



Heart of Iowa Regional Transit Agency HIRTA Public Transit

Boone, Dallas, Jasper, Madison, Marion, Story, and Warren Counties

Agenda

Zoom Meeting: +1 312 626 6799 US (Chicago)

ID: 892 8108 5757 Password: 627357

Lisa Heddens, Board Chair, presiding

HIRTA Nov/Dec 2025 Board Meeting

Thursday, **12/04/2025 at 9:00 a.m.**

- 1. HIRTA Board Meeting Call to order**
- 2. Roll call of members**
- 3. Public comment**
- 4. Public Hearing**
 - A. Public Hearing for HIRTA Facility Title VI Equity Analysis**
 - *Public comment on Facility Draft Equity Analysis*
- 5. Heart of Transit Annual Meeting**
 - *Recommend to Receive and File 2025 Annual Financial Report*
- 6. Minutes**
 - A. September 25, 2025**
- 7. Financial report to receive and file September 2025 and October 2025**
- 8. Action Items**
 - A. Approval of Indianola Lease Agreement (Exhibit 1)**
 - *Consider Approval of Indianola Lease Agreement*
 - B. Reviewed Policies**

Consider Approval of Revised Policies (Employee Handbook)

 - *Tobacco (Exhibit 2)*
 - *Meals (Exhibit 3)*
 - *FMLA (Exhibit 4)*
 - *PTO (Exhibit 5)*
 - *Floating Holidays (Exhibit 6)*
 - C. Cyber Security Plan (Exhibit 7)**

Consider Approval of Cyber Security Plan
 - D. MPO Resolution and Representatives for 2026**

Consider Approval of MPO Resolution and Representative for 2026

CHAIR
Lisa Heddens
Story County

VICE CHAIR
Diane Fitch
Madison County

TREASURER
Scott Longhorn
Boone County

BOARD MEMBERS

Kim Chapman
Dallas County

Doug Cupples
Jasper County

Steve McCombs
Marion County

Brian Arnold
Warren County

CHIEF EXECUTIVE OFFICER
Julia Castillo

CHIEF OPERATING OFFICER
Brooke Ramsey

The Heart of Iowa Regional Transit Agency (HIRTA) Board of Director meetings are open to all individuals regardless of disability. Any person requiring a reasonable accommodation to participate HIRTA at (515) 309-9283 at least two business days prior to the Meeting.

9. Discussion / Informational Items

- A. None

10. Reports to the Board

- A. CIRTPA – Regional Planning Agency Director: Andrew Collings
- B. HIRTA – CEO: Julia Castillo

11. Other business

12. Next meeting: 01/22/2025

13. Adjourn

Public Hearing

PUBLIC HEARING

Public Hearing

DRAFT EQUITY ANALYSIS PUBLIC COMMENTS

HIRTA held a public comment period from October 27, 2025 through November 26, 2025 for people to review the Boone facility plan, ask questions of staff and make comments. Notification of the release of the study and public input opportunities was made in the following ways:

- Information on HIRTA's website included:
 - Draft Facility Feasibility Study and Equity Analysis
 - Public Hearing date/time/location/purpose
 - Comment Period
- Notice in local media
- Notices on HIRTA's website
- Social media notice on Facebook, X (formerly known as Twitter) and notifications on HIRTA's website

HIRTA received no emails, phone calls, or mailed correspondence regarding the Draft Equity Analysis.

Heart of Transit Annual Meeting

Heart of Transit

Heart of Transit Annual Meeting



Heart of Transit

a non-profit HIRTA organization

Boone, Dallas, Jasper, Madison, Marion, Story, and Warren Counties

Agenda

Heart of Transit Board Meeting

Thursday, December 4, 2025 at 9:00 a.m.

Via [ZOOM](#)

Lisa Heddens, Board Chair, residing

1. Call to order
2. Roll call of members
3. Public comment
4. Minutes
 - None
5. Financial report
 - Receive and File Financial Reports
6. Action items
 - None
7. CEO Annual Report
8. Next meeting: TBD / October 2026
9. Adjourn

CHAIR

Lisa Heddens
Story County

VICE CHAIR

Diane Fitch
Madison County

TREASURER

Scott Longhorn
Boone County

BOARD MEMBERS

Kim Chapman
Dallas County

Doug Cupples
Jasper County

Steve McCombs
Marion County

Brian Arnold
Warren County

Chief Executive Officer

Julia Castillo

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Heart of Transit
Balance Sheet
As of June 30, 2025

	Jun 30, 25
ASSETS	
Current Assets	
Checking/Savings	
10100 - Checking	58,441.96
Total Checking/Savings	58,441.96
Accounts Receivable	
Accounts Receivable	2,337.50
Total Accounts Receivable	2,337.50
Total Current Assets	60,779.46
TOTAL ASSETS	60,779.46
LIABILITIES & EQUITY	
Equity	60,779.46
TOTAL LIABILITIES & EQUITY	60,779.46

Heart of Transit

Profit & Loss YTD Comparison

July 2024 through June 2025

	Jul '24 - Jun 25
Ordinary Income/Expense	
Income	
30000 - Donations	
30100 - Grant Revenue	1,000.00
30000 - Donations - Other	33,629.00
Total 30000 - Donations	34,629.00
31000 - Interest	144.39
Total Income	34,773.39
Gross Profit	34,773.39
Expense	
40000 - Payments	25,461.54
41000 - Processing Fees	40.15
Office Supplies	12.50
Total Expense	25,514.19
Net Ordinary Income	9,259.20
Net Income	9,259.20



2824 104th St
Urbandale, IA 50322



1 (877) 686-0029



bramsey@heartoftransit.com



www.heartoftransit.com

2025 Annual Meeting

Fundraising Updates

- Total receipts FY25 \$57,011.04
- Leonard A Good Trust
- Allocation from United Way of Boone County
- United Way of Central Iowa
- Marion County United Way
- Personal Donations



Meeting Minutes
Heart of Iowa Regional Transit Agency

September 25, 2025

- 1. Call to Order:** Chair, Lisa Heddens, called meeting to order at 9:00AM
- 2. Roll Call:**
 - Present:** Lisa Heddens, Diane Fitch, Scott Longhorn, Kim Chapman, Steve McCombs, Brian Arnold
 - Employees:** Julia Castillo, Chief Executive Officer; Brooke Ramsey, Chief Operations Officer
 - Others:** Andrew Collings, CIRTPA Director
 - Absent:** Doug Cupples
- 3. Agenda:** Motion by Diane Fitch to approve agenda, seconded by Steve McCombs. Motion unanimously carried.
- 4. Public Comment:** None
- 5. Minutes:** Motion by Diane Fitch to approve August 28th, 2025 minutes, seconded by Brian Arnold. Motion unanimously carried.
- 6. Financial Report:** Motion by Scott Longhorn to receive and file August 2025 financial reports, seconded by Brian Arnold. Motion unanimously carried.
- 7. Action Items:**
 - A. Motion by Steve McCombs to approve HIRTA vehicles contract 00009115, seconded by Diane Fitch. Motion unanimously carried.
 - B. Motion by Diane Fitch to approve City of Pella FY2026 Funding Agreement, seconded by Scott Longhorn. Motion unanimously carried.
 - C. Motion by Steve McCombs to approve NeoRide FY2026 Contract, seconded by Diane Fitch. Motion unanimously carried.
 - D. Motion by Brian Arnold to approve Behavioral Health & Disability Services FY2026 Service Agreement, seconded by Steve McCombs. Motion unanimously carried.
 - E. Motion by Scott Longhorn to approve Investment into Community Foundation of Greater Des Moines in the amount of \$30,000 in Heart of Transit reserve funds, seconded by Diane Fitch; Chair Heddens abstained. Motion carried.

- F. Motion by Scott Longhorn to table approval of moving HIRTA investments into money market account, seconded by Kim Chapman. Motion unanimously carried.
- G. Motion by Scott Longhorn to approve Jasper County Lease Agreement from October 1, 2025 to September 30, 2028, seconded by Steve McCombs. Motion unanimously carried
- H. Motion by Diane Fitch to approve signing of Vanpool Incentive Program Certification Letter from HIRTA Board for ICAAP Grant, seconded by Brian Arnold. Motion unanimously carried.

8. Discussion / Informational Items: Transit Taskforce Development and Facilitation Summary

9. Reports to the Board:

- A. CIRTPA – Regional Planning Agency Director, Andrew Collings
- B. HIRTA – Chief Executive Officer, Julia Castillo

10. Next Meeting: 10/30/2025

11. Adjournment: Motion by Brian Arnold to adjourn at 9:33AM, seconded by Diane Fitch. Motion unanimously carried.

Board Chair

Date

8:27 AM

11/24/25

HIRT Public Transit A/R Aging Summary As of October 31, 2025

	Current	1 - 30	31 - 60	61 - 90	> 90	TOTAL
Access2Care-MTM	16,000.00	0.00	0.00	0.00	0.00	16,000.00
Accura of Knoxville	168.00	0.00	0.00	0.00	0.00	168.00
Accura of Newton - East	840.00	0.00	456.00	0.00	0.00	1,296.00
Accura Riverside North	102.00	0.00	108.00	0.00	0.00	210.00
Aging Resources of Central Iowa	19,575.13	0.00	0.00	0.00	0.00	19,575.13
Americorp	10,050.17	0.00	0.00	0.00	0.00	10,050.17
Behavioral Health & Disability Service	3,240.50	0.00	0.00	0.00	0.00	3,240.50
Boone - Westhaven	27.00	0.00	0.00	0.00	0.00	27.00
Boone County Auditor.	3,750.00	0.00	0.00	0.00	0.00	3,750.00
City of Ames - ASSET Pays Quarterly	4,113.25	4,113.25	4,113.25	4,113.25	0.00	16,453.00
City of Grimes	3,500.13	1,056.55	0.00	0.00	0.00	4,556.68
City Of Norwalk	0.00	1,333.33	0.00	0.00	0.00	1,333.33
City of Pella, IA	0.00	-3,606.67	0.00	0.00	0.00	-3,606.67
City Of Waukee	0.00	7,500.00	0.00	0.00	0.00	7,500.00
City Of Winterset Pays Quarterly	833.34	0.00	833.33	833.33	833.34	3,333.34
CyRide/DAR	24,858.74	0.00	0.00	0.00	0.00	24,858.74
Dallas County	0.00	-8,458.33	0.00	0.00	0.00	-8,458.33
Fieldprint Equipment Corp	985.50	0.00	0.00	0.00	0.00	985.50
HIPP (IME)	909.00	0.00	0.00	0.00	0.00	909.00
Iowa DOT Requested/Waiting to Recieve	6,354.00	0.00	0.00	1,938.71	0.00	8,292.71
IOWA DOT - FTA/STA Requested/Waiting to Recieve	44,228.00	0.00	44,229.00	49,228.00	209,228.00	346,913.00
IOWA DOT - FUEL TAX Rec'd 11/12	0.00	0.00	2,549.77	2,549.79	2,549.79	7,649.35
Jasper - Newton Health Care Center LLC Rec'd 10/1	350.00	0.00	590.00	0.00	0.00	940.00
Jasper - Willowbrook, WesleyLife	225.00	0.00	0.00	0.00	0.00	225.00
Madison County Auditor	0.00	-2,833.33	0.00	0.00	0.00	-2,833.33
Marion - West Ridge Nursing Home	48.00	0.00	0.00	0.00	0.00	48.00
Mary Greeley Bliss	0.00	0.00	0.00	0.00	36.00	36.00
Norwalk Library	0.00	0.00	150.00	0.00	0.00	150.00
Pamela Peterson	0.00	0.00	0.00	0.00	45.00	45.00
Story County Asset Rec'e 9/30 and 11/7	10,719.00	0.00	10,719.00	10,719.00	0.00	32,157.00
USDOT Rec'd 11/5	39,223.79	0.00	40,488.09	52,247.06	0.00	131,958.94
Warren Co	-7,940.00	0.00	0.00	0.00	0.00	-7,940.00
TOTAL	182,160.55	-895.20	104,236.44	121,629.14	212,692.13	619,823.06

HIRTA Public Transit A/P Aging Summary As of October 31, 2025

	Current	1 - 30	31 - 60	61 - 90	> 90	TOTAL
1 It Source	2,708.00	688.00	0.00	0.00	0.00	3,396.00
Accident Fund Insurance Company	0.00	3,304.40	0.00	0.00	0.00	3,304.40
Alliant Energy	395.80	0.00	0.00	0.00	0.00	395.80
Barney's Services Inc	1,489.73	0.00	0.00	0.00	0.00	1,489.73
Braintree Funding	631.58	0.00	0.00	0.00	0.00	631.58
Capture Management Solutions	1,440.00	1,200.00	0.00	0.00	0.00	2,640.00
Casey's Businesss Advantage	21,776.19	0.00	0.00	0.00	0.00	21,776.19
CenturyLink	0.00	1,526.38	0.00	0.00	0.00	1,526.38
Community Transportation Assoc.	2,700.00	0.00	0.00	0.00	0.00	2,700.00
Debbie Comito	0.00	225.00	0.00	0.00	0.00	225.00
DSI Medical Services, Inc.	45.00	0.00	0.00	0.00	0.00	45.00
Dutch Clean Auto Wash	17.57	0.00	0.00	0.00	0.00	17.57
Flexlynqs LLC	36,568.36	0.00	0.00	0.00	0.00	36,568.36
Freedom Tire & Auto Center	0.00	0.00	0.00	0.00	-480.00	-480.00
Iowa State University	0.00	3,000.00	0.00	0.00	0.00	3,000.00
Iowa State University Parking	0.00	1,810.17	0.00	0.00	0.00	1,810.17
IPrint Technologies	124.00	0.00	0.00	0.00	0.00	124.00
Jasper County Treasurer	-487.00	13.00	0.00	0.00	0.00	-474.00
Krisi Kranz	59.20	0.00	0.00	0.00	0.00	59.20
Libbe Bolton	15.32	0.00	0.00	0.00	0.00	15.32
Linda Akwa	106.68	0.00	0.00	0.00	0.00	106.68
Merchant Service	165.71	0.00	0.00	0.00	0.00	165.71
Mid American Energy	209.25	0.00	0.00	0.00	0.00	209.25
Moffitt's	18,638.36	0.00	0.00	0.00	0.00	18,638.36
Napa Auto Parts - Des Moines COJ	51.77	0.00	0.00	0.00	0.00	51.77
Newton Classic Car Wash	0.00	39.59	0.00	0.00	0.00	39.59
Stanley's Service LLC	89.49	55.99	0.00	0.00	0.00	145.48
Summit Companies Pd. 11/13/25	0.00	0.00	0.00	564.50	0.00	564.50
The Standard	-1,739.08	0.00	0.00	0.00	0.00	-1,739.08
Thomas Bus Sales	0.00	0.00	0.00	0.00	-33.56	-33.56
Time Management Systems, Inc.	204.73	0.00	0.00	0.00	0.00	204.73
U.S. Cellular	0.00	53.54	0.00	0.00	0.00	53.54
Unplugged Wireless	0.00	583.25	0.00	0.00	0.00	583.25
Warren County Treasurer	-200.00	0.00	0.00	0.00	0.00	-200.00
Wild Water Car Wash & Pet Wash	281.25	0.00	0.00	0.00	0.00	281.25
TOTAL	85,291.91	12,499.32	0.00	564.50	-513.56	97,842.17

