



Heart of Iowa Regional Transit Agency HIRTA Public Transit

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

Agenda

AMENDED AGENDA

TEAMS MEETING:

Microsoft Teams meeting

Join: <https://teams.microsoft.com/meet/259898873545442?p=5sA5WHPK9XzvL9JIHP>

Meeting ID: 259 898 873 545 442

Passcode: Ao9jR3kL

[Need help?](#) | [System reference](#)

Dial in by phone

[+1 332-249-0602,440576586#](tel:+13322490602440576586) United States, New York City

[Find a local number](#)

Phone conference ID: 440 576 586#

Lisa Heddens, Board Chair, presiding

HIRTA September 2026 Board Meeting

Thursday, 09/24/2026 at 9:00 a.m.

1. HIRTA Board Meeting Call to order
2. Roll call of members
3. Approve Agenda
4. Public comment
5. Minutes
 - A. August 27, 2026
6. Financial report to receive and file
 - August 2026
7. Action Items
 - A. Op SFY27 Contract 00010624 FTA Funds \$641,848 (Exhibit 1)
Consider Approval of Op SFY27 Contract 00010624 FTA Funds \$641,848
 - B. Boone Facility Contract 00010631 \$6,147,762 (Exhibit 2)
Consider Approval of Boone Facility Contract 00010631 \$6,147,762
 - C. Title VI Program Policy Updates (Exhibit 3)
 - Title VI Policy
 - Limited English Proficiency Policy
 - Passenger Participation Policy*Consider Approval of the Title VI Program*

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.

- D. **Office of Acquisition & Grants Management/Federal Highway Administration/ U.S. Department of Transportation Purchase Order for ITS4US Deployment Accelerator Pilot Technical Assistance Services** (*Exhibit 4*)

Consider Approval of US DOT Purchase Order for ITS4US Deployment Accelerator Pilot Technical Assistance Services \$382,460 (100% funded)

- E. **Via Mobility Contract Extension** (*Exhibit 5*)

Consider Approval of Via Mobility Contract Extension

8. Discussion and Possible Action items

9. Reports to the Board

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

10. Other business

11. Next meeting: 10/22/2026

12. Adjourn

Meeting Minutes

Heart of Iowa Regional Transit Agency

August 27, 2026

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
Employees: Julia Castillo, Chief Executive Officer; Brooke Ramsey, Chief Operating Officer
Others: Andrew Collings, CIRTPA Director
Absent: Doug Cupples, Brian Arnold
3. **Agenda Approval:** Motion by Diane Fitch to approve agenda, seconded by Scott Longhorn; motion unanimously carried.
4. **Public Comment:** None
5. **Minutes:** Motion by Diane Fitch to approve July 23, 2026 minutes, seconded by Kim Chapman; motion unanimously carried.
6. **Financial Report:** Motion by Diane Fitch to receive and file July 2026 financial report, seconded by Steve McCombs; motion unanimously carried.
7. **Action Items:**
 - A. Motion by Steve McCombs to approve FY2027 Pella Contract, seconded by Scott Longhorn; motion unanimously carried.
8. **Reports to the Board:**
 - A. CIRTPA – Regional Planning Agency Director, Andrew Collings
 - B. HIRTA – Chief Executive Officer, Julia Castillo
9. **Other Business:** None
10. **Next Meeting:** 09/24/2026
11. **Adjournment:** Motion by Diane Fitch to adjourn at 9:09AM, seconded by Scott Longhorn; motion unanimously carried.

Chair

Date

HIRTA Public Transit A/P Aging Summary As of August 31, 2026

	Current	1 - 30	31 - 60	61 - 90	> 90	TOTAL
1 It Source	1,107.34	0.00	0.00	0.00	0.00	1,107.34
Barney's Services Inc	2,016.86	0.00	0.00	0.00	0.00	2,016.86
Bluefin	149.26	0.00	0.00	0.00	0.00	149.26
Braintree Funding	585.79	0.00	0.00	0.00	0.00	585.79
Casey's Businesss Advantage	25,512.47	0.00	0.00	0.00	0.00	25,512.47
Cintas Loc 22M	14.82	0.00	0.00	0.00	0.00	14.82
Crystal Clear Water	28.50	0.00	0.00	0.00	0.00	28.50
Debbie Comito	225.00	0.00	0.00	0.00	0.00	225.00
Delta Dental	0.00	-2,032.22	0.00	0.00	0.00	-2,032.22
E3 Millennium	0.00	0.00	90.00	0.00	0.00	90.00
Freedom Tire & Auto Center	0.00	0.00	0.00	0.00	-480.00	-480.00
Iowa Communities Assurance Pool	1,102.46	0.00	0.00	0.00	0.00	1,102.46
Iowa State University Parking	0.00	-1,841.70	0.00	0.00	0.00	-1,841.70
Iowa State Univiersity Science & Tech	7,013.00	0.00	0.00	0.00	0.00	7,013.00
Language Link	15.12	0.00	0.00	0.00	-14.26	0.86
Manpower	1,047.00	0.00	0.00	0.00	0.00	1,047.00
Merchant Service	165.14	0.00	0.00	0.00	0.00	165.14
Mid American Energy	362.54	0.00	0.00	0.00	0.00	362.54
Moffitt's	17,796.69	0.00	0.00	0.00	0.00	17,796.69
Napa Auto Parts - Des Moines COJ	127.88	0.00	0.00	0.00	0.00	127.88
NEORide	5,570.52	0.00	0.00	0.00	0.00	5,570.52
RDG Planning Design	47,281.03	0.00	0.00	0.00	0.00	47,281.03
Reliance Standard Life Insurance Company	0.00	1,920.09	0.00	0.00	0.00	1,920.09
Summit Companies	0.00	0.00	0.00	0.00	-134.11	-134.11
T-MOBILE	104.33	0.00	0.00	0.00	0.00	104.33
Thomas Bus Sales	0.00	0.00	0.00	0.00	-33.56	-33.56
Time Management Systems, Inc.	176.97	0.00	0.00	0.00	0.00	176.97
Unplugged Wireless	0.00	150.00	0.00	0.00	0.00	150.00
USDOT/TSI Transit Division	0.00	0.00	1,080.00	0.00	0.00	1,080.00
Wild Water Car Wash & Pet Wash	215.50	0.00	0.00	0.00	0.00	215.50
Windstream Iowa Communications	150.49	0.00	0.00	0.00	0.00	150.49
TOTAL	110,768.71	-1,803.83	1,170.00	0.00	-661.93	109,472.95

HIRTA Public Transit A/R Aging Summary As of August 31, 2026

	Current	1 - 30	31 - 60	61 - 90	> 90	TOTAL
Access2Care-MTM	16,611.97	0.00	16,611.97	6,045.24	0.00	39,269.18
Accura of Newton - East	564.00	0.00	504.00	0.00	0.00	1,068.00
Accura Riverside North	9.00	3.00	0.00	0.00	0.00	12.00
Aging Resources of Central Iowa	18,296.44	0.00	0.00	0.00	0.00	18,296.44
Americorp	6,191.54	0.00	0.00	0.00	0.00	6,191.54
Azria Health	0.00	0.00	631.26	0.00	1,833.13	2,464.39
Boone - Westhaven	69.00	0.00	0.00	0.00	0.00	69.00
Boone County Auditor.	3,750.00	0.00	0.00	0.00	0.00	3,750.00
Boone County Hospital	162.00	0.00	135.00	0.00	0.00	297.00
Boone Municipal Airport Commission	2,725.45	0.00	0.00	0.00	0.00	2,725.45
Byron Wegner	0.00	0.00	57.00	0.00	0.00	57.00
City of Ames - ASSET	4,134.12	5,717.40	0.00	0.00	0.00	9,851.52
City Of Boone	0.00	0.00	-8,500.00	0.00	0.00	-8,500.00
City of Grimes	0.00	0.00	649.82	0.00	0.00	649.82
City of Newton -	0.00	0.00	-8,812.75	0.00	0.00	-8,812.75
City Of Norwalk	0.00	0.00	-1,333.34	0.00	0.00	-1,333.34
City of Pella, IA	1,803.33	0.00	1,803.33	0.00	0.00	3,606.66
City Of Waukee	0.00	2,550.00	0.00	2,550.00	0.00	5,100.00
City Of Winterset	833.33	0.00	833.33	0.00	0.00	1,666.66
CyRide/DAR	27,240.59	0.00	0.00	0.00	0.00	27,240.59
Dallas County	0.00	0.00	-4,229.16	0.00	0.00	-4,229.16
Fieldprint Equipment Corp	1,340.50	0.00	0.00	0.00	0.00	1,340.50
HIPP (IME)	0.00	0.00	536.60	0.00	0.00	536.60
Insurance Reimbursement	0.00	-127.72	0.00	0.00	0.00	-127.72
Iowa DOT	0.00	0.00	0.00	0.00	1,938.71	1,938.71
IOWA DOT - FTA/STA	90,656.33	57,324.33	20,885.00	111,786.00	267,099.00	547,750.66
Jasper - Newton Health Care Center LLC	250.00	0.00	300.00	0.00	0.00	550.00
Jasper - Valley Vista	90.00	0.00	150.00	0.00	0.00	240.00
Madison County Auditor	0.00	0.00	-1,416.66	0.00	0.00	-1,416.66
Marion - West Ridge Nursing Home	6.00	12.00	0.00	0.00	0.00	18.00
Mary Greeley Bliss	0.00	0.00	81.00	0.00	0.00	81.00
Norwalk Library	0.00	0.00	0.00	0.00	56.25	56.25
Pamela Peterson	0.00	0.00	0.00	0.00	45.00	45.00
Story County Asset	12,836.16	0.00	12,836.16	0.00	0.00	25,672.32
United Way of Story County	750.25	0.00	0.00	0.00	0.00	750.25
USDOT	36,091.93	0.00	79,986.12	0.00	0.00	116,078.05
Warren Co	0.00	0.00	-2,916.66	0.00	0.00	-2,916.66
TOTAL	224,411.94	65,479.01	108,792.02	120,381.24	270,972.09	790,036.30

