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SUPERVISOR
CHARLES D. SNYDER
(716) 652-7590
supervisor@townofaurora.com

TOWN CLERK
JEANNE H. VIGER
(716) 652-3280
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TOWN OF AURORA

575 Oakwood Avenue, East Aurora, NY 14052

www.townofaurorany.gov

MEMO

TO: Town Board

FROM: Kathleen Moffat

RE: July 3rd Fireworks Invoice

DATE: July 27, 2026

The TA 1000.94 account for the July 3rd fireworks display has a current balance of \$17,062.24, leaving a shortfall of \$1,237.76 to cover the contracted invoice amount of \$18,300.00.

I respectfully request approval to amend the budget and use funds from the Contingent Account (current balance of \$40,000) to pay the invoice. The amendment is as follows:

- Add appropriation line A 7550.413 Independence Day Fireworks
- Decrease A 1990 Contingent Account by \$1,237.76
- Increase A 7550.413 Independence Day Fireworks by \$1,237.76

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MEMO _____

TO: Town Board
FROM: Kathleen Moffat
RE: Computer Surplus
DATE: July 27, 2026

I respectfully request approval to surplus a 2014 Dell Optiplex 9020, TOA #2123, from the Senior Center. It is not compatible with a new printer that was installed and has been replaced with a tower donated from the OCA.

The hard drive will be removed and destroyed and the remaining parts will be recycled.

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BUDGET TRANSFER REQUEST FORM

Please note the following guidelines:

- A shortage of **less than \$750 per line** can be satisfied with this form requesting a budget transfer(s) between lines that are **within the responsibility of a single Department Head**. These will require the **approval of the Supervisor**.
- A shortage of **\$750 or more per line** can be satisfied with this form requesting a budget transfer(s) between lines that are **within the responsibility of a single Department Head**. These will require the approval of the Town Board.
- A shortage of **any amount** can be satisfied with this form requesting a budget transfer(s) between lines which fall under **the responsibility of different Department Heads**. These will require the approval of the Town Board.
- Budget transfers must be made **PRIOR** to the expenditure.
- **All budget transfers must be submitted to the Supervisor's Office using this form.**

DEPARTMENT HEAD NAME (printed): David Gunter

SIGNATURE: _____ DATE: _____

1. \$ <u>3,800</u>	FROM: <u>DB 510.413</u> ✓	<u>general Road work-Rental Equip</u>	\$ <u>9,400</u> ✓
	TO: <u>DB 510.433</u> ✓	<u>general Road -Materials + supply</u>	\$ <u>8,311.42</u> ✓
	REASON: <u>Increased Cost of Fuel oil will bounce line</u>		
2. \$ <u>6,000</u>	FROM: <u>DB 510.411</u> ✓	<u>Fuel to other Agency</u>	\$ <u>30,000</u> ✓
	TO: <u>DB 510.433</u>	<u>general Road -Materials + supply</u>	\$ <u>8,311.42</u> ✓
	REASON: <u>Increased Cost of oil will bounce line</u>		
3. \$ _____	FROM: _____	_____	_____
	TO: _____	_____	_____
	REASON: _____		
4. \$ _____	FROM: _____	_____	_____
	TO: _____	_____	_____
	REASON: _____		
5. \$ _____	FROM: _____	_____	_____
	TO: _____	_____	_____
	REASON: _____		

APPROVALS:

SUPERVISOR SIGNATURE : _____
TOWN BOARD MEETING APPROVAL DATE: _____

Date: _____
Action #: _____

AURORA TOWN COURT

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JEFFREY P. MARKELLO
TOWN JUSTICE



JAMES F. GRANVILLE
TOWN JUSTICE

MEMORANDUM

TO: Aurora Town Board

FROM: Judges Jeffrey P. Markello and James F. Granville

DATE: 6/15/26

RE: Request for Elizabeth Wilber, court clerk to attend 2026 NYSAMCC conference

Approval is requested to allow Elizabeth Wilber to attend this year's annual New York State Association Magistrate Court Clerk (NYSAMCC) conference from September 27th thru September 30th, 2026, at Desmond Hotel, 660 Albany Shaker Road, Albany, NY 12211.

Pricing is as follows:

Conference Registration Fee: \$100

Package rates: Single Occupancy: \$946 per person (includes a 3-night hotel stay and all meals)

Total of \$1,046.00 payable to NYSAMCC, Inc. (see voucher enclosed) from A1110-415 budget line.

July 14, 2026

Mr. Charles Snyder – Supervisor
Town of Aurora
575 Oakwood Avenue
East Aurora, NY 14052

RE: West Falls NY Forward Grant – Construction Documents Proposal

Dear Supervisor Snyder,

Included within is our proposal to provide Professional Architectural and Engineering Services to complete Construction Documents for the referenced project, based on the Town's provided Concept Study.

Architectural Project Scope :

VETERAN'S PARK

- 1). NEW PAVILION – 20' OCTAGON (Seating for 16 People)
 - A). Construction Documents for bidding and permitting of the new pavilion
- 2). CONSTRUCTION DOCUMENTS FOR IMPROVEMENTS
 - A). Site Plan drawing, notes and details
 1. New fencing – existing posts to remain
 2. Tree Clearing for better visibility of dam
 3. Extension to paver pathway
 4. Siting of new Pavilion

COMMUNITY PARK

- 1). CONSTRUCTION DOCUMENTS FOR IMPROVEMENTS
 - A). Site Plan drawing, notes and details
 1. New fencing
 2. New Asphalt Parking Spaces
 3. New Concrete Curb and Sidewalk
 4. Placement of Playground and ground surfacing materials
- 2). Provide support to assist with obtaining Agency approvals for work in the in the right-of-way

WEST FALLS-COLDEN COMMUNITY LIBRARY

1). CONSTRUCTION DOCUMENTS FOR REPAIRS AND IMPROVEMENTS

A). Site Plan drawing, notes and details

1. New Bench with pavers or concrete path and pad
2. Repave handicap parking space and incorporate unloading space if possible
3. Refinish or replace rusted metal roof above bay window on North Side
4. Replace Exterior Light Fixtures
5. New Lighting for existing ground mounted signage.
6. New Wall bracket and sign
7. Repair Stone Wall at entry alcove
8. Replace concrete landing at exit doors – Southwest corner and West side, North of the main entrance.

FFAE Architects proposes to provide the construction documents based on the completed Concept Study for an hourly Not-to-Exceed amount of **\$30,000**. We will invoice monthly for work completed and payment is due upon receipt.