HIRTA Public Transit
Balance Sheet
As of October 31, 2025

	Oct 31, 25
ASSETS	
Current Assets	
Checking/Savings	
10100 · Heart of Iowa Regional Transit	480,694.32
10200 · Petty Cash	50.00
10300 · Certificate of Deposit	
10301 · CD - ICS	22,742.89
10302 · CD - ARS	1,140,766.41
10303 · CD - UBI	504,042.77
Total 10300 · Certificate of Deposit	1,667,552.07
Total Checking/Savings	2,148,296.39
Accounts Receivable	
11000 · QB - Accounts Receivable	619,823.06
Total Accounts Receivable	619,823.06
Total Current Assets	2,768,119.45
Fixed Assets	1,640,946.56
Other Assets	0.00
TOTAL ASSETS	4,409,066.01
LIABILITIES & EQUITY	
Liabilities	
Current Liabilities	
Accounts Payable	
20000 · Accounts Payable	97,842.17
Total Accounts Payable	97,842.17
Credit Cards	-29,834.65
Other Current Liabilities	42,648.27
Total Current Liabilities	110,655.79
Total Liabilities	110,655.79
Equity	4,298,410.22
TOTAL LIABILITIES & EQUITY	4,409,066.01

8:18 AM

11/24/25

Accrual Basis

HIRTA Public Transit
Profit & Loss Budget vs. Actual
October 2025

	Oct 25	Budget	\$ Over Budget	% of Budget
Ordinary Income/Expense				
Income				
30100 · FTA	44,228.00	187,819.76	-143,591.76	23.5%
30200 · STA Grant	36,222.36	33,931.00	2,291.36	106.8%
30300 · Passenger Revenue				
30301 · Passenger Revenue	22,912.04	22,916.67	-4.63	100.0%
30302 · Passenger Donations	28.00			
30305 · Knoxville Raceway	0.00	0.00	0.00	0.0%
Total 30300 · Passenger Revenue	22,940.04	22,916.67	23.37	100.1%
30400 · Contract Revenue				
30401 · Access2Care	16,000.00	15,666.67	333.33	102.1%
30402 · Federal 3B	19,575.13	18,565.00	1,010.13	105.4%
30404 · CICS	3,240.50	1,250.00	1,990.50	259.2%
30405 · Accura	1,110.00			
30406 · Waiver	909.00	2,333.33	-1,424.33	39.0%
30413 · Story Asset	10,719.00	10,666.67	52.33	100.5%
30414 · City Of Ames ASSET	4,113.25	4,113.25	0.00	100.0%
30415 · Dial A Ride	24,858.74	26,750.00	-1,891.26	92.9%
30416 · United Way Of Story County	729.17	729.17	0.00	100.0%
30418 · ITS4US	39,223.79	42,490.00	-3,266.21	92.3%
Total 30400 · Contract Revenue	120,478.58	122,564.09	-2,085.51	98.3%
30600 · Fuel Tax Refund	0.00	2,500.00	-2,500.00	0.0%
30700 · Vehicle Capital Purchase	0.00	34,416.66	-34,416.66	0.0%
30900 · Vehicle Revenue				
30903 · Salvaged Vehicle Revenue	0.00	250.00	-250.00	0.0%
30904 · Insurance Settlement - Vehicles	988.75	833.33	155.42	118.7%
Total 30900 · Vehicle Revenue	988.75	1,083.33	-94.58	91.3%
31100 · Fellowship and Training Income				
31102 · Fellowship Reimbursements RTAP	6,354.00	3,750.00	2,604.00	169.4%
Total 31100 · Fellowship and Training Income	6,354.00	3,750.00	2,604.00	169.4%
31300 · Grant Income				
31301 · Grant - revenue	0.00	833.33	-833.33	0.0%
31305 · United Way Of Boone County	2,000.00	500.00	1,500.00	400.0%
31306 · United Way Of Central Iowa	5,000.00	1,666.67	3,333.33	300.0%
31307 · Flex Connect-Mobility	0.00	0.00	0.00	0.0%
Total 31300 · Grant Income	7,000.00	3,000.00	4,000.00	233.3%
31400 · NSF Items	0.00	7.50	-7.50	0.0%
31500 · Interest				
31503 · Finance Charge - ICS	33.77	750.00	-716.23	4.5%
31504 · Finance Charge - CDARS	0.00	6,250.00	-6,250.00	0.0%
31505 · Finance Charge - UBI	1,174.51			
31500 · Interest - Other	932.90	1,666.67	-733.77	56.0%
Total 31500 · Interest	2,141.18	8,666.67	-6,525.49	24.7%
31600 · Local Taxes				
31601 · Donations	0.00	16.67	-16.67	0.0%
31602 · Boone County	3,750.00	3,750.00	0.00	100.0%
31603 · Dallas County	4,229.17	4,229.17	0.00	100.0%
31604 · Jasper County	1,125.00	1,125.00	0.00	100.0%
31605 · City of Newton	8,812.75	2,937.50	5,875.25	300.0%
31606 · Madison County	1,416.67	1,416.67	0.00	100.0%
31607 · Marion County	3,000.00	3,000.00	0.00	100.0%
31608 · Warren County	3,970.00	3,970.00	0.00	100.0%
31609 · City Of Norwalk	1,333.33	0.00	1,333.33	100.0%
31610 · City Of Waukee	7,500.00	2,500.00	5,000.00	300.0%
31618 · City Of Ogden	0.00	83.33	-83.33	0.0%
31619 · City Of Winterset	833.34	833.33	0.01	100.0%
31620 · City Of Pleasantville	0.00	41.67	-41.67	0.0%
31621 · City Of Boone	6,375.00	2,125.00	4,250.00	300.0%
31622 · City Of Grimes	3,500.13	6,250.00	-2,749.87	56.0%
31623 · City Of Pella	1,803.33			
Total 31600 · Local Taxes	47,648.72	32,278.34	15,370.38	147.6%

8:18 AM

11/24/25

Accrual Basis

HIRTA Public Transit
Profit & Loss Budget vs. Actual
October 2025

	Oct 25	Budget	\$ Over Budget	% of Budget
31700 · Other Revenue				
31701 · Miscellaneous Income	30,000.00	0.00	30,000.00	100.0%
31703 · Fieldprint	985.50	833.33	152.17	118.3%
Total 31700 · Other Revenue	30,985.50	833.33	30,152.17	3,718.3%
31800 · RSVP				
31801 · Americorp	10,050.17	12,500.00	-2,449.83	80.4%
31802 · CDBG	0.00	1,247.33	-1,247.33	0.0%
Total 31800 · RSVP	10,050.17	13,747.33	-3,697.16	73.1%
Total Income	329,037.30	467,514.68	-138,477.38	70.4%
Gross Profit	329,037.30	467,514.68	-138,477.38	70.4%
Expense				
40100 · Wage Expense	185,715.49	114,695.17	71,020.32	161.9%
40200 · Payroll Taxes	31,787.57	18,953.33	12,834.24	167.7%
40300 · Employee Benefits	22,867.08	17,345.84	5,521.24	131.8%
40400 · Professional Services				
40401 · CPA	0.00	58.33	-58.33	0.0%
40402 · IT	3,008.00	2,083.33	924.67	144.4%
40403 · Legal	0.00	54.17	-54.17	0.0%
40405 · Audit	0.00	1,833.33	-1,833.33	0.0%
40406 · Cleaning Service	929.64	1,625.00	-695.36	57.2%
40407 · AOD	204.73	250.00	-45.27	81.9%
40409 · Translations	0.00	20.83	-20.83	0.0%
40410 · VIA	0.00	7,250.00	-7,250.00	0.0%
40411 · Insurance - Broker Fees	24,662.00	2,083.33	22,578.67	1,183.8%
40412 · Architecture	0.00	17,916.67	-17,916.67	0.0%
40413 · Actuary	0.00	125.00	-125.00	0.0%
Total 40400 · Professional Services	28,804.37	33,299.99	-4,495.62	86.5%
40500 · Office Supplies	953.53	1,291.66	-338.13	73.8%
40600 · Telephone				
40601 · Phone & Internet	2,783.76	2,666.67	117.09	104.4%
Total 40600 · Telephone	2,783.76	2,666.67	117.09	104.4%
40700 · Fellowship / Training Expense	579.17	3,875.00	-3,295.83	14.9%
40800 · Insurance				
40801 · WC Insurance	3,304.40	2,916.67	387.73	113.3%
40802 · Property/Director/Adm Ins	2,101.42			
Total 40800 · Insurance	5,405.82	2,916.67	2,489.15	185.3%
40900 · Organizational Dues	0.00	691.67	-691.67	0.0%
41000 · Employee Expenses	90.00	508.34	-418.34	17.7%
41100 · Advertising				
41101 · Advertising	0.00	166.67	-166.67	0.0%
41102 · Employment Ads	0.00	83.33	-83.33	0.0%
41103 · Marketing Campaign	3,000.00	2,083.33	916.67	144.0%
41104 · Minutes/Public Hearing Notices	108.25	66.67	41.58	162.4%
Total 41100 · Advertising	3,108.25	2,400.00	708.25	129.5%
41200 · Rent				
41201 · Rent	11,923.73	11,583.75	339.98	102.9%
Total 41200 · Rent	11,923.73	11,583.75	339.98	102.9%
41300 · Office Equipment				
41301 · Office Eq Maint/Repairs	0.00	291.67	-291.67	0.0%
41302 · Office Equipment	688.00	0.00	688.00	100.0%
Total 41300 · Office Equipment	688.00	291.67	396.33	235.9%
41400 · Subscriptions	1,207.87	1,333.33	-125.46	90.6%

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11/24/25

Accrual Basis

HIRTA Public Transit
Profit & Loss Budget vs. Actual
October 2025

	Oct 25	Budget	\$ Over Budget	% of Budget
41500 · Meeting / Mileage Expenses				
41501 · Travel expense	72.57	0.00	72.57	100.0%
41502 · Meeting Expense	0.00	12.50	-12.50	0.0%
41503 · Mileage Reimbursement	40.63	33.33	7.30	121.9%
41504 · Meal Expense	34.35	250.00	-215.65	13.7%
41505 · Volunteer Mileage Reimbursement	181.20	1,000.00	-818.80	18.1%
Total 41500 · Meeting / Mileage Expenses	328.75	1,295.83	-967.08	25.4%
41600 · Contracted Services				
41601 · Website - Domain Registration	0.00	29.17	-29.17	0.0%
41603 · Quickbook Expenses	369.63	375.00	-5.37	98.6%
41604 · ITS4US - CTAA	2,700.00	1,458.33	1,241.67	185.1%
41605 · ITS4US - Arcadis	0.00	0.00	0.00	0.0%
41606 · ITS4US - VIA	0.00	416.67	-416.67	0.0%
41607 · ITS4US - Capture Management	1,440.00	2,083.33	-643.33	69.1%
41608 · ITS4US - Flexlynqs	36,568.36	39,166.67	-2,598.31	93.4%
41610 · ITS4US - Legal	0.00	20.83	-20.83	0.0%
41611 · ITS4US - ISU	0.00	9,583.33	-9,583.33	0.0%
41612 · ITS4US - KIOSK	861.38	83.33	778.05	1,033.7%
41613 · ITS4US - Navilens	0.00	8.33	-8.33	0.0%
41614 · ITS4US - Events	0.00	291.67	-291.67	0.0%
41621 · GVSS	0.00	291.67	-291.67	0.0%
Total 41600 · Contracted Services	41,939.37	53,808.33	-11,868.96	77.9%
41700 · Premise Expense				
41701 · Utilities	1,765.73	2,083.33	-317.60	84.8%
41702 · Building Maint & Repairs	0.00	16.67	-16.67	0.0%
Total 41700 · Premise Expense	1,765.73	2,100.00	-334.27	84.1%
41800 · Vehicle Expense				
41801 · Vehicle Repairs & Maint	20,359.35	20,833.33	-473.98	97.7%
41802 · Op/Vehicle Supplies	51.77	125.00	-73.23	41.4%
41803 · Auto Insurance	0.00	29,166.67	-29,166.67	0.0%
41804 · Fuel	21,776.19	20,833.33	942.86	104.5%
41806 · Radio	583.25	208.33	374.92	280.0%
41807 · Tires	1,360.26	1,250.00	110.26	108.8%
41808 · Bus Washing	298.82	333.33	-34.51	89.6%
41809 · Deductible & Accident	5,000.00	1,666.67	3,333.33	300.0%
Total 41800 · Vehicle Expense	49,429.64	74,416.66	-24,987.02	66.4%
41900 · Vehicle and Equipment Capital	0.00	42,750.00	-42,750.00	0.0%
41910 · Facilities	0.00	83,333.33	-83,333.33	0.0%
42000 · Bank Charges				
42003 · Returned Check	0.00	4.17	-4.17	0.0%
42004 · Merchant Service Merch Fee	797.29	666.67	130.62	119.6%
42000 · Bank Charges - Other	6.45	6.67	-0.22	96.7%
Total 42000 · Bank Charges	803.74	677.51	126.23	118.6%
42100 · Grant Expense	0.00	1,041.67	-1,041.67	0.0%
42300 · Miscellaneous Expenses	30,000.00			
Total Expense	420,181.87	471,276.42	-51,094.55	89.2%
Net Ordinary Income	-91,144.57	-3,761.74	-87,382.83	2,422.9%
Net Income	-91,144.57	-3,761.74	-87,382.83	2,422.9%