HIRTA Public Transit
Profit & Loss Budget vs. Actual
August 2026

	Aug 26	Budget	\$ Over Budget	% of Budget
Ordinary Income/Expense				
Income				
30100 · FTA				
30101 · 5311	57,324.33	57,324.25	0.08	100.0%
30105 · FTA - Special	0.00	4,866.67	-4,866.67	0.0%
30107 · FTA - ICAM	0.00	11,257.83	-11,257.83	0.0%
30108 · FTA - Facility Grant	0.00	30,000.00	-30,000.00	0.0%
30109 · FTA - STBG	16,666.00	16,666.66	-0.66	100.0%
30100 · FTA - Other	0.00	0.00	0.00	0.0%
Total 30100 · FTA	73,990.33	120,115.41	-46,125.08	61.6%
30200 · STA Grant				
30201 · STA - Special	0.00	2,083.33	-2,083.33	0.0%
30200 · STA Grant - Other	34,344.61	42,632.42	-8,287.81	80.6%
Total 30200 · STA Grant	34,344.61	44,715.75	-10,371.14	76.8%
30300 · Passenger Revenue				
30301 · Passenger Revenue	15,424.68	20,000.00	-4,575.32	77.1%
30302 · Passenger Donations	243.50	83.33	160.17	292.2%
30305 · Knoxville Raceway	0.00	500.00	-500.00	0.0%
Total 30300 · Passenger Revenue	15,668.18	20,583.33	-4,915.15	76.1%
30400 · Contract Revenue				
30401 · Access2Care	16,611.97	16,666.66	-54.69	99.7%
30402 · Federal 3B	18,296.44	18,750.00	-453.56	97.6%
30404 · CICS	0.00	0.00	0.00	0.0%
30405 · Accura	573.00	833.33	-260.33	68.8%
30406 · Waiver	0.00	1,450.00	-1,450.00	0.0%
30413 · Story Asset	12,836.16	10,986.66	1,849.50	116.8%
30414 · City Of Ames ASSET	4,134.12	4,136.17	-2.05	100.0%
30415 · Dial A Ride	27,240.59	25,000.00	2,240.59	109.0%
30416 · United Way Of Story County	750.25	750.25	0.00	100.0%
30418 · ITS4US	36,091.93	49,920.00	-13,828.07	72.3%
Total 30400 · Contract Revenue	116,534.46	128,493.07	-11,958.61	90.7%
30500 · Advertising Income	4,200.00			
30600 · Fuel Tax Refund	0.00	2,083.33	-2,083.33	0.0%
30700 · Vehicle Capital Purchase				
30701 · Vehicle Capital	6,000.00	23,000.00	-17,000.00	26.1%
30702 · Make Ready	0.00	1,600.00	-1,600.00	0.0%
Total 30700 · Vehicle Capital Purchase	6,000.00	24,600.00	-18,600.00	24.4%
30900 · Vehicle Revenue				
30903 · Salvaged Vehicle Revenue	0.00	100.00	-100.00	0.0%
30904 · Insurance Settlement - Vehicles	0.00	83.33	-83.33	0.0%
Total 30900 · Vehicle Revenue	0.00	183.33	-183.33	0.0%
31100 · Fellowship and Training Income				
31102 · Fellowship Reimbursements RTAP	0.00	1,666.66	-1,666.66	0.0%
Total 31100 · Fellowship and Training Income	0.00	1,666.66	-1,666.66	0.0%
31300 · Grant Income				
31301 · Grant - revenue	0.00	5,291.67	-5,291.67	0.0%
31302 · Community Care Corps	0.00	17,507.25	-17,507.25	0.0%
31305 · United Way Of Boone County	2,500.00	1,083.33	1,416.67	230.8%
31306 · United Way Of Central Iowa	2,500.00	2,000.00	500.00	125.0%
31308 · United Way Of Marion County	0.00	49.22	-49.22	0.0%
Total 31300 · Grant Income	5,000.00	25,931.47	-20,931.47	19.3%
31400 · NSF Items				
31410 · Returned Check	0.00	4.17	-4.17	0.0%
31420 · Returned Check Fee	0.00	3.33	-3.33	0.0%
Total 31400 · NSF Items	0.00	7.50	-7.50	0.0%

HIRTA Public Transit

Profit & Loss Budget vs. Actual

August 2026

	Aug 26	Budget	\$ Over Budget	% of Budget
31500 · Interest				
31503 · Finance Charge - ICS	34.26	62.50	-28.24	54.8%
31504 · Finance Charge - CDARS	0.00	3,695.72	-3,695.72	0.0%
31505 · Finance Charge - UBI	674.52	1,041.66	-367.14	64.8%
31500 · Interest - Other	3,542.22	541.66	3,000.56	654.0%
Total 31500 · Interest	4,251.00	5,341.54	-1,090.54	79.6%
31600 · Local Taxes				
31601 · Donations	0.00	250.00	-250.00	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	0.00	2,937.58	-2,937.58	0.0%
31606 · Madison County	1,416.67	1,416.66	0.01	100.0%
31607 · Marion County	3,000.00	3,000.00	0.00	100.0%
31608 · Warren County	2,916.67	3,000.00	-83.33	97.2%
31609 · City Of Norwalk	1,333.33	1,333.33	0.00	100.0%
31610 · City Of Wauke	2,550.00	2,500.00	50.00	102.0%
31618 · City Of Ogden	0.00	83.33	-83.33	0.0%
31619 · City Of Winterset	833.33	833.33	0.00	100.0%
31620 · City Of Pleasantville	0.00	125.00	-125.00	0.0%
31621 · City Of Boone	4,850.45	2,125.00	2,725.45	228.3%
31622 · City Of Grimes	0.00	3,333.33	-3,333.33	0.0%
31623 · City of Pella	1,803.33	1,803.33	0.00	100.0%
Total 31600 · Local Taxes	27,807.95	31,845.06	-4,037.11	87.3%
31700 · Other Revenue				
31701 · Miscellaneous Income	0.00	1,000.00	-1,000.00	0.0%
31703 · Fieldprint	1,340.50	1,083.33	257.17	123.7%
Total 31700 · Other Revenue	1,340.50	2,083.33	-742.83	64.3%
31800 · RSVP				
31801 · Americorp	6,191.54	12,500.00	-6,308.46	49.5%
31802 · CDBG	0.00	1,247.33	-1,247.33	0.0%
Total 31800 · RSVP	6,191.54	13,747.33	-7,555.79	45.0%
Total Income	295,328.57	421,397.11	-126,068.54	70.1%
Gross Profit	295,328.57	421,397.11	-126,068.54	70.1%
Expense				
40100 · Wage Expense				
40101 · Hourly Wages	78,586.06	65,166.66	13,419.40	120.6%
40102 · Holiday Pay	0.00	2,583.33	-2,583.33	0.0%
40103 · Overtime	1,827.05	1,666.66	160.39	109.6%
40104 · Floating Holiday	0.00	0.00	0.00	0.0%
40105 · PTO	6,900.79	7,583.33	-682.54	91.0%
40106 · Jury Duty Pay	0.00	11.00	-11.00	0.0%
40107 · Bereavement	0.00	20.00	-20.00	0.0%
40108 · Salaries	20,526.07	27,125.00	-6,598.93	75.7%
40111 · Temporary Wage Expenses	4,976.13	616.66	4,359.47	806.9%
Total 40100 · Wage Expense	112,816.10	104,772.64	8,043.46	107.7%
40200 · Payroll Taxes				
40201 · IPERS Employer Match	10,180.10	9,797.90	382.20	103.9%
40202 · FICA & Medicare	7,815.79	7,643.92	171.87	102.2%
40203 · Iowa Unemployment	154.29	271.39	-117.10	56.9%
Total 40200 · Payroll Taxes	18,150.18	17,713.21	436.97	102.5%
40300 · Employee Benefits				
40301 · Health Insurance	14,844.98	21,523.00	-6,678.02	69.0%
40302 · Dental Insurance	1,649.58	1,749.67	-100.09	94.3%
40303 · Vision Insurance	-24.50			
40304 · Life, Disability	1,639.57	2,074.00	-434.43	79.1%
40306 · EAP	0.00	0.00	0.00	0.0%
Total 40300 · Employee Benefits	18,109.63	25,346.67	-7,237.04	71.4%