Not Included :

- Environmental and Geotechnical analysis.
- Site Utilities investigations.
- Hazard Materials Investigation and/or sampling and testing. Inclusive of, but not exhaustive of Environmental Hazardous Materials, Testing, Sampling, Design and Contract Documents for all Asbestos, PCB's, Lead, Etc.
- Fire Protection (sprinklers).
- Review of existing systems and controls.
- Structural and Civil Analysis and Design.
- Interior Design (Finish and color selections).
- Construction Contracts.
- Construction Cost Estimating.
- Printing, reproduction and distribution – will be billed as a direct expense.
- Surveying.
- Renderings and computer modeling.

FFAE can provide/coordinate the above services, on an hourly basis, as "Additional Services" if requested by the Owner.

Billing Rates :

Senior Principal:	\$185/hr.
Principals	\$165/hr.
Associates	\$150/hr.
Technical support	\$90/hr.
Clerical	\$65/hr.

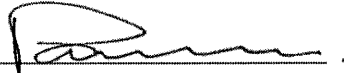
Scheduling :

We are prepared to begin work immediately and can complete the Construction Documents in a timeframe that meets your schedule.

We hope that you will find this Proposal acceptable. If we have misinterpreted the scope of work in any way, please do not hesitate to let us know and we will revise our proposal accordingly. And please call us with any questions or concerns you might have. Thank you again for your interest in our firm, and we look forward to working with you on your project.

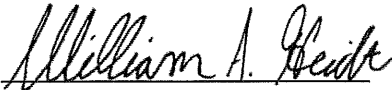
Sincerely,

FONTANESE FOLTS AUBRECHT ERNST ARCHITECTS, P.C.



Paul E. Ernst, RA
President

ACCEPTED BY:



William A. Heidt, RA
Senior Associate

DATE: _____

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MEMO _____

TO: Town Board

FROM: Charles D. Snyder, Supervisor

RE: Planning Board Alternate Appointments

DATE: July 27, 2026

Please consider appointing William Fierle of Lapham Rd. East Aurora, NY, Katelyn Welker of Underhill Rd. East Aurora, NY, and Lori Borowiak of South Grove St. East Aurora NY as Planning Board Alternates, effective July 27, 2026 through December 31, 2026.

Town of Aurora Going Places Van Policy

Adopted: _____, 2026

Section 1. Purpose and Authority

The Going Places Senior Van is owned by the County of Erie and leased to the Town of Aurora. The Town of Aurora operates, staffs, and maintains the van in accordance with the regulations and guidelines of the Erie County Department for the Aging and the Federal Transit Administration. 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. This Policy establishes the requirements for the safe and qualified operation of the wheelchair-accessible Senior Van, including operator training, passenger safety, and daily operating procedures.

All drivers and staff shall follow the guidelines outlined in the Erie County Department for Aging Going Places Van Policies and Procedures Manual.

Section 2. Vehicle Description and Authorized Use

The Town operates a 2025 Ford Transit Van (VIN 1FDAX2X89SKB07056) with a capacity of six (6) ambulatory passengers and one (1) wheelchair position. The vehicles of the Going Places Transportation Program weigh approximately 8,000 pounds. The Capital Equipment shall be used solely for the provision of passenger transportation service to elderly individuals and individuals with disabilities. The van shall not be used for personal transportation, private purposes, freight, or emergency medical transportation. County-owned vehicles shall not be used by Town of Aurora staff for personal use or errands.

Section 3. Eligibility and Service Priorities

The van provides curb-to-curb transportation and escort service to individuals aged sixty (60) and over who reside in the Town of Aurora or Town of Elma, who have no other means of transportation, and who are not eligible for Medicaid transportation. All clients must be registered for the program to use the service and must update their addresses, phone numbers, and emergency contacts when they change. The program serves individuals living independently in private homes, apartments, senior apartments, and patio homes; nursing homes and assisted living facilities do not qualify. Medicaid clients are eligible only for non-medical rides.

Transportation services shall be provided in accordance with the following priorities: vital services (health, income maintenance, and nutrition), social services, shopping activities, personal business, and volunteer services. Medical appointments take precedence and may be scheduled up to two (2) weeks in advance of known appointment dates. Non-medical trips (grocery shopping, personal errands, social and recreational activities) may be requested up to one (1) week in advance. Each patron is limited to two (2) rides per week unless it is a particularly slow week.

This is a non-emergency medical transportation service. The service will not operate on observed holidays. Clients who rely on the service for life-saving treatments (such as dialysis) are encouraged to make backup transportation plans, especially during winter months.

3.1 Scheduling Guidelines. The following recommended trip durations shall be used when booking trips:

- 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

3.2 Pickup Window. Clients shall be ready for pickup 15 minutes prior to their requested time. The pickup window is 15 minutes before and after the requested pickup time.

3.3 Grocery and Shopping Trips. For grocery and personal shopping trips, the limit is four (4) bags per rider. The rider must be able to bring items from the van to their home. A client's foldable grocery cart is permitted on the van to aid in transferring items. Packages of paper towels, toilet paper, tissues, packs of soda or water, and items in a large box that would not fit in a grocery bag each count toward the four-bag limit.

3.4 Additional Riders and Service Animals. Clients may bring an additional rider on trips when needed but must notify dispatchers at the time of booking. Service animals are permitted; clients must inform the dispatcher when scheduling. The program does not transport pets to veterinary visits.

3.5 Prohibited Trips. The program does not provide trips to and from laundromats due to the risk of soiled or pest-infested linens affecting driver and passenger safety.

Section 4. Operator Qualifications

No person shall operate the Senior Van unless that person meets all of the following minimum qualifications:

4.1 Licensing. The operator must possess a current, valid New York State driver's license appropriate for the class of vehicle being operated.

4.2 Driving Record. The operator must have a clean license record with no moving violations. The Town shall obtain and review a copy of the operator's driving abstract prior to initial assignment and annually thereafter. The Senior Center Director/Leader shall review the operator's license and driving abstract annually and file a record of the review in the operator's personnel file.

4.3 Physical Fitness. The operator must be physically capable of performing all duties associated with the operation of the van, including assisting passengers, loading and unloading clients and their supportive equipment (canes, walkers, scooters), deploying and securing wheelchair equipment, and performing pre-trip and post-trip vehicle inspections.