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November 24, 2025

Accrual Basis

HIRT A Public Transit

Expenses by Vendor Summary

October 2025

	Oct 25
1 It Source	3,396.00
Accident Fund Insurance Company	3,304.40
Alliant Energy	395.80
Barney's Services Inc	1,489.73
Braintree Funding	631.58
Capture Management Solutions	1,440.00
Cardmember Services	1,591.97
Casey's Businesss Advantage	21,776.19
CenturyLink	1,526.38
Cintas Loc 22M	29.64
City Of Boone Airport	4,604.45
Community Transportation Assoc.	2,700.00
Cowbell Insurance Agency	2,101.42
Crystal Clear Water	55.50
Debbie Comito	900.00
Delta Dental	2,013.80
Downey Tire Service	85.78
DSI Medical Services, Inc.	45.00
Dutch Clean Auto Wash	17.57
Flex Investors, LLC	4,263.56
Flexlynqs LLC	36,568.36
Freedom Tire & Auto Center	1,360.26
Greater Des Moines Foundation	30,000.00
Heart Of Transit	-37,000.00
Holmes Murphy Insurace Agency	24,662.00
Indianola Municipal Utilities	88.00
Iowa Communities Assurance Pool	5,000.00
Iowa State University	3,000.00
Iowa State University Parking	1,810.17
IPrint Technologies	124.00
Jasper County Treasurer	500.00
Kinetic Edge Physical Therapy	45.00
Krisi Kranz	59.20
Libbe Bolton	15.32
Linda Akwa	106.68
LISCO	153.00
Mediacom	390.02
Merchant Service	-4,508.79
Mid American Energy	209.25
Midwest Office Technology	157.65
Moffitt's	18,638.36
Napa Auto Parts - Des Moines COJ	51.77
Nick's Greenhouse	450.00
QuickBooks Payroll Service	369.63
RAMP	2,096.00
Stanley's Service LLC	145.48
The Standard	1,861.50
Time Management Systems, Inc.	204.73
U.S. Cellular	1,232.16
Unplugged Wireless	583.25
Warren County Treasurer	700.00
Wellmark	24,769.02
Wild Water Car Wash & Pet Wash	281.25
Windstream Iowa Communications	150.43
TOTAL	166,642.47

HIRT Public Transit A/R Aging Summary As of September 30, 2025

	Current	1 - 30	31 - 60	61 - 90	> 90	TOTAL
Access2Care-MTM	2,187.50	251.75	0.00	6,643.04	5,082.70	14,164.99
Accura of Newton - East	456.00	0.00	0.00	0.00	0.00	456.00
Accura Riverside North	201.00	0.00	0.00	0.00	0.00	201.00
Aging Resources of Central Iowa	17,976.99	0.00	0.00	0.00	0.00	17,976.99
Americorp	19,958.64	0.00	0.00	0.00	0.00	19,958.64
Behavioral Health & Disability Service Rec'd 10-17	3,038.99	2,375.08	0.00	2,507.66	0.00	7,921.73
Boone - Westhaven	84.00	0.00	0.00	0.00	0.00	84.00
Boone County Auditor. Rec'd 10-15	3,750.00	0.00	0.00	3,750.00	0.00	7,500.00
City of Ames - ASSET Rec Quarterly	8,226.50	0.00	4,113.25	0.00	0.00	12,339.75
City Of Boone	0.00	0.00	0.00	-6,375.00	0.00	-6,375.00
City of Grimes Rec'd 10-17	1,056.55	3,464.38	0.00	0.00	0.00	4,520.93
City of Newton -	0.00	0.00	0.00	-8,812.75	0.00	-8,812.75
City Of Norwalk Rec'd 10-24	0.00	1,333.34	1,333.33	0.00	1,333.33	4,000.00
City of Pella, IA Rec'd 10-17	0.00	3,606.67	0.00	1,803.33	0.00	5,410.00
City Of Winterset Billed, waiting to receive	833.33	833.33	0.00	833.34	0.00	2,500.00
CyRide/DAR	52,487.88	0.00	0.00	0.00	0.00	52,487.88
Fieldprint Equipment Corp	1,078.50	0.00	0.00	0.00	0.00	1,078.50
IME Billed waiting to receive	837.00	693.00	0.00	549.00	0.00	2,079.00
Iowa DOT Billed waiting to receive	0.00	149,853.71	0.00	0.00	0.00	149,853.71
IOWA DOT - FTA/STA Billed waiting to receive	44,229.00	49,228.00	0.00	49,228.00	160,000.00	302,685.00
Jasper - Newton Health Care Center LLC	590.00	0.00	0.00	0.00	0.00	590.00
Jasper - Willowbrook, WesleyLife	342.00	0.00	0.00	0.00	0.00	342.00
Jasper Co. Auditor Rec'd 10-24	0.00	1,125.00	0.00	0.00	0.00	1,125.00
Marion - West Ridge Nursing Home	66.00	0.00	0.00	0.00	0.00	66.00
Mary Greeley Bliss Billed waiting to receive	0.00	0.00	0.00	36.00	0.00	36.00
Pamela Peterson Billed waiting to receive	0.00	0.00	0.00	45.00	0.00	45.00
Story County Asset	10,719.00	10,719.00	0.00	0.00	0.00	21,438.00
USDOT	0.00	52,247.06	0.00	0.00	0.00	52,247.06
TOTAL	168,118.88	275,730.32	5,446.58	50,207.62	166,416.03	665,919.43

HIRT Public Transit

A/P Aging Summary

As of September 30, 2025

	Current	1 - 30	31 - 60	61 - 90	> 90	TOTAL
1 It Source	1,678.00	0.00	0.00	0.00	0.00	1,678.00
Alliant Energy	33.76	0.00	0.00	0.00	0.00	33.76
Barney's Services Inc	991.56	0.00	0.00	0.00	0.00	991.56
Bluefin	138.62	0.00	0.00	0.00	0.00	138.62
Braintree Funding	557.98	0.00	0.00	0.00	0.00	557.98
Casey's Businesss Advantage	16,537.08	0.00	0.00	0.00	0.00	16,537.08
Cindy Mammen	176.60	0.00	0.00	0.00	0.00	176.60
Cintas Loc 22M	14.11	0.00	0.00	0.00	0.00	14.11
Community Transportation Assoc.	1,800.00	0.00	0.00	0.00	0.00	1,800.00
Crystal Clear Water	27.75	0.00	0.00	0.00	0.00	27.75
Debbie Comito	225.00	0.00	0.00	0.00	0.00	225.00
Delta Dental	0.00	-2,013.80	0.00	0.00	0.00	-2,013.80
Downey Tire Service	52.01	0.00	0.00	0.00	0.00	52.01
Dutch Clean Auto Wash	21.37	0.00	0.00	0.00	0.00	21.37
E3 Millennium	90.00	0.00	0.00	0.00	0.00	90.00
Flex Investors, LLC	0.00	-4,263.56	0.00	0.00	0.00	-4,263.56
Flexlynqs LLC	26,959.00	0.00	0.00	0.00	0.00	26,959.00
Freedom Tire & Auto Center	0.00	0.00	0.00	0.00	-480.00	-480.00
Iowa State Univiersity Science & Tech	20,730.89	0.00	0.00	0.00	0.00	20,730.89
Krisi Kranz	6.04	0.00	0.00	0.00	0.00	6.04
Language Link	16.76	0.00	0.00	0.00	0.00	16.76
Libbe Bolton	97.16	0.00	0.00	0.00	0.00	97.16
Linda Akwa	102.16	0.00	0.00	0.00	0.00	102.16
Merchant Service	183.51	0.00	0.00	0.00	0.00	183.51
Mid American Energy	234.19	0.00	0.00	0.00	0.00	234.19
Moffitt's	12,336.41	0.00	0.00	0.00	0.00	12,336.41
NEORide	6,800.00	0.00	0.00	0.00	0.00	6,800.00
RDG Planning Design	15,680.72	0.00	0.00	0.00	0.00	15,680.72
Ruth Altman	56.80	0.00	0.00	0.00	0.00	56.80
Stanley's Service LLC	0.00	0.00	55.99	479.40	0.00	535.39
The Standard	0.00	-1,861.50	0.00	0.00	0.00	-1,861.50
Thomas Bus Sales	0.00	0.00	0.00	0.00	-33.56	-33.56
Thomas Venner	40.32	0.00	0.00	0.00	0.00	40.32
Time Management Systems, Inc.	225.55	0.00	0.00	0.00	0.00	225.55
Wild Water Car Wash & Pet Wash	189.75	0.00	0.00	0.00	0.00	189.75
Windstream Iowa Communications	150.38	0.00	0.00	0.00	0.00	150.38
TOTAL	106,153.48	-8,138.86	55.99	479.40	-513.56	98,036.45

HIRTA Public Transit
Balance Sheet
As of August 31, 2025

	Aug 31, 25
ASSETS	
Current Assets	
Checking/Savings	
10100 · Heart of Iowa Regional Transit	545,137.69
10200 · Petty Cash	50.00
10300 · Certificate of Deposit	
10301 · CD - ICS	22,676.49
10302 · CD - ARS	1,640,766.41
10303 · CD - UBI	501,734.20
Total 10300 · Certificate of Deposit	2,165,177.10
Total Checking/Savings	2,710,364.79
Accounts Receivable	
11000 · QB - Accounts Receivable	605,096.64
Total Accounts Receivable	605,096.64
Total Current Assets	3,315,461.43
Fixed Assets	1,640,946.56
Other Assets	0.00
TOTAL ASSETS	4,956,407.99
LIABILITIES & EQUITY	
Liabilities	
Current Liabilities	
Accounts Payable	
20000 · Accounts Payable	129,290.33
Total Accounts Payable	129,290.33
Credit Cards	-25,745.78
Other Current Liabilities	65,216.46
Total Current Liabilities	168,761.01
Total Liabilities	168,761.01
Equity	4,787,646.98
TOTAL LIABILITIES & EQUITY	4,956,407.99

HIRTA Public Transit
Profit & Loss Budget vs. Actual
September 2025

	Sep 25	Budget	\$ Over Budget	% of Budget
Ordinary Income/Expense				
Income				
30100 · FTA	44,229.00	187,819.73	-143,590.73	23.5%
30200 · STA Grant	34,160.16	33,931.00	229.16	100.7%
30300 · Passenger Revenue	19,976.89	22,916.66	-2,939.77	87.2%
30400 · Contract Revenue				
30401 · Access2Care	3,790.75	15,666.66	-11,875.91	24.2%
30402 · Federal 3B	17,976.99	18,565.00	-588.01	96.8%
30404 · CICS	3,038.99	1,250.00	1,788.99	243.1%
30405 · Accura	549.00			
30406 · Waiver	837.00	2,333.34	-1,496.34	35.9%
30413 · Story Asset	10,719.00	10,666.66	52.34	100.5%
30414 · City Of Ames ASSET	4,113.25	4,113.25	0.00	100.0%
30415 · Dial A Ride	25,415.26	26,750.00	-1,334.74	95.0%
30416 · United Way Of Story County	729.17	729.17	0.00	100.0%
30418 · ITS4US	0.00	42,490.00	-42,490.00	0.0%
Total 30400 · Contract Revenue	67,169.41	122,564.08	-55,394.67	54.8%
30600 · Fuel Tax Refund	0.00	2,500.00	-2,500.00	0.0%
30700 · Vehicle Capital Purchase	0.00	34,416.68	-34,416.68	0.0%
30900 · Vehicle Revenue	0.00	1,083.34	-1,083.34	0.0%
31100 · Fellowship and Training Income				
31102 · Fellowship Reimbursements RTAP	2,776.00	3,750.00	-974.00	74.0%
Total 31100 · Fellowship and Training Income	2,776.00	3,750.00	-974.00	74.0%
31300 · Grant Income	0.00	3,000.00	-3,000.00	0.0%
31400 · NSF Items	0.00	7.50	-7.50	0.0%
31500 · Interest				
31503 · Finance Charge - ICS	32.63	750.00	-717.37	4.4%
31504 · Finance Charge - CDARS	0.00	6,250.00	-6,250.00	0.0%
31505 · Finance Charge - UBI	1,134.06			
31500 · Interest - Other	570.43	1,666.66	-1,096.23	34.2%
Total 31500 · Interest	1,737.12	8,666.66	-6,929.54	20.0%
31600 · Local Taxes				
31601 · Donations	0.00	16.66	-16.66	0.0%
31602 · Boone County	3,750.00	3,750.00	0.00	100.0%
31603 · Dallas County	4,229.16	4,229.16	0.00	100.0%
31604 · Jasper County	1,125.00	1,125.00	0.00	100.0%
31605 · City of Newton	0.00	2,937.50	-2,937.50	0.0%
31606 · Madison County	1,416.68	1,416.66	0.02	100.0%
31607 · Marion County	3,000.00	3,000.00	0.00	100.0%
31608 · Warren County	3,970.00	3,970.00	0.00	100.0%
31609 · City Of Norwalk	1,333.34	0.00	1,333.34	100.0%
31610 · City Of Waukee	0.00	2,500.00	-2,500.00	0.0%
31618 · City Of Ogden	0.00	83.34	-83.34	0.0%
31619 · City Of Winterset	833.33	833.34	-0.01	100.0%
31620 · City Of Pleasantville	0.00	41.66	-41.66	0.0%
31621 · City Of Boone	0.00	2,125.00	-2,125.00	0.0%
31622 · City Of Grimes	1,056.55	6,250.00	-5,193.45	16.9%
31623 · City of Pella	1,803.34			
Total 31600 · Local Taxes	22,517.40	32,278.32	-9,760.92	69.8%
31700 · Other Revenue				
31701 · Miscellaneous Income	252.61	0.00	252.61	100.0%
31703 · Fieldprint	1,078.50	833.34	245.16	129.4%
Total 31700 · Other Revenue	1,331.11	833.34	497.77	159.7%
31800 · RSVP				
31801 · Americorp	19,958.64	12,500.00	7,458.64	159.7%
31802 · CDBG	0.00	1,247.34	-1,247.34	0.0%
Total 31800 · RSVP	19,958.64	13,747.34	6,211.30	145.2%
Total Income	213,855.73	467,514.65	-253,658.92	45.7%
Gross Profit	213,855.73	467,514.65	-253,658.92	45.7%