HIRTA Public Transit
Profit & Loss Budget vs. Actual
August 2026

	Aug 26	Budget	\$ Over Budget	% of Budget
40400 · Professional Services				
40401 · CPA	0.00	41.66	-41.66	0.0%
40402 · IT	1,107.34	2,500.00	-1,392.66	44.3%
40403 · Legal	0.00	83.33	-83.33	0.0%
40405 · Audit	0.00	2,279.17	-2,279.17	0.0%
40406 · Cleaning Service	1,169.46	1,083.33	86.13	108.0%
40407 · AOD	176.97	200.00	-23.03	88.5%
40409 · Translations	15.12	20.83	-5.71	72.6%
40410 · VIA	5,570.52	6,666.66	-1,096.14	83.6%
40411 · Insurance - Broker Fees	0.00	2,083.33	-2,083.33	0.0%
40412 · Architecture	0.00	10,416.66	-10,416.66	0.0%
40413 · Actuary	0.00	75.00	-75.00	0.0%
Total 40400 · Professional Services	8,039.41	25,449.97	-17,410.56	31.6%
40500 · Office Supplies				
40501 · Office Supplies	962.31	666.66	295.65	144.3%
40502 · Postage & Freight	85.11	100.00	-14.89	85.1%
40503 · Cleaning Supplies	0.00	16.66	-16.66	0.0%
Total 40500 · Office Supplies	1,047.42	783.32	264.10	133.7%
40600 · Telephone				
40601 · Phone & Internet	818.83	2,750.00	-1,931.17	29.8%
Total 40600 · Telephone	818.83	2,750.00	-1,931.17	29.8%
40700 · Fellowship / Training Expense				
40701 · Training Expense	0.00	83.33	-83.33	0.0%
40702 · Fellowship - RTAP Approved Exp	0.00	1,666.66	-1,666.66	0.0%
Total 40700 · Fellowship / Training Expense	0.00	1,749.99	-1,749.99	0.0%
40800 · Insurance				
40801 · WC Insurance	0.00	3,583.33	-3,583.33	0.0%
Total 40800 · Insurance	0.00	3,583.33	-3,583.33	0.0%
40900 · Organizational Dues				
40901 · Membership Dues	3,380.00	250.00	3,130.00	1,352.0%
Total 40900 · Organizational Dues	3,380.00	250.00	3,130.00	1,352.0%
41000 · Employee Expenses				
41001 · Medical Testing	0.00	50.00	-50.00	0.0%
41002 · Background Checks	29.90	66.66	-36.76	44.9%
41005 · Drug Testing	0.00	16.66	-16.66	0.0%
41006 · Employee Events	0.00	0.00	0.00	0.0%
Total 41000 · Employee Expenses	29.90	133.32	-103.42	22.4%
41100 · Advertising				
41101 · Advertising	99.58	83.33	16.25	119.5%
41102 · Employment Ads	0.00	0.00	0.00	0.0%
41103 · Marketing Campaign	0.00	2,083.33	-2,083.33	0.0%
41104 · Minutes/Public Hearing Notices	0.00	66.66	-66.66	0.0%
Total 41100 · Advertising	99.58	2,233.32	-2,133.74	4.5%
41200 · Rent				
41201 · Rent	6,264.11	7,500.00	-1,235.89	83.5%
Total 41200 · Rent	6,264.11	7,500.00	-1,235.89	83.5%
41300 · Office Equipment				
41301 · Office Eq Maint/Repairs	0.00	208.33	-208.33	0.0%
41302 · Office Equipment	0.00	416.66	-416.66	0.0%
Total 41300 · Office Equipment	0.00	624.99	-624.99	0.0%
41400 · Subscriptions	-54.43	1,750.00	-1,804.43	-3.1%
41500 · Meeting / Mileage Expenses				
41501 · Travel expense	0.00	16.66	-16.66	0.0%
41502 · Meeting Expense	0.00	12.50	-12.50	0.0%
41503 · Mileage Reimbursement	0.00	25.00	-25.00	0.0%
41504 · Meal Expense	0.00	83.33	-83.33	0.0%
41505 · Volunteer Mileage Reimbursement	0.00	500.00	-500.00	0.0%
Total 41500 · Meeting / Mileage Expenses	0.00	637.49	-637.49	0.0%

3:50 PM

09/21/26

Accrual Basis

HIRTA Public Transit
Profit & Loss Budget vs. Actual
August 2026

	Aug 26	Budget	\$ Over Budget	% of Budget
41600 · Contracted Services				
41601 · Website - Domain Registration	0.00	29.16	-29.16	0.0%
41603 · Quickbook Expenses	545.94	458.33	87.61	119.1%
41604 · ITS4US - CTAA	0.00	0.00	0.00	0.0%
41606 · ITS4US - VIA	0.00	0.00	0.00	0.0%
41607 · ITS4US - Capture Management	0.00	0.00	0.00	0.0%
41608 · ITS4US - Flexlynqs	34,119.71	51,500.00	-17,380.29	66.3%
41610 · ITS4US - Legal	0.00	0.00	0.00	0.0%
41611 · ITS4US - ISU	7,013.00	10,000.00	-2,987.00	70.1%
41612 · ITS4US - KIOSK	0.00	0.00	0.00	0.0%
41613 · ITS4US - NaviLens	0.00	0.00	0.00	0.0%
41614 · ITS4US - Events	0.00	0.00	0.00	0.0%
41615 · Hosting	1,104.70	900.00	204.70	122.7%
41620 · Van Pool Subsidy	0.00	3,650.00	-3,650.00	0.0%
41621 · GVSS	0.00	166.66	-166.66	0.0%
Total 41600 · Contracted Services	42,783.35	66,704.15	-23,920.80	64.1%
41700 · Premise Expense				
41701 · Utilities	2,097.34	1,666.66	430.68	125.8%
41702 · Building Maint & Repairs	0.00	0.00	0.00	0.0%
Total 41700 · Premise Expense	2,097.34	1,666.66	430.68	125.8%
41800 · Vehicle Expense				
41801 · Vehicle Repairs & Maint	20,172.61	31,666.66	-11,494.05	63.7%
41802 · Op/Vehicle Supplies	1,477.09	66.66	1,410.43	2,215.9%
41803 · Auto Insurance	0.00	28,500.00	-28,500.00	0.0%
41804 · Fuel	25,512.47	20,833.33	4,679.14	122.5%
41806 · Radio	0.00	375.00	-375.00	0.0%
41807 · Tires	1,635.24	1,083.33	551.91	150.9%
41808 · Bus Washing	215.50	291.66	-76.16	73.9%
41809 · Deductible & Accident	1,102.46	833.33	269.13	132.3%
Total 41800 · Vehicle Expense	50,115.37	83,649.97	-33,534.60	59.9%
41900 · Vehicle and Equipment Capital				
41901 · Vehicle Capital	0.00	28,750.00	-28,750.00	0.0%
41902 · Make Ready	0.00	2,000.00	-2,000.00	0.0%
Total 41900 · Vehicle and Equipment Capital	0.00	30,750.00	-30,750.00	0.0%
41910 · Facilities				
41911 · Facilities Dallas	26,760.59	0.00	26,760.59	100.0%
41913 · Facilities Boone	20,520.44			
41910 · Facilities - Other	0.00	27,083.33	-27,083.33	0.0%
Total 41910 · Facilities	47,281.03	27,083.33	20,197.70	174.6%
42000 · Bank Charges				
42003 · Returned Check	0.00	4.16	-4.16	0.0%
42004 · Merchant Service Merch Fee	900.19	916.66	-16.47	98.2%
42000 · Bank Charges - Other	0.00	8.33	-8.33	0.0%
Total 42000 · Bank Charges	900.19	929.15	-28.96	96.9%
42100 · Grant Expense				
42109 · Financial Sustainability Study	0.00	0.00	0.00	0.0%
Total 42100 · Grant Expense	0.00	0.00	0.00	0.0%
Total Expense	311,878.01	406,061.51	-94,183.50	76.8%
Net Ordinary Income	-16,549.44	15,335.60	-31,885.04	-107.9%
Net Income	-16,549.44	15,335.60	-31,885.04	-107.9%

HIRTA Public Transit

Balance Sheet

As of August 31, 2026

	Aug 31, 26
ASSETS	
Current Assets	
Checking/Savings	
10100 · Heart of Iowa Regional Transit	1,111,357.60
10200 · Petty Cash	50.00
10300 · Certificate of Deposit	
10301 · CD - ICS	23,076.70
10303 · CD - UBI	289,471.43
Total 10300 · Certificate of Deposit	312,548.13
Total Checking/Savings	1,423,955.73
Accounts Receivable	
11000 · QB - Accounts Receivable	790,036.30
Total Accounts Receivable	790,036.30
Total Current Assets	2,213,992.03
Fixed Assets	
12000 · Radios and Equipment	40,471.82
12100 · Vehicles and Equipment	4,044,458.30
12200 · Accumulated Depreciation	-2,769,252.87
Total Fixed Assets	1,315,677.25
Other Assets	
13000 · Prepaid Asset	
13100 · Contra Prepaid Asset	-60,831.17
13000 · Prepaid Asset - Other	60,831.17
Total 13000 · Prepaid Asset	0.00
Total Other Assets	0.00
TOTAL ASSETS	3,529,669.28
LIABILITIES & EQUITY	
Liabilities	
Current Liabilities	
Accounts Payable	
20000 · Accounts Payable	109,472.95
Total Accounts Payable	109,472.95
Credit Cards	
20100 · Credit Card	
20101 · ****6692 Julia	7,321.23
20102 · ****6264 Brooke	-5,905.65
20103 · RAMP	-23,002.49
20190 · Capital One	-7,148.56
Total 20100 · Credit Card	-28,735.47
Total Credit Cards	-28,735.47
Other Current Liabilities	
20200 · Payroll Liabilities	
20201 · Child Support	329.28
20202 · FICA and Federal Withholding	3,166.52
20203 · Garnishments	1,100.58
20204 · Direct Deposit Liabilities	-791.09
20205 · State Withholding	2,462.02
20206 · Accrued Unemployment	10,315.73
20200 · Payroll Liabilities - Other	6,696.15
Total 20200 · Payroll Liabilities	23,279.19