4.4 Knowledge and Skills. The operator must have good knowledge of the operation and maintenance of motor vehicles, the ability to prepare routine activity reports, the ability to

understand and follow oral and written instructions, and the ability to navigate throughout the service area.

4.5 Fitness to Drive. No operator shall operate the van while under the influence of alcohol or drugs, or while impaired by medication that causes drowsiness. Operators should be aware that common cold medications carry warnings against operating vehicles. If an operator is unfit to drive, the operator shall alert the Senior Center Director/Leader immediately to arrange shift coverage.

4.6 Background. No person shall operate the van who, within the preceding five (5) years, has been convicted of driving while intoxicated, driving under the influence of drugs, or any offense involving the operation of a motor vehicle that resulted in serious bodily injury or death.

Section 5. Operator Training Requirements

All operators must successfully complete the following training before being authorized to operate the Senior Van independently. Operators assume serious responsibility in this role; the lives and safety of passengers are dependent on the operator's judgment and ability, and the operator's primary duty is driving in a safe and courteous manner.

5.1 Initial Training Program. Before operating the van with passengers, each new operator shall complete a minimum training program consisting of the following components. Initial and any follow-up training shall be coordinated with and conducted by the Erie County Department for Aging.

(a) **Vehicle Familiarization.** Classroom or one-on-one instruction covering the layout, dimensions, turning radius, blind spots, mirrors, dashboard controls, and safety systems of the 2025 Ford Transit Van, including all differences from a standard passenger vehicle. Operators must understand that the Going Places vehicles weigh approximately 8,000 pounds (compared to approximately 4,200 pounds for an average automobile), requiring greater stopping distances and more careful maneuvering.

(b) **Wheelchair Lift and Securement Training.** Hands-on instruction and demonstrated competency in the operation of the wheelchair lift or ramp system, including deployment, retraction, emergency manual operation, and proper securement using Q-strait devices and occupant restraints. When using the wheelchair lift, the wheelchair brake must be set while on the lift. If the passenger is a first-time user of a lift, it may be advisable for the operator to ride the lift with the passenger to build their confidence. Once in the van, the wheelchair shall be secured using Q-strait devices and the wheelchair brakes re-engaged. Operators shall never rely on wheelchair brakes alone.

(c) **Passenger Assistance Techniques.** Training in safe techniques for assisting elderly and mobility-impaired passengers entering and exiting the van, including proper use of handrails, and safe body mechanics to prevent injury to the operator or the passenger. Operators shall be trained to ask "How can I assist you?" rather than assuming a passenger needs help, as grabbing under the arm may throw off a passenger's balance. Operators shall gain clients' confidence before they board the vehicle by explaining features of the van, how they work, and why they are important.

(d) **LLLC Defensive Driving Techniques.** Training in the LLLC (Look Ahead, Look Around, Leave Room, Communicate) driving practices, which include:

- **Look Ahead:** Look 15 seconds ahead of the vehicle to identify potential hazards early, providing enough time to react and safely adjust.
- **Look Around:** Constantly move head and eyes, changing point of focus at least every two seconds; check mirrors every five to eight seconds.
- **Leave Room:** Maintain adequate space on all six sides of the vehicle (front, rear, each side, above, and below); maintain proper following distance.
- **Communicate:** Use headlights, brake lights, and turn signals to communicate intentions; use at least four flashes before taking any action.

(e) **Sensitivity and Disability Awareness.** Instruction on working with elderly individuals and individuals with disabilities, including effective communication techniques, patience, respect for dignity and independence, and awareness of common age-related and disability-related conditions. Operators shall understand that some passengers may have poor balance and slowed reflexes and may be painfully conscious of their limitations; operators shall never highlight a passenger's shyness, limitations, or loss of ability.

(f) **Emergency Procedures.** Training in emergency evacuation of all passengers (ambulatory and wheelchair-bound), use of the on-board first aid kit, fire extinguisher operation, hands-only CPR (cardiopulmonary resuscitation), and procedures for medical emergencies and auto accidents as described in Section 10 of this Policy.

(g) **Seat Belt and Safety Compliance.** Instruction on seat belt use policies, proper positioning of lap and shoulder belts on elderly passengers, the seat belt waiver form procedure for passengers who refuse to wear a seat belt, and compliance with Executive Order 13043 regarding seat belt use.

(h) **Distracted Driving Prevention.** Training on the prohibition of text messaging and use of handheld electronic devices while driving, consistent with federal requirements.

(i) **Safe Following Distances.** Training on weather-adjusted following and stopping distances:

- Good dry weather: at least 4 seconds to stop
- Rainy weather: at least 5 seconds to stop
- Snowy weather: at least 6 seconds to stop
- Icy weather: at least 7 seconds to stop

(j) **Hazard Recognition and Response.** Training on tire failure response (holding steering wheel firmly, staying off brakes until vehicle slows), skid control and recovery, fog/smoke/snow procedures, deep puddle procedures, objects in the roadway, and extreme heat conditions.

(k) **Loading and Unloading Procedures.** Training on the safe loading and unloading sequence: ensure sight distance visibility, give traffic adequate warning, use directional signals, slow down, check mirrors, pull as far right as possible, turn on four-way flashers, place vehicle in park, apply parking brake, and check mirrors again before loading or unloading passengers. Passengers shall never cross the street to board or exit the vehicle.

5.2 Behind-the-Wheel Evaluation. After completing classroom and hands-on instruction, each operator shall complete a supervised behind-the-wheel evaluation that includes operating the vehicle in traffic, making turns and lane changes, backing (following proper safety rules including walking the intended path and using a spotter when possible), parallel parking, navigating residential driveways, and performing a simulated passenger pick-up and drop-off (including wheelchair loading). Operators shall practice LLLC driving practices for a minimum of 30 days to establish these techniques as routine.

5.3 Ongoing and Refresher Training. Each operator shall complete refresher training annually, which shall include at a minimum: a review of wheelchair securement procedures, a review of emergency evacuation procedures, safe following distances, LLLC techniques, and an update on any policy or regulatory changes. Any operator involved in a preventable accident or safety incident shall complete additional remedial training before returning to service.

5.4 Training Records. The Senior Center Director/Leader or designee shall maintain written records of all operator training, including dates of completion, subjects covered, and the name of the instructor or training provider. These records shall be retained for the duration of the operator's employment and for three (3) years thereafter, consistent with record retention requirements.