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10/27/25

Accrual Basis

HIRTA Public Transit
Profit & Loss Budget vs. Actual
September 2025

	Sep 25	Budget	\$ Over Budget	% of Budget
Expense				
40100 · Wage Expense	126,024.57	114,695.16	11,329.41	109.9%
40200 · Payroll Taxes	21,513.48	18,953.34	2,560.14	113.5%
40300 · Employee Benefits	18,698.67	17,345.82	1,352.85	107.8%
40400 · Professional Services				
40401 · CPA	0.00	58.34	-58.34	0.0%
40402 · IT	2,169.00	2,083.34	85.66	104.1%
40403 · Legal	0.00	54.16	-54.16	0.0%
40405 · Audit	0.00	1,833.34	-1,833.34	0.0%
40406 · Cleaning Service	942.33	1,625.00	-682.67	58.0%
40407 · AOD	225.55	250.00	-24.45	90.2%
40409 · Translations	16.76	20.84	-4.08	80.4%
40410 · VIA	6,800.00	7,250.00	-450.00	93.8%
40411 · Insurance - Broker Fees	0.00	2,083.34	-2,083.34	0.0%
40412 · Architecture	0.00	17,916.66	-17,916.66	0.0%
40413 · Actuary	0.00	125.00	-125.00	0.0%
Total 40400 · Professional Services	10,153.64	33,300.02	-23,146.38	30.5%
40500 · Office Supplies	591.93	1,291.68	-699.75	45.8%
40600 · Telephone				
40601 · Phone & Internet	2,038.83	2,666.66	-627.83	76.5%
Total 40600 · Telephone	2,038.83	2,666.66	-627.83	76.5%
40700 · Fellowship / Training Expense	5,076.96	3,875.00	1,201.96	131.0%
40800 · Insurance	3,906.00	2,916.66	989.34	133.9%
40900 · Organizational Dues	0.00	691.66	-691.66	0.0%
41000 · Employee Expenses				
41001 · Medical Testing	174.00	125.00	49.00	139.2%
41002 · Background Checks	21.10	41.66	-20.56	50.6%
41005 · Drug Testing	0.00	91.66	-91.66	0.0%
41006 · Employee Events	0.00	250.00	-250.00	0.0%
Total 41000 · Employee Expenses	195.10	508.32	-313.22	38.4%
41100 · Advertising	33.03	2,400.00	-2,366.97	1.4%
41200 · Rent	11,460.73	11,583.75	-123.02	98.9%
41300 · Office Equipment	0.00	291.66	-291.66	0.0%
41400 · Subscriptions	129.85	1,333.34	-1,203.49	9.7%
41500 · Meeting / Mileage Expenses				
41501 · Travel expense	0.00	0.00	0.00	0.0%
41502 · Meeting Expense	0.00	12.50	-12.50	0.0%
41503 · Mileage Reimbursement	94.92	33.34	61.58	284.7%
41504 · Meal Expense	206.91	250.00	-43.09	82.8%
41505 · Volunteer Mileage Reimbursement	438.76	1,000.00	-561.24	43.9%
Total 41500 · Meeting / Mileage Expenses	740.59	1,295.84	-555.25	57.2%
41600 · Contracted Services				
41601 · Website - Domain Registration	0.00	29.16	-29.16	0.0%
41603 · Quickbook Expenses	367.88	375.00	-7.12	98.1%
41604 · ITS4US - CTAA	1,800.00	1,458.34	341.66	123.4%
41605 · ITS4US - Arcadis	0.00	0.00	0.00	0.0%
41606 · ITS4US - VIA	0.00	416.66	-416.66	0.0%
41607 · ITS4US - Capture Management	0.00	2,083.34	-2,083.34	0.0%
41608 · ITS4US - Flexlynqs	26,959.00	39,166.66	-12,207.66	68.8%
41610 · ITS4US - Legal	0.00	20.84	-20.84	0.0%
41611 · ITS4US - ISU	20,730.89	9,583.34	11,147.55	216.3%
41612 · ITS4US - KIOSK	842.20	83.34	758.86	1,010.6%
41613 · ITS4US - NaviLens	0.00	8.34	-8.34	0.0%
41614 · ITS4US - Events	0.00	291.66	-291.66	0.0%
41621 · GVSS	0.00	291.66	-291.66	0.0%
Total 41600 · Contracted Services	50,699.97	53,808.34	-3,108.37	94.2%

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10/27/25

Accrual Basis

HIRTA Public Transit
Profit & Loss Budget vs. Actual
September 2025

	Sep 25	Budget	\$ Over Budget	% of Budget
41700 · Premise Expense				
41701 · Utilities	1,173.08	2,083.34	-910.26	56.3%
41702 · Building Maint & Repairs	0.00	16.66	-16.66	0.0%
Total 41700 · Premise Expense	1,173.08	2,100.00	-926.92	55.9%
41800 · Vehicle Expense				
41801 · Vehicle Repairs & Maint	13,906.34	20,833.34	-6,927.00	66.8%
41802 · Op/Vehicle Supplies	28.76	125.00	-96.24	23.0%
41803 · Auto Insurance	341,160.00	29,166.66	311,993.34	1,169.7%
41804 · Fuel	29,983.62	20,833.34	9,150.28	143.9%
41806 · Radio	0.00	208.34	-208.34	0.0%
41807 · Tires	1,761.75	1,250.00	511.75	140.9%
41808 · Bus Washing	211.12	333.34	-122.22	63.3%
41809 · Deductible & Accident	0.00	1,666.66	-1,666.66	0.0%
Total 41800 · Vehicle Expense	387,051.59	74,416.68	312,634.91	520.1%
41900 · Vehicle and Equipment Capital	0.00	42,750.00	-42,750.00	0.0%
41910 · Facilities				
41911 · Facilities Acct 1	15,680.72	83,333.34	-67,652.62	18.8%
Total 41910 · Facilities	15,680.72	83,333.34	-67,652.62	18.8%
42000 · Bank Charges				
42003 · Returned Check	0.00	4.16	-4.16	0.0%
42004 · Merchant Service Merch Fee	880.11	666.66	213.45	132.0%
42000 · Bank Charges - Other	6.66	6.66	0.00	100.0%
Total 42000 · Bank Charges	886.77	677.48	209.29	130.9%
42100 · Grant Expense	0.00	1,041.66	-1,041.66	0.0%
42400 · Bad Debt Expense	133.20			
Total Expense	656,188.71	471,276.41	184,912.30	139.2%
Net Ordinary Income	-442,332.98	-3,761.76	-438,571.22	11,758.7%
Net Income	-442,332.98	-3,761.76	-438,571.22	11,758.7%

8:48 AM

October 27, 2025

Accrual Basis

HIRT A Public Transit

Expenses by Vendor Summary

September 2025

	Sep 25
1 It Source	2,158.00
Alliant Energy	33.76
Barney's Services Inc	991.56
Bluefin	138.62
Braintree Funding	557.98
Casey's Businesss Advantage	16,537.08
Central Tire & Auto	421.00
CenturyLink	510.48
Cindy Mammen	176.60
Cintas Loc 22M	42.33
City Of Boone Airport	4,610.63
Community Transportation Assoc.	1,800.00
Crystal Clear Water	64.75
Debbie Comito	900.00
Delta Dental	2,045.82
Downey Tire Service	157.37
Dutch Clean Auto Wash	21.37
E3 Millennium	90.00
Flex Investors, LLC	4,263.56
Flexlynqs LLC	26,959.00
Freedom Tire & Auto Center	1,761.75
Indianola Municipal Utilities	88.00
Iowa Communities Assurance Pool	345,066.00
Iowa State University Parking	1,810.17
Iowa State Univiersity Science & Tech	20,730.89
Jasper County Treasurer	487.00
Krisi Kranz	6.04
Language Link	16.76
Libbe Bolton	97.16
Linda Akwa	102.16
LISCO	153.00
Marsha Noel	86.00
McFarland Clinic	84.00
Mediacom	389.81
Merchant Service	-5,759.70
Mid American Energy	234.19
Midwest Office Technology	157.65
Moffitt's	12,336.41
NEORide	6,800.00
QuickBooks Payroll Service	367.88
RAMP	6,647.34
RDG Planning Design	15,680.72
Ruth Altman	56.80
Shred-It	72.00
The Standard	1,898.71
Thomas Venner	40.32
Time Management Systems, Inc.	225.55
U.S. Cellular	1,241.66
Warren County Treasurer	700.00
Wellmark	20,656.32
WEX Bank	13,446.54
Wild Water Car Wash & Pet Wash	189.75
Windstream Iowa Communications	150.38
TOTAL	508,501.17

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LEASE AGREEMENT

Between

CITY OF INDIANOLA, IOWA, LESSOR, and

HEART OF IOWA REGIONAL TRANSIT AGENCY (HIRTA), LESSEE

THIS LEASE AGREEMENT, made and entered into on the date below, by and between City of Indianola ("Lessor"), whose address is 110 N. 1st Street, Indianola, Iowa 50125, and Heart of Iowa Regional Transit Agency ("Lessee"), whose address is 2824 104th Street, Urbandale, IA 50322. The Lessor and Lessee are referred to as the "Parties."

The Parties agree as follows:

1. **Premises.** In consideration of the obligation of Lessee to pay rent as provided herein, and in consideration of the terms, Lessor does hereby lease to Lessee the following real estate, located at 310 N. Buxton St., Indianola, Iowa 50125, situated in the City of Indianola, Iowa: **main floor Conference Room and main floor restroom, storage space on the first floor, and parking in the East lot [Parcel 48020030040]** together with all improvements thereon, and all rights, easements, and appurtenances thereto belonging (the "Premises").
2. **Term.** The Term of the Lease shall be a period of one (1) year commencing on **, 2025** and terminating on **, 2026**, unless terminated by either party upon ninety (90) days' written notice for any reason.
3. **Rent.** Lessee shall pay **\$250** per month to Lessor for the duration of the Lease term. Rent is due on the first day of the month.
4. **Possession.** Lessee shall be entitled to possession on the first day of the Lease term and shall yield possession at the termination of this Lease. Neither the Lessor nor its agents have made any representations or promises with respect to the Premises except as expressly set forth herein. The taking of possession of the Premises by the Lessee will be conclusive evidence, as against the Lessee, that the Lessee accepts the same in its then "as is" condition at the time such possession was so taken.
5. **Use.** **Lessee shall use the premises only for staff meetings, use of restroom**, and vehicle parking. Vehicle parking is limited to HIRTA buses and their drivers' personal vehicles while on duty. Lessee shall make no unlawful use of the premises.
6. **Care and Maintenance.** Lessee shall maintain the premises in a reasonable, safe, serviceable, clean and presentable condition. Lessee shall make no structural changes or alterations without the prior written consent of Lessor.
7. **Utilities and Services.** Lessee shall be solely responsible for and shall promptly pay all charges for utilities and services used or consumed at the Premises.

8. **Surrender.** Upon termination or expiration of this Lease, Lessee will surrender the premises to Lessor in good and clean condition, except for ordinary wear and tear or damage without fault of liability of Lessee. Continued possession beyond the term of this Lease and the acceptance of rent by Lessor shall constitute a month-to-month extension of this Lease.
9. **Termination.** Either party may terminate this Lease for any reason by providing written notice to the other party at least ninety (90) days in advance. The City may also terminate the Lease with less notice if the Premises are needed for public use or in the event of Lessee's default.
10. **Liens.** Lessee shall take all commercially reasonable action to prevent the filing of any mechanic's or other liens against the Premises by reason of any work, labor, services, or materials performed or supplied or claimed to have been performed or supplied to Lessee, or anyone holding the Premises or any part thereof through or under Lessee. If any mechanic's or other lien is filed against the Premises for work claimed to have been done or materials supplied, the lien shall be discharged by Lessee as soon as possible but in no event later than thirty (30) days, at Lessee's sole cost and expense, by filing the bond required by law.
11. **Assignment and Subletting.** No assignment or subletting, either voluntary or by operation of law, shall be effective without the prior written consent of the Lessor.
12. **Insurance.** Lessee shall have the following insurance coverage:
 - a. **Property Insurance.** Lessee agrees to insure personal property for the full insurable amount. Such insurance shall cover losses included in the special form causes of loss (formerly all risks coverage). To the extent permitted by the policies, the Lessor and Lessee waive all rights of recovery against each other.
 - b. **Liability Insurance.** Lessee shall purchase and maintain in force, at its own cost and expense, at all times during the term of this Lease: (i) a policy or policies of insurance with coverage at least as broad as ISO Special Form Coverage insuring risks of physical loss or damage (commonly known as "all risk") to all property and fixtures in the Premises owned by Lessee, to the extent of one hundred percent (100%) of the insurable full replacement value thereof, against fire and casualties, including extended coverage insurance, (ii) a policy or policies of commercial general liability insurance, covering bodily, personal injury, and property damage, written on an occurrence basis, or, if written on a "claims made" basis, then "tail" will be required for a period of not less than three (3) years (or such longer period as may be required to cover the duration of the statute of limitations for the applicable claim(s)) to cover any liability resulting during the term of this Lease, in either case with respect to the Premises and the business operated therein by Lessee, including insurance against assumed or contractual liability, with limits for liability of not less than One Million Dollars (\$1,000,000) per occurrence and Three Million Dollars

(\$3,000,000) annual aggregate, (iii) workers compensation insurance in amounts required in accordance with applicable laws within the State where work is being performed, and (iv) automobile liability insurance covering use of all owned, non-owned, leased and hired automobiles in a minimum amount of One Million Dollars (\$1,000,000) combined single limit per accident (and in the aggregate) for bodily injury and property damage. Throughout the term of the Lease, at any time that the occupant(s) of the Premises are professionals employed by Lessee, Lessee shall purchase and maintain in force, at its own cost and expense, professional liability insurance only for services being provided by professionals employed by Lessee within the Premises, written on an occurrence basis, or, if written on a "claims made" basis, then "tail" will be required for a period of not less than three (3) years to cover liability resulting during the term of the Lease, in either case (A) if such professionals are not governed by medical staff bylaws of the Lessee, then with limits of not less than One Million Dollars (\$1,000,000) per occurrence and Three Million Dollars (\$3,000,000) annual aggregate, and (B) if such professionals are governed by medical staff bylaws of the Lessee, then with limits as required by such bylaws.

Any policy shall be endorsed to include the Lessor as an additional insured.