HIRTA Public Transit

Balance Sheet

As of August 31, 2026

	Aug 31, 26
20300 · IPERS	
20320 · IPERS - Boone	1,973.20
20300 · IPERS - Other	12,757.46
Total 20300 · IPERS	14,730.66
20400 · Deferred Revenue-Bus Tickets	
20420 · Pre-paid tickets - Boone	10,504.00
20430 · Pre-paid tickets - Dallas	1,972.00
20440 · Pre-paid tickets - Jasper Co.	5,513.00
20460 · Pre-paid tickets - Marion	8,215.00
20480 · Pre-paid tickets - Story	2,040.80
20490 · Pre-paid Tickets - Warren	18,176.00
20400 · Deferred Revenue-Bus Tickets - Other	-28,217.70
Total 20400 · Deferred Revenue-Bus Tickets	18,203.10
20500 · Deferred Revenue-Adopt A Rider	
20501 · Deferred Revenue-AAR-Boone	70.00
20502 · Deferred Revenue-AAR-Dallas	5.00
20504 · Deferred Revenue-AAR-Madison	100.00
20505 · Deferred Revenue-AAR-Marion	26.00
20506 · Deferred Revenue-AAR-Story	142.50
Total 20500 · Deferred Revenue-Adopt A Rider	343.50
Total Other Current Liabilities	56,556.45
Total Current Liabilities	137,293.93
Total Liabilities	137,293.93
Equity	
25000 · Fund Balance - Unreserved	48,068.34
26000 · Investment in Gen Fixed Assets	3,379,127.18
Net Income	-34,820.17
Total Equity	3,392,375.35
TOTAL LIABILITIES & EQUITY	3,529,669.28

HIRTA Public Transit

Expenses by Vendor Summary

August 2026

	Aug 26
1 It Source	1,107.34
Barney's Services Inc	2,016.86
Big Brand Tire & Service	131.06
Bluefin	149.26
Braintree Funding	585.79
Cardmember Services	-144.00
Casey's Businesss Advantage	25,512.47
Central Tire & Auto	78.00
CenturyLink	527.48
Cintas Loc 22M	44.46
City Of Indianola, Iowa	250.00
Crystal Clear Water	66.50
Debbie Comito	1,125.00
Delta Dental	2,090.38
Flexlynqs LLC	34,119.71
Freedom Tire & Auto Center	1,635.24
Indianola Municipal Utilities	89.32
Iowa Communities Assurance Pool	1,102.46
Iowa Public Transit Association	3,380.00
Iowa State University Parking	1,841.70
Iowa State Univiersity Science & Tech	7,013.00
Language Link	15.12
Lashier Graphic & Signs	1,349.21
LISCO	153.00
Manpower	4,976.13
Mediacom	394.36
Merchant Service	-3,652.86
Mid American Energy	362.54
Midwest Office Technology	157.65
Moffitt's	17,796.69
Multi Specialty HoldCo	4,022.41
Napa Auto Parts - Des Moines COJ	127.88
NEORide	5,570.52
Pella Floral & Greenhouse	150.00
QuickBooks Payroll Service	545.94
RAMP	2,063.52
RDG Planning Design	47,281.03
Reliance Standard Life Insurance Company	1,920.09
Shred-It	83.50
T-MOBILE	1,238.98
Time Management Systems, Inc.	176.97
Unplugged Wireless	150.00
Wellmark	20,180.00
Wild Water Car Wash & Pet Wash	215.50
Windstream Iowa Communications	150.49
TOTAL	188,150.70

3:52 PM

09/21/26

Accrual Basis

HIRTA Public Transit Journal Entry Report

August 2026

Type	Date	Num	Memo	Account	Amount	Balance
Aug 26						
General Journal	08/03/2026	DONATION	STEPHEN PUHRMAN VIA DONATION	30301 · Passenger Reve...	60.00	60.00
General Journal	08/03/2026	DONATION	STEPHEN PUHRMAN VIA DONATION	30302 · Passenger Donat...	-60.00	0.00
General Journal	08/03/2026	DONATION	ED ADAMSKI VIA DONATION	30301 · Passenger Reve...	6.00	6.00
General Journal	08/03/2026	DONATION	ED ADAMSKI VIA DONATION	30302 · Passenger Donat...	-6.00	0.00
General Journal	08/03/2026	DONATION	MICHAEL CARLTON VIA DONATION	30301 · Passenger Reve...	7.00	7.00
General Journal	08/03/2026	DONATION	MICHAEL CARLTON VIA DONATION	30302 · Passenger Donat...	-7.00	0.00
General Journal	08/07/2026	DONATION	RODNEY SWENSON VIA DONATION	30301 · Passenger Reve...	20.00	20.00
General Journal	08/07/2026	DONATION	RODNEY SWENSON VIA DONATION	30302 · Passenger Donat...	-20.00	0.00
General Journal	08/10/2026	DONATION	MARY LEE HRABA VIA DONATION	30301 · Passenger Reve...	10.00	10.00
General Journal	08/10/2026	DONATION	MARY LEE HRABA VIA DONATION	30302 · Passenger Donat...	-10.00	0.00
General Journal	08/11/2026	DONATION	JEAN NORDYKE VIA DONATION	30301 · Passenger Reve...	3.00	3.00
General Journal	08/11/2026	DONATION	JEAN NORDYKE VIA DONATION	30302 · Passenger Donat...	-3.00	0.00
General Journal	08/11/2026	DONATION	REBECCA WHITE VIA DONATION	30301 · Passenger Reve...	5.00	5.00
General Journal	08/11/2026	DONATION	REBECCA WHITE VIA DONATION	30302 · Passenger Donat...	-5.00	0.00
General Journal	08/18/2026	DONATION	JOVY JERGENS VIA DONATION	30301 · Passenger Reve...	1.50	1.50
General Journal	08/18/2026	DONATION	JOVY JERGENS VIA DONATION	30302 · Passenger Donat...	-1.50	0.00
General Journal	08/19/2026	DONATION	REBECCA WHITE VIA DONATION	30301 · Passenger Reve...	5.00	5.00
General Journal	08/19/2026	DONATION	REBECCA WHITE VIA DONATION	30302 · Passenger Donat...	-5.00	0.00
General Journal	08/19/2026	DONATION	BRENT ANDERSON VIA DONATION	30301 · Passenger Reve...	2.00	2.00
General Journal	08/19/2026	DONATION	BRENT ANDERSON VIA DONATION	30302 · Passenger Donat...	-2.00	0.00
General Journal	08/20/2026	DONATION	ED ADAMSKI VIA DONATION	30301 · Passenger Reve...	4.00	4.00
General Journal	08/20/2026	DONATION	ED ADAMSKI VIA DONATION	30302 · Passenger Donat...	-4.00	0.00
General Journal	08/20/2026	DONATION	DEAN VANDERWELL VIA DONATION	30301 · Passenger Reve...	4.00	4.00
General Journal	08/20/2026	DONATION	DEAN VANDERWELL VIA DONATION	30302 · Passenger Donat...	-4.00	0.00
General Journal	08/24/2026	DONATION	CHARLES SCHEUERMANN VIA DONATION	30301 · Passenger Reve...	2.00	2.00
General Journal	08/24/2026	DONATION	CHARLES SCHEUERMANN VIA DONATION	30302 · Passenger Donat...	-2.00	0.00
General Journal	08/25/2026	DONATION	KAI MING VIA DONATION	30301 · Passenger Reve...	20.00	20.00
General Journal	08/25/2026	DONATION	KAI MING VIA DONATION	30302 · Passenger Donat...	-20.00	0.00
General Journal	08/27/2026	DONATION	SHERRY BACHMAN VIA DONATION	30301 · Passenger Reve...	6.00	6.00
General Journal	08/27/2026	DONATION	SHERRY BACHMAN VIA DONATION	30302 · Passenger Donat...	-6.00	0.00
General Journal	08/27/2026	DONATION	ED ADAMSKI VIA DONATION	30301 · Passenger Reve...	3.00	3.00
General Journal	08/27/2026	DONATION	ED ADAMSKI VIA DONATION	30302 · Passenger Donat...	-3.00	0.00
General Journal	08/28/2026	DONATION	RANDY KIRK VIA DONATION	30301 · Passenger Reve...	15.00	15.00
General Journal	08/28/2026	DONATION	RANDY KIRK VIA DONATION	30302 · Passenger Donat...	-15.00	0.00
General Journal	08/28/2026	DONATION	BETTY KOOB VIA DONATION	30301 · Passenger Reve...	3.00	3.00
General Journal	08/28/2026	DONATION	BETTY KOOB VIA DONATION	30302 · Passenger Donat...	-3.00	0.00
General Journal	08/31/2026	DONATION	KRISTIE BACUS VIA DONATION	30301 · Passenger Reve...	3.00	3.00
General Journal	08/31/2026	DONATION	KRISTIE BACUS VIA DONATION	30302 · Passenger Donat...	-3.00	0.00
General Journal	08/31/2026	DONATION	JUDY BENDIXEN VIA DONATION	30301 · Passenger Reve...	4.00	4.00
General Journal	08/31/2026	DONATION	JUDY BENDIXEN VIA DONATION	30302 · Passenger Donat...	-4.00	0.00
General Journal	08/31/2026	DONATION	STEPHEN PUHRMAN VIA DONATION	30301 · Passenger Reve...	60.00	60.00
General Journal	08/31/2026	DONATION	STEPHEN PUHRMAN VIA DONATION	30302 · Passenger Donat...	-60.00	0.00
Aug 26					0.00	0.00

Exhibit 1

Exhibit 1

Exhibit 1

Exhibit 1

Exhibit 1

Exhibit 1

Exhibit 1

Exhibit 1

Exhibit 1

Exhibit 1

Exhibit 1

Exhibit 1

Exhibit 1

TRANSIT JOINT PARTICIPATION AGREEMENT
TO IMPLEMENT A FEDERAL TRANSIT ADMINISTRATION (FTA)
NON-URBAN OPERATING ASSISTANCE PROJECT
[CFDA 20.509]

WHEREAS, the Iowa Department of Transportation (hereinafter called the DEPARTMENT) has, in accordance with Chapter 324A of the Code of Iowa, secured a grant under 49 U.S.C. 5311 from the Federal Transit Administration on behalf of Iowa public transit systems, and

WHEREAS, the **Heart of Iowa Regional Transit Authority (HIRT)** (hereinafter called the AGENCY) has been duly designated as a public transit system by local officials, in accordance with Chapter 324A of the Code, and

WHEREAS, Grant IA-2025-007-03-03 (executed by FTA on August 24, 2026) includes the project detailed below, programmed for the AGENCY:

Description of Project Element	FTA Code	Federal Funds Ceiling	% Federal Participation
1. SFY2027 Operating Assistance	30.09.01	\$ 641,848	50%
Total Federal Ceiling:		\$ 641,848	

NOW, THEREFORE, THE DEPARTMENT AND THE AGENCY HAVE AGREED THAT THE AGENCY shall proceed with implementation of the above-described project, subject to all terms, conditions and obligations connected with the federal grant, and also subject to such policies, procedures and conditions as have been established by the DEPARTMENT and which are documented in Part II of this AGREEMENT (found at <https://iowadot.gov/modes-travel/transit/transit-funding-programs/contracts>).