Section 6. Daily Operating Procedures for Operators

6.1 Pre-Trip Inspection. Before operating the van each day, the operator shall conduct a walk-around inspection to verify the following: cleanliness of windows, body, and mirrors; condition of tires and wheels; all lights are operational; indications of any fluid leaks; fluids at proper levels; the wheelchair lift or ramp operates correctly; all securement straps are present, in good condition, and accessible; the first aid kit and fire extinguisher are on board; and the interior is clean and free of obstructions.

6.2 Pre-Start Procedures. Before starting the engine, the operator shall:

- (a) Adjust the driver's seat to the optimum position for visibility and control.
- (b) Adjust mirrors (inside and outside) to provide greatest visibility around the vehicle and of the interior. Outside mirrors should be adjusted so the driver can see the rear tires at ground level in the bottom of the mirror and the rear bumper near the inside edge.
- (c) Fasten seat belt snugly across the hips (after mirror adjustments).
- (d) After starting the engine, allow warm-up period and inspect oil pressure gauge, amp meter, and fuel gauge.
- (e) Perform operational inspection of: steering wheel, accelerator pedal, footbrake pedal, shifter, horn, headlights/taillights, dimmer switch, turn signals, defrosting/heating/cooling equipment, wipers and washers, windows and mirrors, tires, reflectors, hand holds/steps/deck plates, exhaust system, radio, and tablet.
- (f) Report any defects to dispatchers immediately.

6.3 Schedule Check. The operator shall check in with dispatchers and review the tablet schedule at the start of each shift. Any changes to the schedule during the day shall be communicated via radio or dispatch.

6.4 Seat Belt Compliance. The operator shall ensure all passengers wear their seat belts before moving the vehicle. The operator may attempt to adjust seat belts to avoid discomfort but shall never unfasten or loosen seat belts to the point of ineffectiveness. If a passenger refuses to wear a seat belt, the passenger must sign a seat belt waiver form; the operator shall not move until all passengers are belted or a waiver is signed. Signed seat belt waivers shall be returned to the director at the end of the shift. A seat belt and donation sign shall be displayed in the van at all times.

6.5 Wheelchair Securement Procedures. When transporting a wheelchair-bound passenger, the operator shall:

- (a) Position the van on a level, stable surface before deploying the lift or ramp.
- (b) Engage the parking brake before deploying the lift or ramp.
- (c) Set the wheelchair brake while the wheelchair is on the lift.
- (d) Secure the wheelchair using Q-strait devices; re-engage wheelchair brakes so the chair does not shift during transport. Never rely on wheelchair brakes alone.
- (e) Fasten seat belts on the passenger. Always make sure the passenger and their chair/scooter are secure and comfortable.
- (f) Be extremely careful and never rush; ensuring the passenger is properly secured can prevent serious injury in an accident.
- (g) Upon arrival at the destination, reverse the procedure, confirming the area is clear and safe before lowering the passenger.
- (h) If there is difficulty loading a passenger with the equipment available, notify the Senior Center Director/Leader and county dispatchers so the passenger's profile can be updated to better accommodate their needs.

6.6 Safe Driving Practices. The operator shall:

- (a) Obey all traffic laws and posted speed limits.
- (b) Use the LLLC technique at all times.
- (c) Drive at reduced speeds when weather or road conditions warrant. Weather does not cause accidents; it is how you react to weather that causes accidents.
- (d) Avoid sudden stops, sharp turns, and rapid acceleration, especially when transporting passengers. Speed up smoothly and gradually so the vehicle does not jerk.
- (e) Use the furthest right lane unless passing. Operators shall not endanger public safety through continual lane changes.

(f) Observe gauges and indicator lights every 60 seconds during operation; report any abnormal gauge or indicator immediately to dispatch.

(g) Apply the parking brake when parking on an incline (set parking brake, then put vehicle in park; reverse procedure when ready to drive).

(h) Make sure the vehicle is fully stopped before changing gears.

6.7 Cell Phone Policy. Company-provided or personal cell phones shall only be used when the vehicle is not in motion. If a driver needs to communicate using a cell phone, the driver shall pull to a safe area with the vehicle in park. Operators shall not give out their personal cell phone numbers to riders. All scheduling and return calls shall go through dispatch (716-858-7433).

6.8 Passenger Pick-Up and Drop-Off. The van provides curb-to-curb service; drivers are not allowed to enter a client's home under any circumstances. The van will pull into driveways if the driveway is clear of snow, accessible, and safe. Passengers should never cross the street to board or exit the vehicle; operators must plan routes to arrive on the proper side of the street.

If a patron does not answer the door, the operator shall knock on the door; if there is no answer, the operator shall call the patron or notify the office so a follow-up call can be made to the patron, a family member, or the police as necessary.

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

6.9 Passenger Safety and Behavior. The safety of patrons and drivers is paramount.

(a) Passengers shall never be permitted to sit in the front passenger seat, for safety in the event of a head-on collision.

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

(c) There is no smoking, vaping, drinking, or eating in the vehicle.

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

(e) Operators shall avoid undue hurry; some passengers may be slow in their movements and thoughts and must not be hurried as it can lead to accidents or injury.

(f) Operators shall notify the office if a patron is having difficulty boarding or exiting the van safely or if a patron should not ride or should have rides restricted. If there is a repeated behavior of confusion by a client, alert the Senior Center Director/Leader and county dispatch so they can follow up with the passenger's emergency contact.

(g) Behavior such as offensive comments, discrimination, being rude or disrespectful, and threats or acts of violence toward other clients, dispatchers, or drivers will not be tolerated and may result in immediate suspension or termination of the passenger's ability to ride.

6.10 Completing Trips. Upon completion of transport, the operator shall check the interior of the vehicle for items that may have been left behind by passengers. Any items that cannot be

immediately returned shall be identified and given to the Senior Center Director/Leader at the end of the shift. Trip completion must be recorded using the Routing Box Application on the tablets in the vehicles for every trip.

6.11 Leaving Vehicle Unattended. If leaving the vehicle unattended for any amount of time, the operator shall turn off the engine, take the keys, engage the four-way flashers, and put the transmission in park. The operator shall notify dispatch of the type of absence from the vehicle.

6.12 Return Trips vs. Outbound Trips. Return trips shall not take priority over an outbound trip. Outbound clients need to make their appointment times, while those waiting for a return trip have already accomplished the intent of their trip. If an operator cannot pick up a return trip in a timely manner, the operator shall radio dispatch for assistance.