- c. **Lessor Insurance.** Lessor shall purchase and maintain in force, at its own cost and expense, throughout the term of this Lease: (i) a policy or policies of insurance insuring risks of physical loss or damage to the Building, to the extent of one hundred percent (100%) of the insurable full replacement value thereof, including extended coverage insurance, (ii) a policy or policies of commercial general liability insurance, covering bodily, personal injury, and property damage, written on an occurrence basis, to cover any liability resulting during the term of this Lease, in either case with respect to the Building, Common Areas, and Property, including insurance against assumed or contractual liability, with limits for liability of not less than One Million Dollars (\$1,000,000) per occurrence and Three Million Dollars (\$3,000,000) annual aggregate. Throughout the term of this Lease, at any time that professional services are performed in the Building by Lessor or its employees or affiliates, Lessor shall purchase and maintain in force, or cause to be purchased and maintained in force, at its own cost and expense, professional liability insurance for such services written on an occurrence basis, to cover any liability resulting during the term of this Lease.
- d. **Certificates of Insurance.** The Lessee will provide the Lessor with a certificate of insurance with the property and liability requirements. A renewal certificate shall be provided prior to expiration of the current policies.
- e. **Acts by Lessee.** Lessee will not do or omit doing of any act which would invalidate any insurance or increase the insurance rates in force on the Premises.

- f. **Increased Risks or Hazards.** Lessee further agrees to be liable for and to promptly pay any increase in insurance rates on said leased premises if Lessee's use of the leased premises increases risk or hazards.

13. **Liability for Damage.** Each party shall be liable to the other for all damage to the property of the other negligently, recklessly, or intentionally caused by that party (or their agents, employees or invitees), except to the extent the loss is insured, and if subrogation is waived under the Lessor's policy.

14. **Indemnity.** Lessee shall indemnify, defend, protect, and hold harmless Lessor and all of its affiliates, employees, agents, elected officials, officers, successors and assigns, from and against any and all losses, liability, claims, suits, proceedings, damages, claims and allegations of any kind, brought by any third party, including, but not limited to, reasonable attorneys' fees, costs and expenses, arising out of Lessee's (including Lessee's entities, affiliates, employees, servants, agents, directors, officers, successors and assigns) (i) failure to comply with the terms or conditions of this Lease, (ii) negligence or willful misconduct in performing under or in any way connected with this Lease, or (iii) use of the Premises, except those which shall result, in whole or in part, directly or indirectly, from the default or negligence of Landlord, its agents, employees, successors or assigns.

15. **Damage or Destruction to the Premises.**

In the event of damage or destruction to the Premises, the Lessor or the Lessee shall be allowed to cancel the Lease if the Lessor cannot restore the Premises within 60 days. If the Lessor can restore the Premises within said 60 days, the Lessor shall commence to do so diligently. Lessor shall notify Lessee in writing within 15 days of said damage or destruction of its ability to restore the Premises within 60 days or not. If restoration is not completely restored within 60 days, or cannot be restored within 60 days, Lessee shall have the immediate right to cancel the Lease effective from the date of occurrence of said damage or destruction, and Lessee shall have no further liability to Lessor. Rent payable hereunder for the period during which such damage, repairs or restoration continues shall be abated.

In the event the Premises are deemed unfit for occupancy by the Chief Building Official, a licensed structural engineer, fire marshal, or any other authority having jurisdiction, either party may immediately terminate this lease upon written notice. No further rent shall be due from the date the Premises are declared unfit, and Lessee shall have a reasonable period to remove its property.

16. **Default, Notice of Default and Remedies.**

- a. **Events of Default.** Each of the following shall constitute an event of default by the Lessee:
 - i. Failure to pay rent when due.
 - ii. Failure to observe or perform any duties, obligations, agreements, or conditions imposed on Lessee pursuant to the terms of the Lease.

- iii. Abandonment of the Premises. "Abandonment" means the Lessee has failed to engage in its usual and customary business activities in the leased premises for more than fifteen (15) consecutive business days.
- iv. Bankruptcy, including institution of voluntary bankruptcy proceedings by the Lessee; institution of involuntary bankruptcy proceedings in which the Lessee thereafter is adjudged a bankruptcy; assignment for the benefit of creditors of the interest of Lessee under this Lease agreement; appointment of a receiver for the property or affairs of Lessee where the receivership is not vacated within ten (10) days after the appointment of receiver.

b. Notice of Default.

- i. Lessor shall give Lessee a written notice specifying the default and giving the Lessee ten (10) days in which to correct the default. If there is a default (other than for nonpayment of a monetary obligation of Lessee, i.e. rent) that cannot be remedied in ten (10) days by diligent efforts of the Lessee, Lessee shall propose an additional period of time in which to remedy the default. Consent to additional time shall not be unreasonably withheld by Lessor. Lessor shall not be required to give Lessee any more than three notices of the default within any 365-day period.
- c. Remedies.** In the event Lessee has not remedied the default in a timely manner following a Notice of Default, Lessor may proceed with all available remedies at law or in equity, including but not limited to the following:
- i. **Termination.** Lessor may declare this Lease to be terminated and shall give Lessee a written notice of such termination. In the event of termination of this Lease, Lessee shall pay all such rent due and owing as of the date of termination.
 - ii. **Forfeiture.** If a default is not remedied in a timely manner, Lessor may then declare this Lease to be forfeited and shall give Lessee a written notice of such forfeiture, and may, at the time, give Lessee the notice to quit provided for in Chapter 648 of the Code of Iowa (2025).

17. Environmental.

- a. **Lessor.** To the best of Lessor's knowledge to date:
 - i. Neither Lessor nor Lessor's former or present Lessees are subject to any investigation concerning the premises by any governmental authority under any applicable federal, state or local codes, rules and regulations pertaining to air and water quality, the handling, transportation, storage, treatment, usage, or disposal of toxic or hazardous substances, air emissions, other environmental matters, and all zoning and other land use matters.
 - ii. Any handling, transportation, storage, treatment, or use of toxic or hazardous substances that has occurred on the premises of 310 N. Buxton St., Indianola, Iowa, has been in compliance with all applicable federal, state and local codes, rules and regulations.

- iii. No leak, spill release, discharge, emission or disposal of toxic or hazardous substances has occurred on the premises of 310 N. Buxton Street, Indianola, Iowa.
- iv. The soil, groundwater, and soil vapor on or under the premises of 310 N. Buxton Street, Indianola, Iowa, is free of toxic or hazardous substances.

b. **Lessee.** Lessee expressly represents and agrees:

- i. During the Lease term, Lessee's use of the Premises will not include the use of any hazardous substance without Lessee first obtaining the written consent of Lessor. Lessee understands and agrees that Lessor's consent is at Lessor's sole option and complete discretion and that such consent may be withheld or may be granted with any conditions or requirements that Lessor deems appropriate.
- ii. During the Lease term, Lessee shall be fully liable for all costs and expenses related to the use, storage, removal and disposal of hazardous substances used or kept on the property by Lessee, and Lessee shall give immediate notice to Lessor of any violation or any potential violation of any environmental regulation, rule, statute or ordinance relating to the use, storage or disposal of any hazardous substance.
- iii. Lessee, at its sole cost and expense, agrees to remediate, correct, or remove from the leased premises any contamination of the property caused by any hazardous substances which have been used or permitted by Lessee on the leased premises during any term of this Lease. Remediation, correction, or removal shall be in a safe and reasonable manner, and in conformance with all applicable laws, rules and regulations. Lessee reserves all rights allowed by law to seek indemnity or contribution from any person, other than Lessor, who is or may be liable for any such cost and expense.
- iv. Lessee agrees to indemnify and hold Lessor harmless from and against all claims, causes of action, damages, loss, costs, expense, penalties, fines, lawsuits, liabilities, attorney fees, engineering and consulting fees, arising out of or in any manner connected with hazardous substances, which are caused or created by Lessee on or after the date of this Lease and during any term of this Lease, including, but not limited to, injury or death to persons or damage to Premises, and including any diminution of the value of any leased Premises which may result from the foregoing. This indemnity shall survive the cessation, termination, abandonment, or expiration of this Lease.

18. **Substitution of Equipment, Merchandise, etc.** During its tenancy, Lessee shall have the right to sell or otherwise dispose of any personal property of the Lessee situated on the leased Premises, when in the judgment of the Lessee it shall have become obsolete, outworn, or unnecessary in connection with the operation of the business on the leased Premises; provided, however, that the Lessee shall, in such instance (unless no

substituted article or item is necessary) at its own expense, substitute for such items a new or other item in substitution thereof, in like or greater value.

19. **Property Taxes.** In the event the Premises become subject to real estate taxes or assessments due to the nature of this lease or the use of the Premises by Lessee, Lessee shall be responsible for the payment of such taxes or shall reimburse Lessor for any such taxes paid.
20. **Rights Cumulative.** The various rights, powers, options, elections and remedies of either party, provided in this Lease shall be construed as cumulative and no one of them as exclusive of the others, or exclusive of any rights, remedies, or priorities allowed either party by law, and shall in no way affect or impair the right of either party to pursue any other equitable or legal remedy to which either party may be entitled so long as any default remains in any way unremedied, unsatisfied or undischarged.
21. **Notices and Demands.** All notices shall be given to the parties hereto at the addresses designated in signature blocks, unless either party notifies the other, in writing, of a different address or contact. Without prejudice to any other method of notifying a party in writing or making a demand or other communication, such notice shall be considered given under the terms of this Lease when it is deposited in the U.S. Mail, registered or certified, properly addressed, return receipt requested, and postage prepaid.
22. **Provisions Binding.** Each and every covenant and agreement herein contained shall extend to and be binding upon the respective successors, heirs, administrators, executors, and assigns of the parties hereto.
23. **Changes to be in Writing.** None of the covenants, provisions, terms, or conditions of this Lease shall be modified, waived or abandoned, except by a written instrument duly signed by the parties. This Lease contains the whole agreement of the parties.
24. **Construction.** Words and phrases herein, including acknowledgment hereof, shall be construed as in the singular or plural number, and as masculine, feminine, or neuter gender according to the context.
25. **Certification.** Lessee certifies that it is not acting, directly or indirectly, for or on behalf of any person, group, entity, or nation named by any Executive Order or the United States Treasury Department as a terrorist, "Specially Designated National and Blocked Person," or any other banned or blocked person, entity, nation, or transaction pursuant to any law, order, rule or regulation that is enforced or administered by the Office of Foreign Assets Control; and it is not engaged in this transaction, directly or indirectly on behalf of, any such person, group, entity or nation. Lessee hereby agrees to defend, indemnify and hold harmless Lessor from and against any and all claims, damages, losses, risks, liabilities, and expenses (including attorney's fees and costs) arising from or related to any breach of the foregoing certification.

26. **Parking.** Lessee and its employees may use the parking lot associated with the building that contains the Premises. Lessor reserves the right to temporarily restrict access for maintenance or public use with reasonable notice.

27. **Quiet Enjoyment.** Landlord covenants that its estate in said Premises is in fee simple and that the Tenant, if not in default past any applicable notice and cure period, shall peaceably have, hold and enjoy the Premises for the term of this lease.

Dated this _____ day of _____, 2025.

City of Indianola, Iowa

Heart of Iowa Regional Transit Agency (HIRTA)

By: _____

By: _____

Its: _____

Its: _____

Date: _____

Date: _____

Exhibit 2

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Public Statements and Appearances

All inquiries from the press shall be referred to the CEO or other designated individual specifically assigned to respond to these inquiries. No employee may speak to the press as the spokesperson for HIRTA without the prior approval from the CEO.

Tobacco Free Workplace

HIRTA is committed to a policy of prohibiting the use of tobacco products, including but not limited to: cigarettes (clove cigarettes, bidis), electronic nicotine delivery systems (ENDS), vaping), cigars and cigarillos, hookah-smoked products or any lighted or heated tobacco and nicotine products, and non-combustible tobacco and nicotine products (dip, chew, oral nicotine pouches, tobacco substitutes) in facilities, property and on grounds owned or leased by HIRTA, including all HIRTA vehicles.

Employees may only smoke on **unpaid breaks** or **meal breaks** and **off company property**. When smoking or using tobacco or other similar products outside, cigarette butts or other traces of litter or tobacco use may not be left on the ground or anywhere else on HIRTA premises. **No additional breaks** beyond those allowed under HIRTA's break policy may be taken for using tobacco or similar products. Employees may not have the smell of tobacco smoke about their person during work hours or while on HIRTA business.

All employees are expected to abide by this policy in all respects while at work, whether on HIRTA premises, at a customer's site, or while in transit between work locations or assignments.

This policy complies with regulations and directives of the Joint Commission standards. HIRTA will comply with the Iowa Smoke Free Air Act and expects that employees also comply with these regulations. A copy of the law is available to employees upon request or at [smokefree](#).



Vehicle Usage

HIRTA-owned vehicles

HIRTA prohibits personal use of any HIRTA. This includes using vehicles to commute to and from work. A vehicle may be checked out to use for HIRTA business, including attending meetings, conferences, training and/or visiting any of HIRTA's remote sites.

Privately-owned vehicle on official business

All employees authorized to utilize privately owned vehicles for HIRTA business will be responsible for:

- maintain a valid Iowa Driver's License
- keep their vehicle in a safe operating condition
- retain, at least the minimum required by the State of Iowa, in automobile liability insurance for bodily injury and property damage on the vehicle.

Primary insurance for employees who use their personal vehicles for business purposes shall be through their own personal automobile insurance policy, and will be responsible for any damage to the vehicle, as well as for liability. The Heart of Iowa Regional Transit Agency is not responsible for damage to a personal automobile when being used for HIRTA business.

An expense related to gasoline consumed by personal vehicles is the responsibility of the employee. The owner/driver of the vehicle is responsible for all fines and moving violation tickets.

Traffic Citations

When any employee using a HIRTA vehicle for any purpose is issued a citation for any violation, including but not limited to moving, parking, seatbelt, DOT or traffic camera violation that employee will, as soon as reasonably possible and within 24 hours of the violation, notify the Safety Manager, and turn in an incident report stating that a citation was issued and giving the reason for the citation.

In the event of a traffic citation for a violation caught on a traffic camera, all reasonable efforts will be made to identify the driver of the vehicle and will inform the driver that a traffic citation has been issued.

The employee is solely responsible to pay the cost of all citations, including costs occurring after any court actions have concluded.