BE IT FURTHER AGREED THAT THE DEPARTMENT shall reimburse the AGENCY for eligible costs of implementing each element of said project at the participation rate(s) and subject to the funding ceiling(s) delineated above.

THIS AGREEMENT TO BE IN EFFECT from **July 1, 2026**, through **June 30, 2027**.

IN WITNESS WHEREOF, the parties hereunto have caused this AGREEMENT to be executed by their proper officials thereunto duly authorized as of the dates below indicated, in consideration of the mutual covenants, promises and representations herein.

For The AGENCY:

For the DEPARTMENT:

Julia Castillo, Executive Director
Heart of Iowa Regional Transit Agency (HIRT)
Date Signed: 09/18/2026

Tamara Nicholson, Director
Modal Transportation Bureau
Iowa Department of Transportation
Date Signed: 09/18/2026

Exhibit 2

Exhibit 2

Exhibit 2

Exhibit 2

Exhibit 2

Exhibit 2

Exhibit 2

Exhibit 2

Exhibit 2

Exhibit 2

Exhibit 2

Exhibit 2

Exhibit 2

TRANSIT JOINT PARTICIPATION AGREEMENT
TO IMPLEMENT A FEDERAL TRANSIT ADMINISTRATION (FTA)
BUS AND BUS FACILITIES PROJECT
[CFDA 20.526]

WHEREAS, the Iowa Department of Transportation (hereinafter called the DEPARTMENT) has, in accordance with Chapter 324A of the Code of Iowa, secured a grant under 5339 from the Federal Transit Administration on behalf of Iowa public transit systems, and

WHEREAS, the **Heart of Iowa Regional Transit Agency** (hereinafter called the AGENCY) has been duly designated as a public transit system by local officials, in accordance with Chapter 324A of the Code, and

WHEREAS, Grant IA-2026-019-01-00 (executed by FTA on September 8, 2026) includes the project detailed below, programmed for the AGENCY:

Description of Project Element	FTA Code	Federal Funds Ceiling	% Federal Participation
1. Land Acquisition	11.76.91	\$260,000	80%
2. Construction Costs, Equipment, Furnishings Utilities for a Bus Storage, Maintenance and Operations, Facility	11.43.04	\$5,467,762	80%
3. Engineering/Design/Contract Admin	11.41.20	\$420,000	80%
Total Federal Ceiling:		\$6,147,762	

NOW, THEREFORE, THE DEPARTMENT AND THE AGENCY HAVE AGREED THAT THE AGENCY shall proceed with implementation of the above-described project, subject to all terms, conditions and obligations connected with the federal grant, and also subject to such policies, procedures and conditions as have been established by the DEPARTMENT and which are documented in Part II of this AGREEMENT (found <https://iowadot.gov/modes-travel/transit/transit-funding-programs/contracts>).

BE IT FURTHER AGREED THAT THE DEPARTMENT shall reimburse the AGENCY for eligible costs of implementing each element of said project at the participation rate(s) and subject to the funding ceiling(s) delineated above.

THIS AGREEMENT TO BE IN EFFECT from **July 1, 2023**, through **June 30, 2028**. [Any project element not obligated twelve months prior to the original expiration date of this AGREEMENT will be forfeited, unless prior written approval of other arrangement(s) is received from the DEPARTMENT.]

IN WITNESS WHEREOF, the parties hereunto have caused this AGREEMENT to be executed by their proper officials thereunto duly authorized as of the dates below indicated, in consideration of the mutual covenants, promises and representations herein.

For The AGENCY:

For the DEPARTMENT:

Julia Castillo, Executive Director
Heart of Iowa Regional Transit
Agency Date: **09/18/2026**

Tamara Nicholson, Director
Modal Transportation Bureau
Iowa Department of Transportation
Date: **09/18/2026**

Exhibit 3

Exhibit 3

Exhibit 3

Exhibit 3

Exhibit 3

Exhibit 3

Exhibit 3

Exhibit 3

Exhibit 3

Exhibit 3

Exhibit 3

Exhibit 3

Exhibit 3



FTA Title VI Program

Board Approved Date: 09/24/2026

Table of Contents

Subrecipient Profile.....	3
General Requirements.....	3
Title VI Complaints, Investigations, and Lawsuits.....	4
Racial/Ethnic Breakdown of the Non-Elected Committees and Councils:	5
Attachments.....	5
Declaration of the Respondent.....	6
Declaration of the Administrative Head.....	6

Subrecipient Profile

Subrecipient: **Heart of Iowa Regional Transit Agency / HIRTA**

Administrative Head: **Julia Castillo, CEO**

Subrecipient Title VI Coordinator: **Brooke Ramsey, COO**

Address: **2824 104th St.**

City/State/Zip Code: **Urbandale, IA 50322**

Phone: **1-877-686-0029**

Email: **info@ridehirta.com**

Website: www.ridehirta.com

Has the subrecipient signed and submitted its Title VI Assurances? **YES**

General Requirements

- ✓ Attach a copy of Title VI notice to the public. The Title VI notice should include:
Attached
 - A statement that the agency operates programs without regard to race, color, or national origin
 - A description of the procedures that members of the public should follow in order to request additional information on the Title VI obligations.
 - A description of the procedures that members of the public shall follow in order to file a Title VI discrimination complaint against the recipient.
- ✓ Include a list of the locations where the notice is posted:
- ✓ Attach a copy of the instructions to the public regarding how to file a Title VI discrimination complaint, including a copy of the complaint form. **Attached**
- ✓ Provide the link to the transit agency website where Title VI complaint procedure and the complaint form are posted. www.ridehirta.com
- ✓ List and describe all public transportation-related Title VI investigations, complaints or lawsuits filed in the last three years. Please only include only those that pertain to allegations of discrimination on the basis of race, color, and/or national origin.

Title VI Complaints, Investigations, and Lawsuits

Investigations	Date Filed	Summary	Status	Actions Taken
None				
Complaints	Date Filed	Summary	Status	Actions Taken
None				
Lawsuits	Date Filed	Summary	Status	Actions Taken
None				

- ✓ Attach a public participation plan that includes an outreach plan to engage minority and limited English proficient populations. Include a summary of outreach efforts made in the last three years. **Attached**
- ✓ Attach a copy of the plan for providing language assistance to persons with limited English proficiency, based on the DOT LEP Guidance. **Attached**
<https://www.transportation.gov/civil-rights/civil-rights-awareness-enforcement/dots-lep-guidance>
 - What steps has the agency taken to ensure meaningful access to the benefits services, and other important components of its programs and services to persons with limited English proficiency? **Social Media, HIRTA website language translation options, Title VI Notices and Complaint forms in English and Spanish. Limited English Proficiency (LEP) Plan. Bilingual staff and language assistance service.**
- ✓ List all non-elected committees and councils, the membership of which is selected by the agency: **N/A**
- ✓ Describe the process the agency uses to encourage the participation of minorities on such committees: **For any committees where members are not selected by HIRTA, we encourage those selecting members to use the racial and ethnic composition of the service area to help ensure representation. Meetings are held at accessible locations and times, with translation services available upon request.**

Racial/Ethnic Breakdown of the Non-Elected Committees and Councils:

Group	Number
Male	N/A
Female	N/A
White	N/A
Black or African American	N/A
American Indian or Alaskan Native	N/A
Asian	N/A
Native Hawaiian or other Pacific Islander	N/A
Other	N/A

- ✓ If the transit agency has subcontractors, describe the efforts made to ensure subcontractors are complying with Title VI. Include a schedule of Title VI Program submissions from that subcontractor. **NONE**
- ✓ If the transit agency has constructed a facility, such as a vehicle storage facility, maintenance facility, operation center, etc., include a copy of the Title VI equity analysis conducted during the planning stage with regard to the location of the facility to ensure the location is selected without regard to race, color, or national origin. **ATTACHED**
- ✓ Attach a copy of board meeting minutes, resolution, or other documentation showing the board of directors or appropriate governing entity has reviewed and approved the Title VI Program. **ATTACHED**

Attachments

1. Title VI Notification
2. Title VI Complaint Process
3. Requesting Additional Information on Title VI Obligations
4. Public Participation Plan
5. Limited English Proficiency Plan
6. Title VI Equity Analysis on Waukee Facility
7. Title VI Equity Analysis on Boone Bus Barn
8. Board Minutes approving Title VI program

9.

Declaration of the Respondent

I declare that I have provided information as part of the Title VI Program to the best of my knowledge and believe it to be true, correct and complete.