6.13 During-Trip Monitoring. During operations, the operator shall regularly check instruments, temperature gauges, pressure gauges, amp meter/voltmeter, mirrors, and tires. If the operator sees, hears, smells, or feels anything that might mean trouble, the operator shall check it out when safe to do so.

6.14 Daily Reporting. The operator shall complete driver's logs daily and hand them in at the end of each shift. Anything wrong with the vehicle shall be written on the logs and stated verbally to the Senior Center Director/Leader or supervisor. The operator shall never attempt to operate the van when it is in an unsafe condition. The operator shall return the cash box to the office at the end of each day, unless the shift ends after 4:30 p.m., in which case it shall be returned the following morning.

6.15 Post-Trip Duties. When time allows, the operator shall fill the gas tank, clean the interior of the van, confirm that all supplies and notices are in the van, and wash the exterior when possible.

Section 7. Office Staff Responsibilities

Scheduling and screening of riders shall be handled by the Erie County Department for Aging. Senior Center office staff shall coordinate with dispatch and the Erie County Department for Aging as needed regarding daily scheduling and pick-up calls, taking into account the County's service priorities; patrons shall be advised that a medical appointment may result in a non-medical trip being bumped. Drivers shall report to the Senior Center Director/Leader and shall take direction on scheduled rides from county dispatch. Senior Center office staff shall handle contributions and cash handling and shall coordinate vehicle maintenance with the Highway Department. The monthly pick-up report and summary shall be emailed to the County no later than the seventh (7th) day of each month. Trips shall be combined to conserve fuel where practical.

New participants shall be screened by the Erie County Department for the Aging using the eligibility criteria in Section 3 of this Policy, and completed registration forms shall be sent to the Transportation Unit of the Erie County Department for the Aging. Senior Center office shall advise callers of the hours of operation, service boundaries, priorities, suggested donation, ride limits, four-bag limit for shopping trips, pickup window, snow-day policy, and scheduling procedures.

Schedules shall be sent to drivers by 2:30 p.m. the day before service. Dispatch remains open until 4:20 p.m. for cancellations or additions after schedules are sent.

Section 8. Contributions and Cash Handling

The suggested contribution is eight dollars (\$8.00) for each one-way trip. Each passenger shall be given a donation envelope every time they ride. The envelope shall be deposited in a locked box with a slot in the top. The locked box shall be brought into the office at the end of each day, opened, and the contents counted by two (2) persons. Operators shall handle contributions in a manner that ensures confidentiality and does not pressure passengers to donate.

Section 9. Vehicle Maintenance

The operator shall keep the Capital Equipment in a safe and clean condition and in good working order, garaged or stored in a secure manner. The vehicle shall be maintained according to the manufacturer's service manual and generally accepted bus industry practices. The vehicle shall be regularly inspected by trained maintenance personnel, and any problems shall be corrected in a reasonable time. Fluid levels shall be checked weekly by the Highway Department, and a maintenance log shall be kept in the van. The interiors of the vehicle should be welcoming to clients, including appropriate temperature, cleanliness, and radio volume/content.

9.1 Breakdowns during Work Hours. The operator shall move the vehicle from the lane of traffic to a safe location (if possible), set four-way flashers, report to dispatch and the Senior Center Director/Leader, and call 911 if required. Dispatch will coordinate remaining trips and, if a passenger is in the van, send assistance to complete the trip.

9.2 Breakdowns after Hours. The operator shall contact the designated towing service.

9.3 Reporting Mechanical Issues. If the van is experiencing problems, the operator shall notify the Senior Center Director / Leader and the Highway Superintendent that maintenance is needed. Any defects discovered during inspection shall be reported to dispatchers immediately. Neither the supervisor nor the vehicle can be blamed for mechanical difficulties overlooked during inspection.

9.4 Wheelchair Equipment Maintenance. The wheelchair lift or ramp, Q-strait securement devices, and related equipment shall be inspected weekly by the operator and monthly by trained maintenance personnel. Any malfunction of the wheelchair equipment shall be reported immediately, and the van shall not transport wheelchair-bound passengers until the equipment is repaired and confirmed operational.

Section 10. Emergency Procedures

The operator must use good judgment and discretion since the seriousness of an accident or emergency, including possible injuries, location, time of day, and weather conditions, may vary. It is imperative that the operator remain calm and in control.

10.1 Accidents. Generally, all accidents will require some or all of the following:

- (a) Safely secure the vehicle.
- (b) Decide if the vehicle needs to be evacuated. If not, keep passengers on the vehicle.
- (c) If yes, direct passengers to evacuate and move 100 feet from the vehicle and stay together.
- (d) Call dispatch and advise of the situation and location.

(e) Call 911 as required.

(f) Keep everyone calm; do not share details of what happened except with the Senior Center Director/Leader, dispatchers, and first responders.

(g) 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.

(h) Complete an incident report for every accident regardless of severity.

10.2 Evacuating the Vehicle.

(a) Option 1: Everyone exits through the front door, starting at the rear of the vehicle in an orderly manner.

(b) Option 2: Everyone exits through the rear or side door, as indicated by the operator.

(c) When the last seat is empty, walk to the rear checking to be sure everyone and their belongings are off the vehicle.

(d) For passengers with a wheelchair or scooter, the operator may have to push, drag, or (if physically able) carry the passenger out of the vehicle using proper lifting techniques. If unable to assist, alert first responders of the passenger's presence and need for assistance.

10.3 Medical Emergencies. If there is a major medical issue with a passenger, immediately radio dispatch so they can contact emergency services. Know the location of medical facilities along your routes; in some cases it may be best to get the passenger to the nearest medical facility. If the passenger is not breathing or has no pulse, use hands-only CPR if comfortable and able to do so. If there is a possibility of injury to the neck, spine, or a bone fracture, do not move the passenger; keep them calm and let them know emergency services are on the way.

Section 11. Snow Day and Inclement Weather Policy

. Operators shall not operate the van when road conditions are unsafe and/or East Aurora schools are closed due to inclement weather, and shall notify the office if conditions deteriorate during a shift. Clients who rely on the service for life-saving treatments, such as dialysis are responsible for making backup transportation plans for severe weather events, consistent with guidance from the Erie County Department for the Aging.

Section 12. Service Boundaries and Limitations

The van is to be used in the Southtowns area. Patrons should be scheduled for the nearest facility possible (e.g., the nearest grocery store, their own Senior Citizen Center). Drivers are only permitted to take passengers to and from their requested destination; clients should keep daily trip requests to one location. When waiting for a passenger, the operator may travel up to one (1) mile from the drop-off point.