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Employee References Verifications

Employees may not provide professional references for employment, for past or present employees unless permission has been given to do so by the CEO. This includes writing letters of reference, making recommendations on social networking sites (such as LinkedIn), and responding to inquiries from outside parties by phone or in writing. If an employee is asked to provide a reference for a past or present employee, they should refer the party seeking the reference to their manager.

Requests for verification of employment or personal information of a past or current employee, such as address or phone number should be referred to the Accounting Specialist.

Any employee writing a **personal** letter of reference or recommendation on behalf of a present or former HIRTA employee may not reference HIRTA or the employee's work record without specific permission from the CEO.

Employee Separation Procedures

While the decision to begin the employment relationship is consensual, the same is not always true when the time comes to separate from the employment relationship. As an at-will employer, HIRTA may end the employment relationship at any time, with or without cause or notice.

HIRTA requests that employees who choose to separate their employment provide a 2-week written notice to their managers stating their last date of employment. The manager will determine whether allowing the departing employee to work during the notice period will be beneficial or detrimental to operations upon receipt of resignation notice.

An employee must return all HIRTA equipment before the last day of employment including but not limited to, all keys and/or access cards, HIRTA telephones and/or radios, and charge card (if issued). The value of the unreturned item may be deducted from the employee's final paycheck.

Refer to Paid Time Off policy regarding payment of time off benefits upon separation from employment.

Exit Interview

The employee's manager will contact an employee who voluntarily resigns to schedule an exit interview on the employee's last day of work.

Expense Reimbursement

All travel for HIRTA business must receive prior approval. To seek reimbursement for reasonable costs incurred for travel and lodging while on official business the costs must be substantiated with appropriate receipts and approved by the CEO.

Mileage reimbursement is meant to cover only those miles incurred beyond the employee's normal commute to their place of business. Miles submitted for reimbursement should be net of any normal commuting miles.

- Mileage using personal vehicle is \$.05 per mile **under** the current IRS Mileage Rate
- Meal allowance for overnight travel will be based on the U.S. General Services Administration. Per diem rates can be accessed at [perdiem](#)
- Day Trip: Not to exceed \$16 per day

When meals are provided at no additional cost to the traveler (including meals on planes, or meals included in conference registration fees), **the traveler is not entitled to any meal allowance for those meals.** If circumstances, such as unique dietary needs, make it necessary to forego the provided meal, then the traveler may claim up to the maximum meal allowance. In this case, an itemized receipt and a written explanation approved by the CEO is necessary.

Expenses must be reasonable and reflective of the Employee's efforts to be cost conscious. The CEO may make such changes as conditions warrant. For all business-related expenses employee must submit a receipt with a completed HIRTA Reimbursement form signed by employee and approved and signed by the employee's manager. Reimbursements should be submitted within 30 days after the initial expense or completion of travel. All reimbursement requests will be processed through payroll as nontaxable.

Meal delivery rates (Uber Eats, Doordash, etc.) are not reimbursable.

Tips are only reimbursable up to 20%.

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Family and Medical Leave Act (FMLA)

Basic Leave Entitlement

FMLA requires covered employers to provide up to 12 weeks of unpaid, job-protected leave to eligible employees for the following reasons:

- for incapacity due to pregnancy, prenatal medical care or child birth;
- to care for the employee's child after birth, or placement for adoption or foster care;
- to care for the employee's spouse, son, daughter or parent, who has a serious health condition; or
- for a serious health condition that makes employee unable to perform their job.

Military Family Leave Entitlements

Eligible employees whose spouse, son, daughter or parent is on covered active duty or call to covered active-duty status may use their 12-week leave entitlement to address certain qualifying exigencies. Qualifying exigencies may include attending certain military events, arranging for alternative childcare, addressing certain financial and legal arrangements, attending certain counseling sessions, and attending post-deployment reintegration briefings.

FMLA also includes a special leave entitlement that permits eligible employees to take up to 26 weeks of leave to care for a covered service member during a single 12-month period. Covered service member is:

1. a current member of the Armed Forces, including a member of the National Guard or Reserves, who is undergoing medical treatment, recuperation or therapy, is otherwise in outpatient status, or is otherwise on the temporary disability retired list, for a serious injury or illness*; or
2. a veteran who was discharged or released under conditions other than dishonorable at any time during the five-year period prior to the first date the eligible employee takes FMLA leave to care for the covered veteran, and who is undergoing medical treatment, recuperation, or therapy for a serious injury or illness. **The FMLA definitions of "serious injury or illness" for current service members and veterans are distinct from the FMLA definition of "serious health condition".*

Benefits and Protections

During an approved FMLA leave, HIRTA will continue an employee's health benefits during the leave period at the same level and under the same conditions as if the employee was continuously at work.

While on paid leave, HIRTA will continue to make payroll deductions to collect the employee's share of insurance premiums. While on unpaid leave, the employee must make this payment, either in person or by mail by the first day of the month. If the payment is more than 30 days late, the employee's health care coverage may be dropped for the duration of the leave. The company will provide 15 days' notification prior to the employee's loss of coverage.

If the employee chooses not to return to work for reasons other than a continued serious health condition of the employee or the employee's family member or a circumstance beyond the employee's control, HIRTA will require the employee to reimburse the amount HIRTA paid for the employee's health insurance premium during the leave period.

~~paid or unpaid, HIRTA will continue to pay the employer share of the employee's medical and dental insurance plan(s). If the employee is responsible for a share of the premium(s) through payroll deduction, the employee must continue to pay his or her share during any unpaid leave.~~

~~The employee's entitlement to benefits other than health insurance during the period of family and medical leave will be determined in accordance with HIRTA's policies regarding such benefits when the employee is on other forms of leave.~~

Eligibility Requirements

Employees are eligible if they have worked for a covered employer for at least 12 months, have 1,250 hours of service in the previous 12 months, and if at least 50 employees are employed by the employer within 75 miles.

Definition of Serious Health Condition

A serious health condition is an illness, injury, impairment, or physical or mental condition that involves either an overnight stay in a medical care facility, or continuing treatment by a health care provider for a condition that either prevents the employee from performing the functions of the

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Personal Time-Off (PTO)

HIRTA leadership considers it vitally important to provide time away from work to relax, recover and pursue special interests. PTO is for planned and unplanned life events such as illness, vacation, mental health day, and personal appointments, during normal business hours.

Eligibility and Allowances: All regular full-time employees shall be eligible for PTO as outlined below:

Service Requirement	PTO Allowance
First Year, Regular Full-time Employee, as accrued	14 days (112 hours), accrued 4.31 hours per pay period
First Year, CEO, as accrued	22 days (176 hours), accrued 6.77 hours per pay period
Years 2-5, All Regular Full-time Employees, including CEO	22 days (176 hours), accrued 6.77 hours per pay period
Years 6 and Over, All Regular Full-time Employees, including CEO	26 days (208 hours), accrued 8 hours per pay period

Grandfather in PTO

First Year, regular F/T employee	10 days (80 hours)
Years 2-5	15 days (120 hours)
Years 6-10	18 days (144 hours)
Years 11-14	20 days (160 hours)
Years 15-19	23 days (184 hours)
Years 20+	25 days (200 hours)

Regular full-time employees will receive PTO at the pay rate in place on the last regularly scheduled working day prior to the PTO.

Exceptions to use up to two days of PTO during the first six months of employment must be approved by the CEO.

Employee must use HIRTA's Time Management System to request PTO. We request a 2-week notice, when possible, to give managers time to approve. It is required for PTO to be approved before used. The employee's manager may request rescheduling of PTO when it is necessary to assure efficient operation of HIRTA activities. In situations where two (2) or more employees have requested the same time off and it will cause a hardship to HIRTA, the employee with the longest length of service will receive first approval.

Employees will be paid for up to 40 hours of accrued and available (unused) Paid Time Off (PTO) upon separation from employment, whether voluntary or involuntary, except in the case of termination for serious misconduct. Employees terminated for serious misconduct will not be paid for accrued and available PTO upon separation from employment. Misconduct considered serious, includes, but is not limited to: theft or embezzlement, unlawful acts, harassment, workplace violence or threats, and breaching Company or customer confidentiality.

In the event that an employee does not provide a minimum of fourteen (14) calendar day notice of resignation, the employee will forfeit any and all claims to their accrued PTO.

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Holidays

Regular full-time and regular part-time employees receive pay (8 hours for full time | 4 hours for part time) for each of the holidays listed below. If an employee is not regularly scheduled on the day in which the holiday is observed, they are not eligible for holiday pay.

New Year's Day	Memorial Day
Independence Day	Labor Day
Thanksgiving Day	Christmas Day

Working on a Designated Holiday

A nonexempt employee required to work on any of the holidays listed above shall be paid time and a half (1-1/2) of their regular hourly wage. Exempt employees will not receive overtime for holidays worked, but will receive one (1) hour off for each one (1) hour worked. An employee on leave of absence is not eligible for holiday pay.

If a paid holiday falls on a Saturday, it will be observed the day before (Friday). If the holiday falls on a Sunday, it is observed the next day (Monday).

Floating Holidays

Regular full-time employees will receive five (5) Floating Holidays at the beginning of each calendar year. An employee hired before July 1, receives two days; an employee hired on, or after July 1, receives one day. Floating Holidays may only be used one day at a time, and must be taken in the calendar year in which given. Floating holidays will not be carried over to the next calendar year and will not be paid out upon termination of employment. **Remove as of 1/1/26**

Jury Duty or Witness Leave

To provide income protection while an employee carries out their civic responsibility, HIRTA provides the difference between jury duty pay and an employee's regular day's pay for time spent serving on jury duty. Generally, income protection for time spent serving on jury duty will be provided for a maximum of five workdays. Additional income-protected time away from the workplace for this purpose will be considered on a case-by-case basis.

Full-time and regular, part-time employees are eligible to receive this benefit.

Responsibility

Upon receipt of notification from the state or federal courts of an obligation to serve on a jury or to act as a court witness, the employee should notify their manager and provide them a copy of the subpoena or jury summons as soon as reasonably possible to substantiate the need for leave.

Employees appearing in their own case as a plaintiff or defendant or for a non-subpoenaed court appearance will not receive paid time off. PTO should be used for such instances.

Leave without Pay

Full-time employees may be granted leave without pay for up to one (1) month per year (using a look back approach) for illness or other legitimate reason as determined by CEO, provided such leave does not interfere with the effective administration of HIRTA activities.

Written requests should be submitted at least thirty (30) days in advance, when possible. If requesting medical leave, a notice from an attending physician may be required. While on unpaid leave, an employee's length of service is frozen, no benefits will be provided, and the employee will not accrue PTO.

Health and Dental Insurance

If employee is granted leave without pay after their paid leave is exhausted, they may continue insurance by paying the total monthly premiums (HIRTA's share and employee share). If employee is on approved FMLA leave, HIRTA's share will continue until the end of the month FMLA ends.

Premium payments must be made to HIRTA prior to the first of the month.

Life Insurance

If approved for leave without pay, contact the COO to receive payment instructions to continue employee's supplemental life insurance. Premium payments must continue for supplemental life coverage to remain in force.

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Cybersecurity Incident Response Plan

Heart of Iowa Regional Transit Agency

HIRTA

12/4/25

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1 Purpose

The **Heart of Iowa Regional Transit Agency (HIRT)**A depends on reliable and secure information systems to provide essential public transit services across central Iowa. As technology becomes increasingly integrated into operations, cybersecurity threats present a growing risk to service continuity, data integrity, and public trust. This **Cybersecurity Incident Response Plan (CSIRP)** establishes a clear framework for detecting, responding to, and recovering from cyber incidents that could impact HIRT's ability to safely and effectively serve the community.

The purpose of this plan is to ensure that HIRT can respond quickly and effectively to any cybersecurity event—whether caused by malicious activity, system failure, or human error. It defines the roles, responsibilities, communication procedures, and decision-making protocols necessary to protect HIRT's information systems and data assets. The plan is designed to minimize disruption, preserve evidence, and maintain public confidence during and after a cybersecurity incident.

Cybersecurity is critical to maintaining safe, dependable transit services. Threats such as ransomware, phishing, and network intrusions can disrupt scheduling, communication, and that sensitive information—such as rider data, staff records, and financial transactions—remains secure.

HIRT's incident response process follows five core phases:

1. **Detect** – Identify potential cybersecurity threats through monitoring systems, alerts, and staff reports.
2. **Assess** – Evaluate the nature, scope, and severity of the incident to determine appropriate response actions.
3. **Contain** – Limit the spread and impact of the incident through isolation, shutdowns, or system access restrictions.
4. **Recover** – Restore affected systems, data, and services to normal operations using validated backups and remediation measures.
5. **Review** – Conduct an After-Action Review to document lessons learned, update policies, and strengthen future prevention measures.

By following this plan, HIRT strengthens its ability to protect vital transit systems, reduce downtime, and safeguard the data entrusted to the agency. The CSIRP is a living document that will be reviewed and updated annually to reflect emerging threats, evolving technology, and lessons learned through testing and real-world experience.

2 Version History

Version	Date	Changes	Author
1.0	12/04/2025	Initial version	Julia Castillo

Table 1 - Version History

3 Cyber Incident Response Team

The members of the *cyber incident response team* are listed in Table 2.

Individual / Organization	Role	Phone / Email
Brooke Ramsey / HIRTA	Cyber Incident Response Coordinator Overall coordination, team lead/executive reporting	515-309-9282 515-321-9595 bramsey@ridehirta.com
Julia Castillo / HIRTA	Cyber Incident Response Coordinator Backup	515-309-9282 515-491-6067 jcastillo@ridehirta.com
Danny Schnathorst / HIRTA	Communications Passenger and media messaging	515-309-9284 dSchnathorst@ridehirta.com
Blake Hansen / HIRTA	Operations Service continuity & safety	515-491-2877 bhansen@ridehirta.com
Amber Falls / HIRTA	Customer Relations Service continuity & safety	515-309-9285 afalls@ridehirta.com
1IT Source	IT Consultant IT/OT monitoring, investigation, forensics	515-727-5420 515-991-8828 (Richard Cell) 515-313-7749 (Josh Cell)

Table 2 - Incident Response Team

After-hours protocol – Contact Brooke Ramsey or Julia Castillo for directions.

4 Definitions

Note: When terms defined in this section are used elsewhere in the document, they are italicized.