Signature of Respondent:

Date: 09/24/26

Declaration of the Administrative Head

I declare that I have reviewed and approved the information provided in the Title VI Program and to the best of my knowledge believe it to be true, correct and complete.

Signature of Administrative Head:

Date: 09/24/26

Notice of Nondiscrimination Title VI of the Civil Rights Act of 1964

The Heart of Iowa Regional Transit Agency (HIRTa) complies with Title VI of the Civil Rights Act of 1964 and other related nondiscrimination statutes. Title VI and other related nondiscrimination statutes prohibit unfair and inequitable treatment of any person based on race, color, national origin, sex, age or disability.



Notification of Rights

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

(42 U.S.C. Section 2000d).

HIRTa Public Transit is committed to ensuring no person is excluded from, or denied the benefits of, its transit services based on race, color, national origin, age, disability, religion, or sex, as protected by Title VI of the Civil Rights Act of 1964.

The US DOT issued a Final Rule under the American Disability Act (ADA) and Section 504 of the Rehabilitation Act of 1973 which took effect on July 13, 2015. Per this final rule, HIRTa is required to make reasonable modifications or accommodations policies and practices to ensure individuals with disabilities have equal access to our transit programs and services.

HIRTa will consider all requests for reasonable modifications so individuals with disabilities have equal access to our services.



How to File a Complaint

If you believe that while accessing HIRTa's programs, activities or services, you have been discriminated against because of your race, color, national origin, sex, age or disability, you may file a complaint by mail, fax or email with:

Julia Castillo, CEO
HIRTa Public Transit
2824 104th St. Urbandale, IA 50322
515-309-9281 or 1-877-686-0029
jcastillo@ridehirta.com

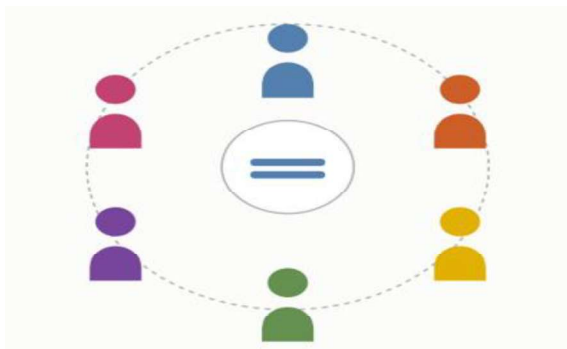
If the complainant is dissatisfied with the resolution by HIRTa, the same complaint may then be submitted to the Office of Employee Services-Civil Rights for investigation.

Iowa Department of Transportation Office of Employee Services - Civil Rights
515-239-1427 | 800 Lincoln Way, Ames, IA 5001

Complaints may also be filed with the following two organizations no later than 180 days after the date of the alleged discrimination:

Iowa Civil Rights Commission
400 East 14th Street Des Moines, IA 50319-1004
515-281-4121 | 800-457-4416

FTA's Office of Civil Rights
Attention: Title VI Program Coordinator
East Building, 5th Floor - TCR
1200 New Jersey Ave., SE
Washington, DC 20590
816-329-3770



1. **Statement of Policy:** No person shall, on the grounds of race, color, or national origin, be excluded from participation in, be denied the benefits of, or be otherwise subjected to discrimination under any Heart of Iowa Regional Transit Agency (HIRTA) program or activity, as provided by Title VI of the Civil Rights Act of 1964 and as amended, and the Civil Rights Restoration Act of 1987 (P.L. 100.259). HIRTA operates its programs without regard to race, color, or national origin.
2. **Notices:** Notices of Title VI rights are posted on the agency's website at: www.ridehirta.com/policies as well as at the entrances of facilities.
3. **How to file a Complaint:** Any person or entity may file a complaint alleging discrimination based on race, color, or national origin. Complaints must be submitted within 180 days of the alleged discriminatory act, as follows:
 1. All complaints must be in writing.
 2. A complaint may be made on HIRTA's Title VI Complaint Form or by email or letter with the following information:
 - A. If submitting a complaint by letter all complaints must include:
 - Name, address, and telephone number of complaining party;
 - Name, address of the person, agency, institute, or office alleged to have engaged in a discriminatory act;
 - A description of how, why and when the discrimination occurred, including as much background as possible about the allegations; and
 - A signature by the complaining party.
 - B. A complaint submitted by letter should be addressed as follows:

HIRTA, Title VI Coordinator
2824 104th Street, Urbandale, IA 50322 or jcastillo@ridehirta.com
 - C. A copy of HIRTA's Title VI Complaint Form may be obtained as follows:
 - Website at www.ridehirta.com/policies
 - Email request for Form to jcastillo@ridehirta.com
 - Call: 1-877-686-0029 and ask for the form to be emailed or mailed to you.
 - D. A Title VI complaint may also be filed with an external entity such as the Federal Transit Administration (FTA), other federal or state agency, or a federal or state court. Information on how to file a complaint with the FTA may be found at: <https://ftawebprod.fta.dot.gov/OCF/OnlineComplaintForm/CreateOnlineComplaintForm>
 - E. If a complaint is filed with both HIRTA and an outside agency at the same time, the outside agency's process will take precedence. HIRTA will pause its own complaint procedures until the outside agency reaches a decision.

4. How HIRTA Public Transit Will Respond to Complaints:

Once HIRTA receives a Title VI complaint, it will be reviewed within 10 working days, and the complainant will be contacted to confirm receipt and let them know whether an investigation will begin or the case will be closed.

HIRTA investigates written complaints alleging discrimination based on race, color, or national origin, filed within 180 days of the alleged act, and aims to complete investigations within 60 days. Complaints filed outside this window, or that don't allege discrimination on these bases, will be closed, and the complainant will be notified.

During the investigation, HIRTA may contact the complainant for a meeting, interview, or additional information. The complainant has 10 business days from HIRTA's request to respond or participate. If HIRTA does not receive the requested information, contact details, or participation within that time, the complaint will be closed.

Once the investigation is complete, HIRTA will issue a written report with findings and, if appropriate, recommendations for corrective action. Issuing this report closes both the investigation and the complaint.

Complainants may appeal the findings by submitting a letter to HIRTA's CEO within 15 days of receiving the report, explaining their position and requesting an independent review. The CEO will respond within 30 business days of receiving the appeal, either upholding the original findings or ordering further investigation. The CEO's decision is final and binding.

6. **Complaint Records:** Records of all Title VI complaints and associated investigations are retained, subject to applicable retention policies and public disclosure requirements and/or exemptions.
7. **Non-Retaliation:** HIRTA will not retaliate against any person or entity for filing a Title VI discrimination complaint or participating in an investigation. Anyone who believes they experienced retaliation for doing so may file a complaint using this same process.

Heart of Iowa Regional Transit Agency (HIRTA)

Nondiscrimination Complaint Form

If you believe you have been discriminated against because of your race, color, national origin, or disability, or you have a complaint about the accessibility of our transit system or service, you can use this form to file a complaint. Please provide all facts and circumstances surrounding your issue or complaint so we can fully investigate the incident.

Complaints may be filed pursuant to nondiscrimination laws, rules, and regulations including, but not limited to: Title VI of the Civil Rights Act of 1964; Title II of the Americans with Disabilities Act of 1990 (ADA) and the US DOT issued a Final Rule under the American Disability Act (ADA) and Section 504 of the Rehabilitation Act of 1973.

You are not required to use this form; a signed letter that provides the same information is sufficient to file your complaint. Complaints of discrimination must be filed within 180 calendar days of the date that the alleged discrimination occurred.

HIRTA is committed to ensuring that no person shall be excluded from the equal distribution of its services and amenities because of race, color or national origin. Any person who believes they have been discriminated against based on one of these categories may file a complaint. Complaints must be filed within 180 calendar days of the incident.

Within 10 working days of receipt of your completed complaint form, HIRTA will contact you to confirm receipt of your complaint form and begin an investigation (unless the complaint is filed with an external entity first or simultaneously). The investigation may include discussion(s) of the complaint with all affected parties to determine the nature of the problem. The investigation generally will be conducted and completed within 60 days of receipt of a complete complaint form. Based upon all information received, an investigation report will be submitted to the HIRTA Executive Director. The complainant will receive a letter stating HIRTA's final decision by the end of the 60-day time limit.

Please complete the information below and send to:

HIRTA, Title VI Coordinator
2824 104th Street, Urbandale, IA 50322 or
jcastillo@ridehirta.com

Complainant's Personal Information

1. Name: _____

Daytime telephone: (_____) _____ - _____

E-mail address: _____

Do you prefer to be contacted via e-mail? ☐ Yes ☐ No

Address: _____

City: _____ State: _____ Zip: _____

Heart of Iowa Regional Transit Agency (HIRTA)
Nondiscrimination Complaint Form

2. Are you filing this complaint on your own behalf? ☐ Yes (go to question 6) ☐ No (go to question 3)
3. Name: _____
- Daytime telephone (_____) _____ - _____
- E-mail address: _____
- Do you prefer to be contacted via e-mail? ☐ Yes ☐ No
- Address: _____
- City: _____ State: _____ Zip: _____
4. Your relationship to the complainant indicated above: _____
5. Please confirm you have obtained the permission of the aggrieved party to file a complaint on their behalf.
☐ Yes, I have permission. ☐ No, I do not have permission

Alleged Discrimination - Details of Complaint

6. I believe that the discrimination I experienced was based on (check all that apply)
☐ Race ☐ Color ☐ National Origin ☐ Disability ☐ Accessibility issue
☐ Other (Please specify) _____
7. City/County where alleged act happened: _____
8. Date(s) of alleged act: _____
9. Explain what happened as clearly as possible. Include all information you feel is relevant to the investigation. (Attach additional sheets if necessary and provide a copy of any written materials pertaining to your complaint):
10. List any and all witnesses' names and phone numbers/contact information.

