? No ☐ Yes ☐ If Yes, CIN# _____ 1 Person Monthly Income: Less than \$1073 _____ \$1074-\$1342 _____ \$1343-\$1610 _____ Greater than \$1610 _____ 2 Person Monthly Income: Less than \$1452 _____ \$1453-\$1815 _____ \$1816-\$2178 _____ Greater than \$2178 _____												
<table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <th style="width: 50%; text-align: left; padding: 5px;"> EMERGENCY INFORMATION: In case of an emergency, whom shall we notify? </th> <th style="width: 50%; text-align: left; padding: 5px;"> MEDICAL INFORMATION: </th> </tr> <tr> <td style="padding: 5px;"> Name: _____ </td> <td style="padding: 5px;"> Physician's Full Name: _____ </td> </tr> <tr> <td style="padding: 5px;"> Address: _____ </td> <td style="padding: 5px;"> Address: _____ </td> </tr> <tr> <td style="padding: 5px;"> City: _____ Zip Code: _____ </td> <td style="padding: 5px;"> City: _____ Zip Code: _____ </td> </tr> <tr> <td style="padding: 5px;"> Relationship: _____ Phone: _____ </td> <td style="padding: 5px;"> Physician's Telephone Number: () </td> </tr> </table>			EMERGENCY INFORMATION: In case of an emergency, whom shall we notify?	MEDICAL INFORMATION:	Name: _____	Physician's Full Name: _____	Address: _____	Address: _____	City: _____ Zip Code: _____	City: _____ Zip Code: _____	Relationship: _____ Phone: _____	Physician's Telephone Number: ()
EMERGENCY INFORMATION: In case of an emergency, whom shall we notify?	MEDICAL INFORMATION:											
Name: _____	Physician's Full Name: _____											
Address: _____	Address: _____											
City: _____ Zip Code: _____	City: _____ Zip Code: _____											
Relationship: _____ Phone: _____	Physician's Telephone Number: ()											
Please answer all the following questions. The purpose is to gather basic characteristics about the people we serve. Answering the questions will NOT affect your eligibility for receiving services. 1. Sex: Male ☐ Female ☐ 2. Are you a USA Veteran? Yes ☐ No ☐ 3. Are you? Married ☐ Single ☐ Widowed ☐ Divorced ☐ 4. Number of people living in household (including yourself) _____ 5. Do you live alone? Yes ☐ No, with spouse ☐ No, with relatives ☐ No, with non-relatives ☐ 6. Race/Ethnicity: White, not Hispanic ☐ ~~Hispanic~~ Hispanic or Latino ☐ Black, Not Hispanic ☐ Asian ☐ American Indian/Alaskan Native ☐ Native Haw/Pac Islander ☐ Other ☐ 7. Do you consider yourself frail/disabled? ** Yes ☐ No ☐ 8. Do you use a wheelchair? Yes ☐ No ☐ **A person who has a physical or mental disability which substantially limits one or more life activities.												
Rev. 8/2025												

Informed Consent to Capture and Record Personal Information (Aging Services)

I consent to the Erie County Department for the Aging saving personal information provided by me or my authorized representative in the Statewide Client Data System maintained by the New York State Office for the Aging. This personal information may include, but is not limited to, medical records, employment records, government records, and any other information collected from me by Erie County Department for the Aging.

I understand that this information is being collected to help in providing services and to identify other services which I may benefit from. I understand that the authority to provide these services and to collect my information for these purposes is found in the Older Americans Act and the New York State Elder Law.

I understand that, consistent with New York State's Personal Privacy Protection Law, my personal information will be treated as confidential and will not be disclosed without my further informed consent for disclosure.

I acknowledge that informed consent has been explained to me and that I understand the need for the information being recorded and that there are laws and regulations protecting the confidentiality of authorized information.

I understand that signing this authorization is voluntary. Refusal to do so may make it difficult to make referrals on my behalf. I have the right to revoke this authorization at any time, except to the extent that action has already been taken based upon this authorization, by writing to Erie County Department for the Aging.

Signature

Date

Print

Rev. 8/2025

NYS SEATBELT LAW SIGNAGE



County of Erie

Mark C. Poloncarz

County Executive



DEPARTMENT FOR THE AGING

Randall A. Hoak

Commissioner

New York State's Occupant Restraint Law

1. Effective November 1, 2020, every occupant, regardless of age or seating position, of a motor vehicle being operated by the holder of a Class-DJ Learner Permit, a Limited Class-DJ, or Class-DJ Driver License must be restrained by a seat belt or child safety restraint system, one per person.
2. The child restraint system must comply with the child height and weight recommendations determined by the manufacturer. Depending on the size of the child, the restraint system may be a safety seat or a booster seat used in combination with a lap and shoulder belt.
3. The driver must make sure that each passenger regardless of age obeys the law. The driver can be fined and receive driver license penalty points for each violation.
4. If a driver is transporting a passenger under the age of 16, and they are not accompanied by a parent or guardian and do not buckle their seatbelt, the driver could receive a ticket.
5. Seat belt use is not required in emergency vehicles, 1964 or older vehicles, or by passengers in buses other than school buses (seat belt use may be required by the school district). Rural letter Carriers are also exempt while they are delivering mail. *****YOU ARE RIDING IN A VAN, NOT A BUS**
6. The driver and each passenger regardless of age or seating position must wear a seat belt in taxi and livery vehicles.

*****MEDICAL EXEMPTIONS MUST BE WRITTEN ON YOUR PHYSICIANS' LETTERHEAD AND CARRIED WITH YOU EVERY TIME YOU RIDE. IF YOU CANNOT PRESENT THE LETTER, YOU MUST USE A SEATBELT***