- **Cyber Incident**
An event that could jeopardize the confidentiality, integrity, or availability of digital information or information systems.
- **Cyber Incident Response Team**
A group of individuals tasked with addressing both potential and confirmed *cyber incidents*. This group is responsible for assessing the *cyber incident*, advising agency management, gathering evidence, containing the *cyber incident* and restoring impacted systems. The team should include IT support personnel but can also include other individuals who need to be kept closely informed on the status of *cyber incident* response.

5 Discovery

Cyber Incident discovery occurs in one of two ways:

- Someone reports a suspected *cyber incident* to the dedicated IT staff member or
- the dedicated IT staff member identifies the *cyber incident* themselves.

The designated IT team member who first becomes aware of the suspected *cyber incident* will:

- Record details about the incident on a hard copy Cyber Incident Response Form (see Attachment A).

6 Initial Assessment

The *cyber incident response team* will assess the potential *cyber incident* to determine:

- Whether the potential incident does in fact qualify as a *cyber incident*
- Whether executive staff need to be made aware of the issue

7 Cyber Incident Categorization and Classification

Once it has been established that a *cyber incident* has occurred, the *cyber incident response team* will further assess it to determine the category and classification of the incident. The category of the *cyber incident* broadly defines the technical nature of the incident whereas the classification defines the level of the potential impact the incident could have. It should be noted, that initial categorization and classification may be updated as more information is gathered during the response.

7.1 Cyber Incident Categorization

Cyber incidents will be categorized based on the technical nature of the incident. Seven categories have been defined. Response strategies for each category have been documented and are included in Appendices B through G. These response strategies detail some actions the *cyber incident response team* may take to contain the incident, collect evidence and restore affected systems / data.

7.1.1 Malware

Malware is software specifically designed to disrupt, damage, or gain unauthorized access to a computer system.

Symptoms of a malware incident can include the following:

- Network operations software alerts
- Computer(s) slow down or crashing
- Ads, pop-ups, error, or other unusual messages displayed
- Internet traffic suspiciously increases
- Homepages on users' browsers changed without input
- Network or PC security solution is disabled
- Contacts of PC's on network are sending or receiving strange messages from or to other PC's
- Unfamiliar icons and / or suspicious shortcut files are displayed on desktop
- Control Panel becomes inaccessible
- Browser errors

7.1.2 Network / System Intrusion

Unauthorized activity on a digital network or computer system represents a network or system intrusion. Network intrusions often involve stealing valuable network resources and jeopardize the security of networks and / or their data.

Symptoms of a network or system intrusion can include the following:

- Sudden increases in system crashes / bugs
- Pop-ups
- Unusual activity on workstations during off hours
- Mass email sends from employees that usually don't send them
- Degraded network / router performance

7.1.3 Distributed Denial of Service (DDoS)

A malicious attempt to disrupt the normal traffic of a targeted server, service, or network by overwhelming the target or its surrounding infrastructure with a flood of Internet traffic is known as a distributed denial of service attack.

Symptoms of a distributed denial-of-service attack can include:

- A site or service suddenly is becoming slow or unavailable (note-this can also occur from a legitimate spike in traffic)
- Suspicious amounts of traffic originating from a single IP address or IP range
- A flood of traffic from users who share a single behavioral profile, such as device type, geolocation, or web browser version
- An unexplained surge in requests to a single page or endpoint
- Odd traffic patterns such as spikes at odd hours of the day or patterns that appear to be unnatural (e.g., a spike every 10 minutes)

7.1.4 Ransomware

Ransomware is a type of malicious software (malware) that can be used to download, expose and / or block access to data or a computer system, usually by encrypting it, until the victim pays a ransom. Often the ransom demand comes with a deadline. If the victim doesn't pay in time, the data is permanently gone or the ransom increases.

Symptoms of a ransomware attack can include:

- Spike in disk activity (hard drive working at max capacity)
- System is less responsive
- Spike in continuous data protection (CDP) system activity
- Creation of new accounts (especially privileged accounts)
- Installation of unauthorized software
- Security and / or backup systems are suddenly glitchy
- Port scans come from inside your network
- Failed attempts to access network shares or infrastructure applications
- File extensions change
- Most ransomware variants leave a text file or HTML file in each folder they encrypt that informs the user the files have been encrypted and are being held for ransom.
- Contacted by responsible party requesting a ransom

7.1.5 Phishing Attack

A phishing attack is one where malicious emails are used to trick recipients into falling for a scam. The intent is often to get users to reveal financial information, system credentials or other sensitive data.

Symptoms of a phishing attack can include:

- An unfamiliar tone or greeting
- Grammar and spelling errors
- Inconsistencies in email addresses, links & domain names
- Threats or a sense of urgency
- Suspicious attachments
- Unusual request
- Short and sweet
- Recipient did not initiate the conversation / unexpected emails
- Request for credentials, payment information or other personal details
- Is not personalized

7.1.6 IT Policy Violation

An IT policy violation occurs when a staff member or vendor behaves in a way which is a significant violation of HIRTA's IT policies.

Symptoms of an IT Policy violation can include:

- Spike in disk activity
- System is less responsive

7.1.7 Other / Unknown

Any *cyber incident* which does not fit the definition of any of the previous categories will be classified as “Other / Unknown”. After more is learned about the incident, the category may be updated to one of the other 6 categories listed or a new category may be created.

7.2 Cyber Incident Classification

The *cyber incident response team* will determine the classification of the incident based on its potential to impact HIRTA’s customers, staff, systems or data. The 4 incident classes are listed below:

7.2.1 Class 1 - Critical *Cyber Incidents* – *REPORT IMMEDIATELY*

Class 1 *cyber incidents* are those which have one or more of the following characteristics:

- **Advanced Persistent Threat, Unauthorized access to a network**
- Threatens public safety or the safety of agency staff
- Has the potential to significantly disrupt transportation services upon which the public relies

7.2.2 Class 2 - High *Cyber Incidents* – *REPORT IMMEDIATELY*

Class 2 *cyber incidents* are those which have one or more of the following characteristics:

- **Ransomware, data breach**
- Potential release of sensitive information
- Destruction of important operational data
- Making important operational data inaccessible to the agency
- A request for a ransom to restore agency systems or data

7.2.3 Class 3 – Moderate *Cyber Incidents* – *REPORT IMMEDIATELY*

Class 3 *cyber incidents* are those which have one or more of the following characteristics:

- **Malware**
- Have the potential to adversely affect agency systems
- Disrupts the work of multiple staff members
- Impacts multiple machines
- A threat to computer systems

7.2.4 Class 4 – Low *Cyber Incidents* – *REPORT within 24 hours*

Class 4 *cyber incidents* are those which have one or more of the following characteristics:

- **Spam, phishing, automated scams**
- Disrupts the work of a single staff member
- Impacts a single machine
- Impacts are more of a nuisance with very limited or no impacts on agency operations
- A significant IT policy violation by a staff member or other individual with permissions to access agency systems

Cyber incidents will often have characteristics of more than 1 classification level. In these cases, the class assigned to the *incident* should be that of the highest classification for which it meets the definition.

8 Cyber Incident Notifications

Based on the classification of the incident, the *incident response team* will work with executive management to determine the appropriate notifications which should be made. The potential parties to notify are shown in Table 3 for each *cyber incident* classification.

Class	Individual / Organization	Phone / Email / Notification Method
Class 1 Critical	HIRTA CEO	Julia Castillo 515-491-6067 (cell)
	HIRTA's Board President	Lisa Heddens 515-450-2957
	Local FBI Office	West Des Moines 515-223-4278
	Iowa DOT	Kristin Haar 515-357-7727 (cell)
	National Cybersecurity and Communications Integration Center (NCCIC)	888-282-0870 / NCCIC@hq.dhs.gov
	Holmes Murphy / Cowbell	Robin 515-223-6912
	COO, Brooke Ramsey will determine means of notification to all Staff.	General Announcement/Email/Slack
	Riders (if appropriate)	Social Media, Constant Contact
	CyRide	Barb Neal 515-520-9234 (cell)
	Emergency Management	Boone 515-433-0592 Chris Hayes Dallas 515-993-2134 AJ Seely Jasper 641-792-7555 Jamey Robinson Madison 515-462-2253 Mitch Johnson Marion 641-828-2256 Jeff Anderson Story 515-382-7315 Melissa Spencer Warren 515-690-9306 Miranda Chadwick
	Contracted Services, Nursing Homes, Medicaid	
	Flexlynqs	
	RedyRef	
Class 2 High	HIRTA CEO	Julia Castillo 515-491-6067 (cell)
	HIRTA's Board President	Lisa Heddens 515-450-2957
	Local FBI Office	West Des Moines 515-223-4278
	National Cybersecurity and Communications Integration Center (NCCIC)	888-282-0870 / NCCIC@hq.dhs.gov
	Iowa DOT	Kristin Haar 515-357-7727 (cell)

	Holmes Murphy / Cowbell	Robin 515-223-6912
	COO, Brooke Ramsey will determine means of notification to all Staff.	General Announcement/Email/Slack
	Riders (if appropriate)	Social Media, Constant Contact
	Flexlynqs	
	ReadyRef	
Class 3 Moderate	HIRTA CEO	Julia Castillo 515-491-6067 (cell)
	COO, Brooke Ramsey will determine means of notification to all Staff.	General Announcement/Email/Slack
	Local news Media	Dr. Bob, Mel in the Morning, etc.
Class 4 Low	HIRTA CEO	Julia Castillo 515-491-6067 (cell)

Table 3 - Incident Notifications

9 Containment

Strategies to contain the impact of a *cyber incident* are often dependent on the category of the incident and are covered in the response strategies (see Appendix B through Appendix G). However, there are general containment strategies the *cyber incident response team* will consider in an effort to quickly mitigate the impacts of the incident. These include:

- Powering down PCs
- Disconnecting affected devices from network (e.g. unplug cable, turn off wireless, unplug from docking stations)
- Instructing staff to stop using work stations and laptops

10 Collecting Evidence

As with containment, the specific steps to collect evidence for the incident will often depend on the category of the incident and is addressed in the category based response procedures (see Appendix C). However, there are general evidence gathering strategies the incident response team will consider to ensure evidence is not lost. These include:

- Capture, preserve and review log files such as application logs, system logs, firewall logs etc.
- Interview those who reported the incident or who were affected
- Record information gathered on the Cyber Incident Response form

11 After Action Reviews

Following each Class 1, Class 2 and Class 3 incident, an After Action Review will be conducted to assess the root cause of the incident as well as any corrective actions which should be initiated to prevent or minimize the possibility of similar incidents in the future. The AAR should consider the following:

- What was the root cause of the incident?
 - Did failure to follow a procedure or policy contribute to the incident?
- Was the response to the incident sufficient and in accordance with the CSIRP?
- Were the appropriate notifications made in a timely manner?
- Were the incident-response strategies laid out in the CSIRP sufficient?
- What preventative steps can be taken so the possibility of a similar occurrence is eliminated or minimized?
- What lessons have been learned from this experience?
- What corrective actions are necessary?
 - Staff / contractor training?
 - Updates to security policies?
 - Updates to the CSIRP?
- If appropriate, have all systems been patched, systems locked down, passwords changed, anti-virus updated, email policies set, etc.?

12 Testing the Plan

Cybersecurity Incident Response drills will be conducted annually. For each drill, the *cyber incident response team* coordinator will develop a scenario for the team to work through conceptually. Each drill will be documented along with any shortcomings which are identified during the drill.

13 Annual Cybersecurity Incident Response Plan Review

The Cybersecurity Incident Response Plan will be reviewed annually by the *cyber incident response team*. The review will include an examination of any incidents logged during the year along with any associated After Action Reviews (AARs) to determine whether changes to the CSIRP are warranted. The review will also include an examination of the CSIRP drills conducted during the year.

Attachment A – Cyber Incident Response Form

Cyber Incident Response Form

Date Identified: _____ Person Recording the Incident: _____

Time Identified: _____ Person who Reported the Incident: _____

Description of the Cyber Incident:

Scope (systems, personnel, riders):

Cyber Incident Technical Category:

- ☐ Malware ☐ Ransomware ☐ Network / System Intrusion
☐ Phishing ☐ IT Policy Violation ☐ Distributed Denial of Service
☐ Other / Unknown

Cyber Incident Impact Classification:

- ☐ Critical ☐ High ☐ Moderate ☐ Low

Cyber Incident Notifications (who, when and how):

Containment Efforts (who, when and how):

Evidence Collection Efforts (who, when and what):

Restoration Efforts (who, when and what):

Other Notes

Attachment B – Malware Response Strategies

Malware Response Strategies

Potential Containment Strategies

- For devices which are not infected, especially those which are not in use, consider:
 - disconnecting them from the network
 - shutting them down
 - disabling cloud syncing
- For affected computers, consider:
 - disconnecting them from the network
 - hibernating them
 - shutting them down or powering them down (although this may result in the loss of evidence)
 - disabling cloud syncing
- Block source IP if applicable

Note: Some instances of malware are designed to cause additional damage when network connectivity is lost, or other containment measures are performed

Evidence Collection and Preservation Strategies

- Avoid running anti-malware software on affected machines after the attack is discovered
- Avoid making any changes to the OS or hardware, including updates and patches, as they might overwrite important information relevant to the analysis
- Avoid shutting down affected devices if possible
- Fully backup affected devices, including a copy of the registry

Recovery Strategies

- Inventory affected devices
- Keep containment measures in place until malware has been eradicated
- Use automated methods designed to remove malware and correct vulnerabilities such as antivirus software, network access control software, and other tools
- Use manual methods, such as visiting infected hosts in person and running disinfection software
- Rebuild affected devices
- Change the passwords for affected users

Post Incident Risk Mitigation Strategies

- Implement changes to the security policies
- Provide additional training to users in order to minimize the possibility of similar incidents occurring in the future
- Implement additional controls including software and hardware security configuration settings to minimize the possibility of similar incidents occurring in the future
- Implement appropriate changes to the network configuration
- Implement malware detection software

Attachment C – Network or System Intrusion Response Strategies

Network or System Intrusion Response Strategies

Potential Containment Strategies

- Block source IP(s)
- Disconnect the affected device(s) from wireless and wired network connections
- Hibernate affected devices on the network that were attacked or infected
- Disconnect or shut down devices on the network that were not affected
- Temporarily disable network shares and cloud syncing