Heart of Iowa Regional Transit Agency (HIRTA) Nondiscrimination Complaint Form

11. What type of corrective action would you like to see taken?

12. Have you filed a complaint with any federal, state, or local agency or court? If yes, check all that apply.

- | | | |
|--------------------------|---|-------|
| ☐ | Federal Agency (List agency's name) | _____ |
| ☐ | Federal Court (Provide location) | _____ |
| ☐ | State Court | _____ |
| ☐ | State Agency (List agency's name) | _____ |
| ☐ | County Court (Specify court and county) | _____ |
| ☐ | Local Agency (Specify agency) | _____ |

Signature and date are required: _____
Signature Date

For Employer Use ONLY

Date Complaint Received _____

NOTES:

Requesting Additional Information on Title VI Obligations

Members of the public who wish to obtain additional information regarding Heart of Iowa Public Transit Agency's obligations under Title VI of the Civil Rights Act of 1964 may do so through the following procedures:

1. **Submit a Written Request:** To request information, submit your request in writing (by mail, email, or in person) to:
Heart of Iowa Regional Transit Agency | HIRTA
Attn: Title VI Coordinator
2824 104th Street, Urbandale, IA 50322
BRamsey@ridehirta.com
1-866-686-0029
2. **Include Relevant Details:** Requests should include the requestor's name, contact information, and a brief description of the information sought. For example, a copy of the Title VI Program, demographic data used in service equity analyses, language assistance plans, or complaint procedures.
3. **Response Time:** Heart of Iowa Regional Transit Agency will acknowledge receipt of the request within three (3) business days and will provide the requested information, or an explanation of any applicable exemption, within ten (10) business days of receipt.
4. **Language Assistance** — Individuals with limited English proficiency (LEP) may request this information in an alternative language or format. Heart of Iowa Regional Transit Agency will provide translation, or interpretation services free of charge upon request.
5. **Alternative Formats** — Individuals with disabilities may request information in an alternative accessible format (e.g., large print, Braille, or audio) by contacting the Title VI Coordinator at the number above.
6. **Public Availability** — The Title VI Program, including this notice, is also available for public inspection at Heart of Iowa Regional Transit Agency's central office located at 2824 104th Street, Urbandale, IA during regular business hours. It is also available on the agency's website at www.ridehirta.com.

Public Participation Plan

May
2026

HIRTA

Heart of Iowa Regional Transit Agency



HIRTA serves the counties of Boone, Dallas, Jasper, Madison, Marion, Story and Warren in Central Iowa

www.ridehirta.com | 2824 104th St. Urbandale, IA 50322 | 1 (877) 686-0029

Introduction

It is the intent of the Heart of Iowa Regional Transit Agency (HIRTA) to provide every opportunity for riders, citizens, elected officials, and other interested parties to be involved in decisions about the transit services HIRTA provides. The procedures outlined in this document ensure that the public has reasonable access to HIRTA's service plans and program documents, and has adequate opportunity to share their opinions and concerns about transit service in the region.

HIRTA Public Transit

Heart of Iowa Regional Transit Agency (Region 11) serves seven central Iowa counties, Boone, Dallas, Jasper, Madison, Marion, Story, and Warren, with a total population of 314,038 as of the 2020 census. The HIRTA Board consists of one Supervisor from each of the seven counties, Boone, Dallas, Jasper, Madison, Marion, Story, and Warren, appointed annually by their respective county Board of Supervisors.

Mission

Provide customer-focused community transportation with a commitment to excellence in safety and service promoting independent lifestyles for central Iowa residents.

Vision

To become the transit provider of choice making a positive difference by enhancing community livability through safe, innovative, sustainable regional transportation options and promoting independent lifestyles for central Iowa residents.

Goals

1. Inform and Educate the Public:

The public is kept informed and up to date through clear, accurate information about services shared via a variety of communication methods, including timely notice of changes that may affect riders. Services, policies, and programs are explained clearly, giving riders and community members the information needed to understand rural public transit in the region and provide informed feedback.

2. Reach out and build Connections:

The region's communities are invited to participate through ongoing outreach and engagement. New relationships with organizations and communities remain a continued priority.

3. Engage the public and encourage continued participation:

Communication with the public is a key element in developing goals and outcomes. New relationships continue to be built with organizations and communities that serve groups that have been traditionally under-represented. Regular board meetings are open to the public and include a public comment opportunity.

4. Evaluate public participation:

We regularly review our public engagement activities to ensure they remain effective, identify areas for improvement, and incorporate new or better outreach methods as they become available, helping HIRTA sustain best practices in public participation over time.

Principals

HIRTA follows four guiding principles to plan outreach and involve the public in decision-making. While each plan or program may call for its own specific approach, these principles guide all HIRTA's public engagement efforts:

1. Meet people where they are.
2. Provide flexible options for involvement.
3. Be a good community partner.
4. Consistently evaluate what does and doesn't work.

Public Involvement

Public Participation is an open process which seeks out and encourages early and continuous public involvement throughout the development of transportation plans and projects. As part of the transportation planning process, HIRTA encourages citizen input.

The Central Iowa Regional Transportation Planning Agency (CIRTPA) is committed to the availability of timely, complete information; to the notification of and public access to the decision-making process; and to ongoing public involvement throughout the transportation planning process including, but not limited to, the development of the Transportation Improvement Program (TIP). The Central Iowa Regional Transportation Planning Agency aims to identify methods for obtaining public input and encouraging public involvement in the transportation planning process. The TIP is the responsibility of CIRTPA.

Public Input

The methods described in the Public Participation Plan cover a range of ways in which HIRTA engages with its customers and the general public. HIRTA understands that decisions about budgets as well as reduction in services or increase in fares are of particular importance, and therefore HIRTA has the following guidelines when considering such changes:

- **Major Service Changes and Fare Changes**

HIRTA will solicit public input on major service reductions and fare changes. A major service reduction is defined as decreases that represent a net loss of fifty percent (50%) or more of total service miles or fifty percent (50%) or more of transit hours on any **system-wide service**. Major service reductions and fare changes will meet the following public input requirements:

- Changes will be published for public review and comment no less than 45 days before the proposed changes.
- A minimum of one public meeting(s) will be held to gather comments within 45 days of the published notice.
- Public comment is always welcome at regularly scheduled HIRTA Board meetings.
- A notice of the final changes will be posted within 15 days of implementation.
- The HIRTA Board of Directors will be given a verbal and/or written summary of public input and must approve all significant changes.

- **Annual Consolidated Transit Application**

A public hearing must be held for the annual consolidated transit funding application.

Iowa's Consolidated Transit Funding Application is used by all transit agencies to apply for State funds and Federal 5310, 5311 and 5339 funds. Any system applying for statewide 5339 capital funds must include its request in the consolidated application.

Outreach and Participation Efforts

HIRTA is committed to ensuring all Region 11 residents can access HIRTA meetings and are encouraged to share their input, with particular attention to those with limited access to public decision-making, including but not limited to LEP community members, minority populations, and low-income individuals.

As a recipient of federal funding, HIRTA will follow Federal Transit Administration (FTA) Title VI guidance by actively seeking and considering the viewpoints of these populations throughout its public outreach and engagement efforts.

Direct Communication Methods

The following is a range of methods HIRTA uses for sharing information.

- **HIRTA's website:** www.ridehirta.com is a primary source of information for riders and the public.
- **RSS Feed emails:** HIRTA's mass email subscription service sends updates to subscribers. Customers can sign up on HIRTA's website to receive these emails.
- **HIRTA Connection newsletter:** Subscribe at www.ridehirta.com/thehirtaconnection.
- **On-board flyers:** Posted in highly visible areas on all buses, flyers communicate directly with HIRTA riders.
- **Emails to partner agencies:** Notices, letters, announcements, and promotional materials are sent to key staff at partner agencies for distribution to their own email lists.
- **Press releases:** Distributed to HIRTA's media contact list, including local newspapers, the Des Moines Register, and local radio stations, to generate news coverage of HIRTA changes, meetings, and other updates. Press releases are also posted on the News page of HIRTA's website.
- **Partners' websites:** HIRTA shares information with partner agencies, including county and city websites across the region, to help reach riders and the public in each county served.
- **Public notices:** Published in the Des Moines Register, local newspapers when appropriate, on HIRTA's website, and at HIRTA's office.
- **Targeted markets:** Strategic marketing efforts are used at times to reach specific audience segments with tailored messages.
- **HIRTA's Facebook page:** Used to inform and interact with riders. Customers can contact HIRTA through Facebook and receive a response within one business day.
- **Transportation Advisory Groups (TAGs):** The HIRTA Transportation Advisory Group brings together community stakeholders and business representatives focused on advancing and improving public transportation. The TAG connects local communities, businesses, and agencies with HIRTA, offering local and regional input that helps shape HIRTA's Strategic Plan. Voting members represent any governmental entity located wholly or partially within HIRTA's region with a population of at least 1,000, ensuring informed, firsthand representation across the region.

Open Meeting

The HIRTA Board of Directors meets the 4th Thursday of each month at 9:00 a.m. at the HIRTA Central office, 2824 104th Street, Urbandale, IA. These meetings are open to the public and include an opportunity for the public to comment on items related to public transit.

The meeting agendas and minutes, along with information on how to attend are published on our website at www.ridehirta.com/board

In Summary

HIRTA's Public Participation Plan will direct the notification of the public, elected officials, committee members, state agencies and interested parties of the opportunity to provide and receive information and participate in dialogue concerning transportation in Heart of Iowa Regional Transit Agency (HIRTA) region.