Section 13. Client Rights, Responsibilities, and Discipline

13.1 Client Responsibilities. Clients shall:

- (a) Be registered for the program and keep contact and emergency information current.
- (b) Be ready for pickup 15 minutes prior to the requested time.
- (c) Call dispatch (716-858-7433) when ready for a return trip; do not call the driver directly.
- (d) Return to the area or entrance where they were dropped off for their return pickup; notify dispatch if the return location changes.
- (e) Adhere to the four-bag limit for shopping trips.
- (f) Cancel trips as soon as they know the ride is no longer needed, to allow the slot to be offered to another client.
- (g) Not be sick when riding; if sick, stay home and alert dispatch as early as possible.

13.2 Suspension and Termination. Riders who frequently abuse the four-bag limit, are not ready at their requested pickup times, cancel the day of the trip without notifying dispatch, or ask drivers to make additional stops between destinations may have their ability to use transportation services suspended or revoked. Continued and habitual no-shows or cancellations at the door may lead to suspension or termination. Behavior such as offensive comments, discrimination, rudeness, disrespect, or threats/acts of violence will be considered for immediate suspension or termination. Smoking or vaping on the van will be considered for immediate suspension or termination.

Section 14. Complaints

Clients may file a complaint using the Going Places Passenger Complaint Form and submit it to the Erie County Department of Senior Services. Complaints involving discrimination of any kind may be filed using the ADA/Title VI Complaint Form and sent to the Erie County Division of Equal Employment Opportunity, Title VI/ADA Coordinator, 95 Franklin St, Room 931, Buffalo, NY 14202; phone (716) 858-7542. Complaints may also be filed with the New York State Department of Transportation, Office of Civil Rights, 50 Wolf Road, 6th Floor, Albany, NY 12232 or the Federal Transit Administration, Office of Civil Rights.

Section 15. Compliance with Law

The Town shall operate the Senior Van in compliance with all applicable federal, state, county, and local laws, rules, regulations, and policies, including the Americans with Disabilities Act, Section 504 of the Rehabilitation Act, 49 U.S.C. § 5310, and all terms of the Lease and Service Agreement and the Erie County Program Contract.

Section 16. Non-Discrimination

The Town shall not discriminate against any patron or operator on the basis of race, creed, color, national origin, sex, age, disability, marital status, sexual orientation, or citizenship status. The Town shall make special efforts to ensure that services are accessible to elderly individuals and individuals with disabilities.

Section 17. Records and Reporting

The Erie County Department for the Aging shall maintain logs and reports of ride requests and trips. The Town shall maintain all vehicle maintenance records and training records. The Town and the County shall each maintain incident reports. Records shall be retained for a minimum of three (3) years following the termination of the Service Period and shall be made available for audit and inspection as required by the County, State, and Federal authorities.

Section 18. Policy Review and Amendment

This Policy shall be reviewed annually by the Senior Center Director/Leader and updated as necessary to reflect changes in the vehicle, program requirements, or applicable law. Amendments to this Policy shall be approved by the Town Board.

Town of Aurora, New York
2027 Budget Calendar

ACTION REQUIRED	Action Required By	Date
Distribute budget request forms to Department Heads	Budget Officer	July 24
Formulate budget requests; meet with Town Board Liaisons	Department Heads	July 27-Aug 6
Submit signed budget request forms to Supervisor's Office	Department Heads	August 7
Town Board Meeting w/ Department Heads and Budget Officer *SPECIAL MEETING: CONFERENCE ROOM*	Town Board Department Heads Budget Officer	11:00 am August 12
Compute budgetary estimates for all department's mandatory accounts (e.g. payroll, fringes, etc.)	Budget Officer	August 13-28
Formulates Tentative Budget	Supervisor Budget Officer	Aug 31-Sept 11
Work Session to Review Tentative Budget *SPECIAL MEETING: CONFERENCE ROOM*	Town Board Budget Officer	5:00pm September 16
File Tentative Budget with Town Clerk	Budget Officer	September 24
Present Tentative Budget to Town Board	Town Clerk	September 28
Work Session to review Tentative Budget *SPECIAL MEETING: CONFERENCE ROOM*	Town Board Budget Officer	5:00pm October 7
Approve changes to Tentative Budget and accept it as Preliminary Budget	Town Board	October 13
Set Public Hearing	Town Board	October 13
Public Hearing held	Town Board Citizens	October 26
Work Session to review Preliminary Budget (if needed) *SPECIAL MEETING: BOARD ROOM*	Town Board Budget Officer	5:00pm October 28
Adopt the Budget	Town Board	November 9

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TOWN OF AURORA

575 OAKWOOD AVENUE, EAST AURORA, NY 14052
BUILDING DEPARTMENT
(716) 652-7591

MEMO

TO: Supervisor Snyder and Town Board Members

FROM: Elizabeth Cassidy, Code Enforcement Officer

DATE: July 24, 2026

The Building Department software contract with Cloudpermit expires in July 2027. While it has been a benefit to the department in streamlining the application process, we have found that it is lacking in several areas. After an internal review of departmental needs and a survey of software available, I am requesting approval to purchase the iWorQ software for a 3-year contract as attached. This software addresses the areas in which the current program is lacking, and more. And the goal of switching programs is to streamline operations, improve workflow, and more importantly to improve compliance with DOS Building Standards and Codes regulations.

I understand that a needs assessment is planned for Town operations as a whole and we will participate in that process and review any software proposed at that time.

Thank you,
liz



Service Agreement

For iWorQ Applications and Services

Prepared for:

Town of Aurora
575 Oakwood Avenue East Aurora, New York
1405
Population: 13943.0

Prepared by:

Jaran Bennett
iWorQ Systems

Agreement ID: 262190



AMENDMENTS & EXCEPTIONS

AMENDMENTS AND EXCEPTIONS TO STANDARD SERVICE AGREEMENT

This section outlines approved amendments and exceptions to standard terms. In the event of a conflict, the terms in this section shall supersede the standard terms of this Agreement, but only to the extent expressly stated herein. All other provisions of the Agreement remain unchanged and fully enforceable.