Evidence Collection and Preservation Strategies

- Take pictures of the affected device and document its physical condition and location
- Leave the affected device(s) in its current power state as long as possible during evidence identification and collection
- If a device needs to be shut down, power it down using the on / off switch or pull the plug as opposed to using a shutdown command
- Physically secure the affected device(s)
- Do not work directly on the affected device as this can delete or alter metadata
- Data retrieval and forensic activities should be performed on virtual copies of the affected media
- Collect metadata from affected devices such as:
 - the condition of files on the device
 - how files were accessed
 - whether a shutdown or delete command was issued
 - whether the user tried to copy files to another device
- Avoid making any changes to the OS or hardware, including updates and patches, as they might overwrite important information relevant to the analysis

Recovery Strategies

- Restore any lost or damaged network assets (by engaging your data loss prevention solution or replacing compromised hardware as needed)
- Restore the network to normal functionality

Post Incident Risk Mitigation Strategies

- Close security gaps which are identified through the analysis
- Train employees to recognize intrusion attempts

Attachment D – Denial of Service Response Strategies

Distributed Denial of Service (DDoS) Response Strategies

Containment Strategies

- DDoS attacks typically don't propagate in a way which requires containment

Evidence Collection and Preservation Strategies

- Collect logs such as application logs, system logs, firewall logs, network logs, web server logs, audit logs and VM logs

Recovery Strategies

- Work with the agency's web host and / or configure the fire wall to block the IP address(es) where the traffic is originating
- Restart firewalls
- If the DDoS led to the agency's Internet Service Provider (ISP) blocking the agency, work with the ISP to remove the block

Post Incident Risk Mitigation Strategies

- Review and upgrade DDoS protection methodologies

Attachment E – Ransomware Response Strategies

Ransomware Response Strategies

Potential Containment Strategies

- Disconnect affected devices from the network
- Hibernate affected devices
- Disconnect or shut down devices on the network that are not infected
- Avoid rebooting machines because rebooting can reinitiate the ransomware's encryption process
- Disable network shares and cloud syncing
- Block source IP(s)
- Disconnect, lock down or disable devices that aren't in use

Evidence Collection and Preservation Strategies

- Avoid shutting down affected devices
- Record the details / take a photo of the ransom note that appears on the screen
- Avoid running anti-malware software after the attack is discovered
- Avoid making any changes to the OS or hardware, including updates and patches, as they might overwrite important information relevant to the analysis
- Save a copy of the registry of affected devices

Recovery Strategies

- Find the trigger file(s) on the affected devices and identify the ransomware
- Determine if there is a known key to the encryption algorithm used by the ransomware
- Examine file ownership / permissions on the files that have been encrypted to narrow down the affected user(s)
- Rebuild affected devices
- Screen backups to ensure they were not impacted
- Restore data from a clean backup in a predefined sequence (it's often important to restore data in a specific order)
- Have all users change their passwords
- Carefully consider the legality and risks associated with paying a ransom

Post Incident Risk Mitigation Strategies

- If backups were found to be missing, corrupted or encrypted, revise backup procedures accordingly

Attachment F – Phishing Response Strategies

Phishing Response Strategies

Potential Containment Strategies

- Change login credentials for affected users
- Reduce access for affected users to critical services, systems, or data until the investigation is complete
- Block malicious domains using DNS, firewalls, or proxies
- Block messages with similar senders, message bodies, subjects, links, attachments, etc., using an email gateway or service
- Warn other users to be on the lookout for similar phishing attempts
- Purge related messages from other user inboxes, or otherwise make inaccessible
- Increase detection "alert level," with enhanced monitoring, particularly from related accounts, domains, or IP addresses.

Evidence Collection and Preservation Strategies

- Avoid running anti-malware software after the attack is discovered
- Preserve attachments such as fake payment documents
- Review and document phishing links, which are often disguised as legitimate URLs
- Record the timestamps of when the email was sent and received to help build an incident timeline and potentially determine the sender's time zone
- Review email headers (Envelope-From, Return-Path, Reply-to, Receive-From), which may allow the extraction of the attacker's real email address and domain, even from forged email details
- Review additional email headers (X-PHP-SCRIPT, X-ORIGINATING-SCRIPT), which are rare but very valuable artifacts in determining specific mail scripts, URLs, and sometimes the IP address
- Quarantine document / email
- Implement forensic hold or retain forensic copies of messages
- Avoid making any changes to the OS or hardware, including updates and patches, as they might overwrite important information relevant to the analysis.

Recovery Strategies

- Assuming the phishing attack did not compromise systems or data, no recovery is necessary

Post Incident Risk Mitigation Strategies

- Determine if any security controls failed and rectify them as needed
- Provide staff and others who can access agency IT resources with refresher training on how to identify and report phishing attempts
- Ensure that IT and security staff is up to date on recent phishing techniques
- Confirm relevant software upgrades and anti-malware updates have been deployed on all devices

Attachment G – IT Policy Violation Response Strategies

IT Policy Violations Response Strategies

Containment Strategies

- Ensure staff or vendors found to be violating the policy stop doing so immediately

Evidence Collection and Preservation Strategies

- Record details of action. (Time/Date of event, Personal involved, Equipment involved, Description of incident and How incident affected agency)

Recovery Strategies

- Assuming the policy violation did not compromise systems or data, no recovery is necessary

Post Incident Risk Mitigation Strategies

- If possible, implement technology to detect and / or prevent similar violations in the future
- Ensure agency policy is clear and documented
- Provide refresher training to those who violate agency IT / security policies

Attachment H – Data Privacy and Legal Considerations

1. Data Privacy and Legal Considerations

HIRTA is committed to protecting the privacy, security, and integrity of all information it collects and maintains, including personally identifiable information (PII) related to employees, contractors, and riders. In the event of a cybersecurity incident involving the potential exposure or compromise of PII, HIRTA will comply with all applicable state and federal privacy and breach notification laws.

1. State and Federal Requirements

Under Iowa Code Chapter 715C, HIRTA is required to notify affected individuals if their personal information has been acquired by an unauthorized person and is reasonably believed to cause or has caused a material risk of identity theft or fraud. Notification must be made without unreasonable delay and, when applicable, include a description of the incident, the type of information involved, and steps individuals can take to protect themselves.

HIRTA will also comply with any relevant federal privacy regulations, including but not limited to:

- The Federal Trade Commission Act (FTC Act), which prohibits unfair or deceptive practices involving data privacy and security;
- The Driver's Privacy Protection Act (DPPA), where applicable; and
- Any other federal rules governing the protection of transportation data and critical infrastructure information.

1. Notification of Affected Individuals

If a cyber incident results in a confirmed or probable breach of PII, the Cyber Incident Response Team (CIRT), in coordination with HIRTA's executive leadership and legal counsel, will:

- Identify the scope of affected data and individuals.
- Determine the necessity and timing of notifications in compliance with Iowa Code §715C.
- Prepare notification letters or messages that clearly communicate the nature of the breach, the information involved, and protective measures individuals can take.
- Coordinate with the agency's insurance provider and cyber liability policy representative to ensure compliance with policy requirements and support available remediation efforts.

1. Coordination with Law Enforcement and Other Entities

HIRTA will promptly engage appropriate law enforcement and oversight entities for incidents involving criminal activity or significant operational impact. These may include:

- The Federal Bureau of Investigation (FBI) Cyber Task Force (West Des Moines Field Office);
- The Iowa Department of Transportation (Iowa DOT);
- The Department of Homeland Security's National Cybersecurity and Communications Integration Center (NCCIC); and
- HIRTA's cyber insurance provider, Holmes Murphy, for incident reporting, forensic coordination, and recovery assistance.

HIRTA will cooperate fully with law enforcement during forensic investigations while ensuring that evidence is preserved in accordance with chain-of-custody protocols and applicable legal standards. All actions taken during response and recovery will be documented in the Cyber Incident Response Log Sheet.

Attachment I – Core Roles in the Incident Response Team

1. Incident Response Coordinator (TEAM LEAD) / Backup Coordinator

- Oversees the entire response effort.
- Coordinates with transit executives, law enforcement, and emergency management.
- Makes final decisions on containment and recovery priorities.
- Bridges cyber response with physical emergency response teams.
- Ensures compliance with transportation safety regulations, data privacy laws, and federal reporting requirements (e.g., FTA, DOT, TSA).
- Advises on breach notification obligations.
- Focused on fare collection, and passenger information systems.
- Ensures containment strategies don't disrupt safe transit operations
- Supports law enforcement investigations.

2. Communications

- Manages messaging to passengers, media, and regulators.
- Ensures accurate, timely updates without causing panic.
- Coordinates with city or regional emergency communications.

3. Transit Operations / Customer Relations

- Represents bus operations during incident response.
- Ensures containment actions don't compromise passenger safety or service continuity.

4. IT Consultant / Security Analysts

- Monitor Security information, triage alerts from IT/OT systems.
- Investigate incidents, isolate affected systems, coordinate with other IT staff as necessary.
- Advanced forensics, malware reverse engineering, and root cause analysis.
- Focus on fare collection, and passenger information systems.
- Collect and preserve digital evidence.
- Reconstruct attacker activity across IT/OT environments.

Attachment J – Via

Via Business Continuity and Disaster Recovery (BCDR) Plan- Scheduling Software

Via provides partners with a platform that minimizes the impact of major events on system performance while maintaining clear and quick processes for system recovery. In the event of any service disruption or disaster, even those that prohibit core system functionalities, our system is built to continue providing service to those who need it most, while our expert system engineers identify and resolve any issues.

Via maintains these capabilities through its Business Continuity and Disaster Recovery (BCDR) Plan, which outlines procedures for minimizing the potential threat of any disaster, establishes clear chains of command to guide Via's response, and ensures that our team is fully prepared to manage any issues that arise.

Via's BCDR Plan is managed by Via's Head of Engineering, who is responsible for activating the plan, deactivating the plan, and conducting annual plan reviews. In addition, as part of our plan's compliance with ISO27001, our Head of Engineering conducts annual BCDR tests to assess the plan's effectiveness and gauge the readiness of each team member who may be involved in carrying out the plan.

Attachment K – Health Connector

Exhibit 8

Exhibit 8

Exhibit 8

Exhibit 8

Exhibit 8

Exhibit 6

Exhibit 8

Exhibit 8

Exhibit 8

Exhibit 8

Exhibit 8

Exhibit 8

Exhibit 8

A RESOLUTION APPOINTING [MEMBER NAME] REPRESENTATION TO THE DES MOINES AREA
METROPOLITAN PLANNING ORGANIZATION (MPO)

WHEREAS the [MEMBER NAME] is a member of the Des Moines Area MPO; and

WHEREAS the Des Moines Area MPO has requested its member governments to appoint primary and alternate representatives to serve on its Policy Committee and Technical Committee for terms that will run from January 1, 2026, through December 31, 2026;

NOW THEREFORE be it resolved by [MEMBER NAME] to appoint the following representatives to the Des Moines Area MPO:

Policy Committee Primary Representative:	Julia Castillo, CEO
Policy Committee Alternate Representative:	Brooke Ramsey, COO
Technical Committee Primary Representative:	Julia Castillo, CEO
Technical Committee Alternate Representative:	Brooke Ramsey, COO

PASSED AND APPROVED December 4, 2025

[Signatory]

ATTEST:

[Witness]



420 Watson Powell Jr. Parkway, Suite 200
Des Moines, Iowa 50309
Phone: 515.334.0075
Email: info@dmampo.org
www.dmampo.org

2026 Representative Information for _____

(Please fill in all information to guarantee contact information is up-to-date in our records)

Committee	Representative Contact Information	
Policy Committee Primary	Name:	
	Title:	
	Email:	
Policy Committee Alternate	Name:	
	Title:	
	Email:	
Technical Committee Primary	Name:	
	Title:	
	Email:	
Technical Committee Alternate	Name:	
	Title:	
	Email:	

If additional staff persons should receive copies of emails for the representatives, please provide the following:

Name: _____

Title: _____

E-Mail: _____

Return with a resolution affirming your representatives by December 31, 2026 to:

Tracey Deckard, Office Manager
Des Moines Area Metropolitan Planning Organization
420 Watson Powell Jr., Way | Suite 200
Des Moines, Iowa 50309
tdeckard@dmampo.org

Altoona • Ankeny • Bondurant • Carlisle • Clive • Dallas County • Des Moines • DART
Grimes • Johnston • Mitchellville • Norwalk • Pleasant Hill • Polk City • Polk County
Urbandale • Warren County • Waukee • West Des Moines • Windsor Heights

Executive Director's Report

Executive Director Report

Executive Director's Report

1. Admin / Maintenance Facility Update: Numerous meetings re: utility access, right of way, code requirements etc. on both properties. Looking at a different parcel at this time that doesn't have the issues the Ute property had.
 2. Indoor Bus Storage: HIRTA has been awarded funding for a bus storage facility. Location Boone. Will house 12 vehicles, have an indoor car wash/maintenance bay (for minor repairs/replacements) and breakroom. Iowa DOT wants us to do both of these properties in tandem, which we can do once we get the Facility Planning Basis Information Sheet approved. Approximately 3 acres possibly available so we are moving forward with having soil sampling done. Meeting with Iowa DOT on 9/30 on a timeline for this project. Plat Survey done.
 3. Still working on the Buy America waiver for the e-Jest small electric vehicle. Sent another letter to FTA headquarters to see if there has been any more movement on this waiver. Also was able to talk to Administrator Marc Molinaro at the APTA Conference on the importance of this waiver.
-
4. Conferences/Trainings/Events Attended or Upcoming
 - National RTAP Conf in Austin 12/7-12/11
 5. Grants have been submitted for Health Connector in Story County; Expanding Vanpool with Enterprise program and Awareness Campaign to help increase ridership. Should know in December if we've been awarded.
 6. Increased Nursing Home rates.
 7. ASSET FY27 Budget (Story County) was submitted 9/17/25.
 8. NTD opened early so we were able to submit report early and Brooke did a lot of upfront work, along with Chris and Blake, so we are hopeful we have much less issues to be resolved.
 9. HIRTA Helps volunteer program is offering a Holiday Light Express in Knoxville! Volunteers will pick people up and take them through the holiday lights display. The drive-through lighted display is offered every Friday, Saturday, and Sunday from November 21 - December 21.
 10. The Pella Community foundation gave us a \$15,000 grant toward a new Ford Transit in Pella.
 11. We received grant funds from ICAP for \$1,103 for 2 years to pay for our Sonicwall Essential Protection Service.
 12. Working on getting financial request letters out to the cities, Expected to send early December.