Amendment - Setup Discount

- iWorQ Systems will waive \$11,750.00 of the Setup Fee, if agreement is signed and returned by 07-31-2026

Amendment - Delayed Billing Terms

Delayed Billing Terms

Recurring Fees:

Delayed Standard Invoice Date	Amount	Invoice Purpose	First Year Service Period
01-01-2027	\$20,000.00	Annual Invoice	01-01-2027 - 12-31-2027

Setup Fees

Delayed Invoice Date	Amount	Invoice Purpose	Service Period
01-01-2027	\$250.00	Agreement Setup Amount	60 Days after Kickoff



Town of Aurora hereafter known as ("Customer"), enters into THIS SERVICE AGREEMENT ("Agreement") with iWorQ Systems Inc. ("iWorQ") with its principal place of business 1125 West 400 North, Suite 102, Logan, Utah 84321.

1. SOFTWARE AS A SERVICE (SaaS) TERMS OF ACCESS:

iWorQ grants Customer a non-exclusive, non-transferable limited access to use iWorQ service(s), application(s) on iWorQ's authorized website for the fee(s) and terms listed in Appendix A. This agreement will govern all iWorQ application(s) and service(s) including the application(s) and service(s) listed in Appendix A.

2. CUSTOMER RESPONSIBILITY:

Customer acknowledges that they are receiving only a limited subscription to use the application(s), service(s), and related documentation, if any, and shall obtain no titles, ownership nor any rights in or to the application(s), service(s), and related documentation, all of which title and rights shall remain with iWorQ. Customer shall not permit any user to reproduce, copy, or reverse engineer any of the application(s), service(s) and related documentation. iWorQ is not responsible for the content entered into iWorQ's database or uploaded as a document or image.

3. TRAINING AND IMPLEMENTATION:

Customer agrees to provide the time, resources, and personnel to implement iWorQ's service(s) and application(s). iWorQ will assign a senior account manager and an account management team to implement service(s) and application(s). Typical implementation will take less than 60 days. iWorQ account managers will call twice per week, provide remote training once per week, and send weekly summary emails to the customer implementation team. iWorQ can provide project management and implementation documents upon request.

iWorQ will do ONE import of the Customer's data. This import consists of importing data, sent by the Customer, in an electronic relational database format. Acquisition of data is the responsibility of the client; iWorQ will not be involved in negotiation for data with third parties.

Customer must have clear ownership of all forms, letters, inspections, checklists, and data sent to iWorQ.

4. CUSTOMER DATA:

Customer data will be stored in AWS GovCloud. iWorQ will use commercially reasonable efforts to backup, store and manage customer data. iWorQ does backups twice per week and onsite backups twice per week. Customer can run reports and export data from iWorQ application(s) at any time.

Customer can pay iWorQ for additional data management services(s), onsite backups application(s) and other service(s).



Data upload and usage is provided to every customer. This includes uploading files up to 25MB and 100GB of managed data usage on AWS GovCloud. Additional upload file sizes and managed data usage sizes can be provided based on the application(s) and service(s) listed in Appendix A.

Customers can upload and store images with personal information like driver's license, and more. This data can be used by the customer to complete the permitting, licensing, or code enforcement processes. Customer understands that the data must be uploaded and stored in the sensitive data upload section of the iWorQ software for access and security purposes.

iWorQ is not responsible for: (1) For the content entered into iWorQ's database, (2) For images or documents scanned locally and uploaded by the iWorQ users, (3) For documents or images uploaded by citizen over the web, and (4) For data sent to the Customer by iWorQ.

5. CUSTOMER SUPPORT:

Customer support and training are FREE and available Monday-Friday, from 6:00 A.M. to 5:00 P.M. MST, for any authorized user with a login. iWorQ provides unlimited remote Customer training (through webinars), phone support, help files, and documentation. Basic support requests are typically handled the same day. iWorQ provides "Service NOT Software".

6. BILLING:

iWorQ will invoice Customer on an annual basis. iWorQ will send invoices by mail and by email to the address(s) listed in Appendix A. Terms of the invoice are net 30 days from the date of the invoice. Any billing changes will require that a new Service(s) Agreement be signed by the Customer.

Any additional costs imposed by the Customer including business licenses, fees, or taxes will be added to the Customer's invoice yearly. Support and services fees may increase in subsequent years but will increase no more than 5% per year.

Customer pricing is based on a 3 Year Term and reflects a discounted annual price. Changes to the Term or the Termination Policy (Section 7. Termination:), will affect the annual pricing and could double your annual cost. Customer reserves the right to pay the 3 Year Term upfront to secure discounted annual pricing

7. TERMINATION:

Either party may terminate this agreement after the initial 3-Year Term, without cause if the terminating party gives the other party sixty (60) days written notice. Should the Customer terminate any part of the application(s) and or service(s) the remaining balance will immediately become due. Should the Customer terminate any part of the application(s) and or service(s) a new Service(s) Agreement will need to be signed. Upon expiration of the Initial Term, this Agreement shall automatically be renewed for successive one (1) year terms unless either party provides notice of termination or non-renewal no less than sixty (60) days prior to expiration of the then-current term.



Upon termination of this Agreement, iWorQ will discontinue all application(s) and or service(s); iWorQ will provide customer with an electronic copy of all of Customer's data, if requested by the Customer (within 3-5 business days).

During the term of the Agreement, the Customer may request a copy of all of Customer's data, which shall be provided to Customer for a cost of no more than \$2500 per copy. Please note, if the Customer is not in compliance with the material terms and conditions of this Agreement, iWorQ will not be required to provide Customer with the data.

8. ACCEPTABLE USE:

Customer represents and warrants that the application(s) and service(s) will only be used for lawful purposes, in a manner allowed by law, and in accordance with reasonable operating rules, and policies, terms and procedures. iWorQ may restrict access to users upon misuse of application(s) and service(s).

9. MISCELLANEOUS PROVISIONS:

This Agreement will be governed by and construed in accordance with the laws of the State of Utah. Customer recognizes that iWorQ Systems is a software company located in Utah. Any changes to this section, including changes to the Venue or Forum, will be subject to an increase in their annual pricing.

10. CUSTOMER IMPLEMENTATION INFORMATION:

Primary Implementation Contact: (* all fields required)

Name*: _____ Title*: _____

Office Phone*: _____ Cell*: _____

Email*: _____

Secondary Implementation Contact: (* all fields required)

Name*: _____ Title*: _____

Office Phone*: _____ Cell*: _____

Email*: _____



Portal Setup Contact: (* all fields required)

Name*: _____ Title*: _____

Office Phone*: _____ Cell*: _____

Email*: _____

(This person is responsible for placing the iWorQ Portal Link being placed on the agency's website within 90 days of the agreement signature. The iWorQ Portal Link will remain on agencies website for the entire Term of the agreement. If the iWorQ Portal Link is not placed on the city website within 90 days, the Agency agrees to pay an additional \$1,000 dollars towards setup costs (this is to cover iWorQ's time).

Portal Setup Contact Signature*:

11. CUSTOMER BILLING INFORMATION: (* all fields required)

Billing Contact*: _____ Title*: _____

Billing Address*: _____

Office Phone*: _____ Cell*: _____

Email*: _____

PO #: _____ Tax Exempt ID # (required): _____

Note: If a tax-exempt number is not provided, a 10% service increase will be added to the yearly invoice.

12. ACCEPTANCE: (* all fields required)

The effective date of this Agreement is listed below. Authorized representatives of Customer and iWorQ have read the agreement and agree and accept all the terms.

Signature*: _____ Effective Date*: _____

Printed Name*: _____ Title*: _____

Office Phone*: _____ Cell*: _____

Unless otherwise stated, Service Period starts the first day of the month after signature and Effective Date.

APPENDIX A
APPLICATIONS, SERVICES AND PRICING SCHEDULE

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Standard Billing Terms

Recurring Fees:

Standard Invoice Date	Amount	Invoice Purpose	First Year Service Period
30 Days Prior to the Period Start	\$20,000.00	Annual Invoice	01-01-2027 - 12-31-2027

Setup Fees

Standard Invoice Date	Amount	Invoice Purpose	First Year Service Period
30 Days Prior to the Period Start	\$250.00	Agreement Setup Amount	60 Days after Kickoff

Annual Subscription Fees

Application ID	Classification	Application Name	Standard Pricing	Agreement Pricing
600	Package	Permit Management	\$12,000.00	\$10,000.00
400	Package	Code Enforcement	\$0.00	\$0.00
1000	Package	Portal Home	\$0.00	\$0.00
2000	Package	Planning & Zoning	\$6,000.00	\$5,000.00
1000	Package	Portal Home	\$0.00	\$0.00
ADD-22	Added	Payment Processing (Payroc)	\$0.00	\$0.00
1800	Package	Fire Inspections	\$6,000.00	\$5,000.00

Subscription Fee Total (This amount will be invoiced each year) \$20,000.00

One-Time Setup

Service(s)	Standard Pricing	Agreement Pricing
Implementation and Setup Cost (Year 1)	\$12,000.00	\$250.00



Recurring Agreement Pricing	\$20,000.00
Agreement Setup	\$250.00
Total Due Year 1	\$20,250.00

NOTES AND SERVICE DESCRIPTION

- I. Invoice for the (Annual Subscription Fee Total + One-Time Total) will be sent out immediately upon execution of the contract. Payment terms are net 30 days from the invoice date.
- II. This Subscription Fee and Agreement have been provided at the Customer's request and is valid for 25 days.
- III. This cost proposal cannot be disclosed or used to compete with other companies.

Package(s) Purchased and Product Descriptions are listed in Appendix B.

APPENDIX B PRODUCT DESCRIPTIONS

Package(s) Purchased

ComDev	Fire
Community Development Enterprise, Planning & Zoning Enterprise	Fire Basic

Product Descriptions

Application / Feature	CD Basic	CD Department	CD Enterprise
Permit & Code Management	x	x	x
Available on Multiple Device Types	x	x	x
Configurable Reporting	x	x	x
Fees & Payments	x	x	x
Inspection & Plan Review	x	x	x
Sensitive File Uploads	x	x	x
OpenStreetMap w/ Quarterly Updates	x	x	x
Access to iWorQ Letter Template Library	x	x	x
File Usage Allowance	x	x	x
Custom Letters*	x	x	x
Custom Web Forms*		x	x
Online Portal		x	x
Online Citizen Messaging		x	x
Access to iWorQ Web Form Templates			x
Card Payment Processing			x
Texting Capabilities			x
Configurable System Workflows			x
iWorQ Notifications			x



Application / Feature	CD Basic	CD Department	CD Enterprise
Inspection Routing			x
Scheduled Reports*			x
GIS REST Services**			x
XworQ AI Features			x

* Available for Expansion Purchase

**GIS REST Services Requirements:

iWorQ will be able to publish your agency's ESRI REST Services monthly if the following conditions are met:

1. The Rest Service URL is either a public access URL or the agency will allow iWorQ to be added to the user group of that data.
 - 1.1. User Group must have permission settings set to allow root access to pull the data.
2. The Rest Service data contains the information needed for system functionality and field types match.
 - 2.1. The format of that data must conform to iWorQ Systems

iWorQ will update property details monthly. Annual fees are \$500 per layer.

*Note: If configuration changes (i.e. FTP location, name format, field changes, or interval for published updates) iWorQ will charge a minimum fee of \$500 with each additional hour \$250 to accommodate new configuration changes.

Application / Feature	Planning & Zoning Basic	Planning & Zoning Enterprise
Track Projects	x	x
Available on Multiple Device Types	x	x
Configurable Reporting	x	x
Fees & Payments	x	x
Inspections & Plan Reviews	x	x
Workflow Configuration	x	x
Meeting & Hearing Management	x	x
Plan Annotation & Review	x	x
File Usage Allowance*	x	x
Sensitive File Uploads	x	x
OpenStreetMap w/ Quarterly Updates	x	x
Access to iWorQ Letter Template Library	x	x
Custom Letters*	x	x
Card Processing		x
Online Portal		x
Custom Web Forms*		x
Access to iWorQ Web Form Templates		x

Application / Feature	Planning & Zoning Basic	Planning & Zoning Enterprise
iWorQ Notifications		x
Scheduled Reports*		x
XworQ AI Features		x

* Available for Expansion Purchase

Application / Feature	Fire Basic	Fire Enterprise
Fire Inspections Application	x	x
Track Inspections on Devices & Locations	x	x
Available on Multiple Device Types	x	x
Configurable Reporting	x	x
Fees & Payments	x	x
Notice and Invoicing Capabilities	x	x
Sensitive File Uploads	x	x
OpenStreetMap w/ Quarterly Updates	x	x
File Usage Allowance*	x	x
Custom Letters*	x	x
Template Notices	x	x
Emergency Floor Planning Tool		x
Inspection Routing		x
Online Portal		x
Scheduled Reports*		x
Credit Card Processing via Payroc		x
XworQ AI Features		x

* Available for Expansion Purchase