HIRTA may modify public participation methods over time based on feedback from customers and the general public. This Participation Plan is a "living" document that will be updated periodically to reflect community preferences, changing demographics and transit services, as well as respond to new communication and outreach methods.

HIRTA

Limited English Proficiency (LEP) Plan

Heart of Iowa Regional Transit Agency

HIRTA serves the counties of Boone, Dallas, Jasper, Madison, Marion, Story and Warren in Central Iowa

2026



www.ridehirta.com | 2824 104th St., Urbandale, IA 50322 | 1-877-686-0029

Introduction

This Limited English Proficiency (LEP) policy guidance clarifies the responsibilities of recipients of federal financial assistance from the U.S. Department of Transportation (DOT) and helps them meet those responsibilities to persons with Limited English Proficiency. It was prepared in accordance with Title VI of the Civil Rights Act of 1964, 42 U.S.C. § 2000d et seq., and its implementing regulations, which provide that no person shall be subjected to discrimination on the basis of race, color, or national origin under any program or activity receiving federal financial assistance. The Heart of Iowa Regional Transit Agency shall take reasonable steps to ensure meaningful access to benefits, services, information, and other important portions of their programs and activities for individuals who are limited-English proficient (LEP).

Purpose

This LEP Plan demonstrates compliance with Title VI of the Civil Rights Act of 1964 and Executive Order 13166. It addresses persons who do not speak English as their primary language and who have a limited ability to read, write, speak, or understand English. Such individuals may be eligible for language assistance with respect to a particular service, benefit, or encounter.

This Plan examines the services provided by the Heart of Iowa Regional Transit Agency (HIRTA), outlining the accommodations currently in place for persons with LEP as well as additional accommodations that could or should be made to improve accessibility to these services.

HIRTA is committed to ensuring that no person is excluded from participation in, or denied the benefits of, its transit services based on race, color, or national origin. This Plan serves as a guide for HIRTA administration and management in carrying out LEP-related activities.

Four Factors to Formulate a LEP Plan

In determining how to provide effective and meaningful access for people with LEP, the U. S. Department of Transportation (DOT) has established the following four guidelines to consider in determining “reasonable steps” to be taken by HIRTA:

1) Demography Factor: The number or proportion of people with LEP served or encountered in the eligible service population
2) Frequency of Contact Factor: The frequency with which people with LEP encounter the services, programs, or activities provided
3) Importance Factor: The nature and importance of the services, programs, or activities
4) Resources Factor: The resources available to the program and the costs of providing interpretation/translation services

Four Factor Analysis

1) Demography Factor

HIRTA assessed data from the **2020 Census** on languages spoken at home and English-speaking ability in the United States. This data covers HIRTA's service area of Boone, Dallas, Jasper, Madison, Marion, Story, and Warren Counties.

The analysis shows that 92.48% of the population in HIRTA's region speaks only English. Of the remaining population, 2.41% speaks Spanish, 1.27% speaks Chinese, and 1.17% speaks other Indo-European languages. Spanish and Chinese speakers make up the two largest populations in the region who speak English less than "very well."

2) Frequency of Contact Factor

HIRTA assesses the frequency at which staff and drivers have or could possibly have contact with LEP individuals. This includes phone inquiries, driver interactions, and outreach or event participation.

People with LEP interact with HIRTA in the same ways as the general public when accessing transit services, including:

- Riding HIRTA and interacting with drivers
- Contacting HIRTA staff to schedule trips or request assistance
- Visiting the HIRTA office in person
- Attending public meetings and hearings
- Meeting with local human service agencies
- Getting schedule information by brochure, website, phone, or text
- Reporting a concern or compliment to HIRTA
- Completing a survey distributed by HIRTA

HIRTA tracks contacts with LEP individuals whenever a language barrier requires assistance. Over the past three years, telephone language assistance has been used more than 180 times to communicate with customers.

HIRTA regularly reminds staff of the language assistance services available to help communicate with customers with LEP, and contact information is posted in each staff member's work area. HIRTA tracks usage of language assistance through billing records.

3) Importance Factor

Transportation is vital for anyone accessing services across our seven-county region, particularly for individuals who are transit-dependent. This is especially significant in Perry, in Dallas County, where there is a dense concentration of Spanish speakers, making up **34.7% of the population.**

4) Resources Factor

HIRTA annually assesses the resources available to support LEP assistance, including:

- The cost of professional interpreter and/or translation services
- The cost of electronic translation applications and devices
- Which documents should be translated, based on the needs of the LEP population
- An inventory of local organizations HIRTA could partner with for outreach and translation efforts
- The level of staff training needed to meet these objectives

After analyzing these four factors, HIRTA monitors conditions and conducts outreach to LEP individuals to ensure meaningful access to its services and programs.

Table 1: Population Demographics in the HIRTA Region

County	Census Year	Total Population	White		Black or African Am.		Hispanic or Latino Origin		American Indian or Alaska Native		Asian		Other		Two or more Races	
Boone County	2020	26,715	24,943	93.4%	301	1.1%	709	2.7%	65	0.2%	100	0.4%	251	0.9%	1,055	3.9%
Dallas County	2020	99,678	83,359	83.6%	2,698	2.7%	6,515	6.5%	224	0.2%	5,009	5.0%	2594	2.6%	5,794	5.8%
Jasper County	2020	37,813	34,866	92.2%	703	1.9%	1,087	2.9%	124	0.3%	215	0.6%	409	1.1%	1,496	4.0%
Madison County	2020	16,548	15,609	94.3%	50	0.3%	316	1.9%	25	0.2%	85	0.5%	115	0.7%	664	4.0%
Marion County	2020	33,414	31,156	93.2%	292	0.9%	700	2.1%	69	0.2%	401	1.2%	238	0.7%	1,258	3.8%
Story County	2020	98,537	81,046	82.2%	3,019	3.1%	5,032	5.1%	324	0.3%	5,461	5.5%	2675	2.7%	6,012	6.1%
Warren County	2020	52,403	48,539	92.6%	455	0.9%	1,658	3.2%	98	0.2%	383	0.7%	548	1.0%	2,380	4.5%
HIRTA Region		365,108	319,518		7,518		16,017		929		11,654		6,830		18,659	

Table 2: Individuals with Limited English Proficiency (LEP) in the HIRTA Region

Language Spoken	Boone County	Dallas County	Jasper County	Madison County	Marion County	Story County	Warren County	TOTAL REGION	Safe Harbor Provision %
	Estimate	Estimate	Estimate	Estimate	Estimate	Estimate	Estimate		
Total:	24,927	83,553	34,969	15,295	31,317	92,954	47,811	330,826	
Speak only English	24,289	74,222	33,574	14,830	30,423	82,026	46,580	305,944	92.48%
Spanish:	483	3,736	558	259	460	1,902	568	7,966	2.41%
Speak English "very well"	310	2,076	319	242	334	1,431	435	5,147	1.56%
Speak English less than "very well"	173	1,660	239	17	126	471	133	2,819	0.85%
French, Haitian, or Cajun:	18	264	65	0	31	147	7	532	0.16%
Speak English "very well"	18	195	34	0	31	127	7	412	0.12%
Speak English less than "very well"	0	69	31	0	0	20	0	120	0.04%
German or other West Germanic languages:	17	181	75	71	136	467	94	1,041	0.31%
Speak English "very well"	17	160	69	33	72	467	28	846	0.26%
Speak English less than "very well"	0	21	6	38	64	0	66	195	0.06%
Russian, Polish, or other Slavic languages:	79	473	38	0	22	246	250	1,108	0.33%
Speak English "very well"	79	202	38	0	9	199	167	694	0.21%
Speak English less than "very well"	0	271	0	0	13	47	83	414	0.13%
Other Indo-European languages:	40	1,849	84	131	18	1,616	132	3,870	1.17%
Speak English "very well"	40	1,296	33	131	18	1,327	112	2,957	0.89%
Speak English less than "very well"	0	553	51	0	0	289	20	913	0.28%
Korean:	0	80	0	0	32	616	0	728	0.22%
Speak English "very well"	0	0	0	0	16	255	0	271	0.08%
Speak English less than "very well"	0	80	0	0	16	361	0	457	0.14%
Chinese (incl. Mandarin, Cantonese):	0	450	108	0	10	3,637	10	4,215	1.27%
Speak English "very well"	0	221	63	0	10	1,462	0	1,756	0.53%
Speak English less than "very well"	0	229	45	0	0	2,175	10	2,459	0.74%
Vietnamese:	0	239	20	4	0	556	104	923	0.28%
Speak English "very well"	0	89	5	4	0	184	57	339	0.10%
Speak English less than "very well"	0	150	15	0	0	372	47	584	0.18%
Tagalog (incl. Filipino):	0	93	9	0	66	249	0	417	0.13%
Speak English "very well"	0	70	7	0	42	200	0	319	0.10%
Speak English less than "very well"	0	23	2	0	24	49	0	98	0.03%
Other Asian and Pacific Island languages:	1	1,202	30	0	107	930	66	2,336	0.71%
Speak English "very well"	0	1,091	30	0	88	724	66	1,999	0.60%
Speak English less than "very well"	1	111	0	0	19	206	0	337	0.10%
Arabic:	0	474	240	0	0	189	0	903	0.27%
Speak English "very well"	0	332	89	0	0	152	0	573	0.17%
Speak English less than "very well"	0	142	151	0	0	37	0	330	0.10%
Other and unspecified languages:	0	290	168	0	12	373	0	843	0.25%
Speak English "very well"	0	81	153	0	12	191	0	437	0.13%
Speak English less than "very well"	0	209	15	0	0	182	0	406	0.12%

Safe Harbor Provision:

The U.S. DOT's LEP guidance references the Department of Justice's Safe Harbor Provision, which outlines circumstances that can provide a "safe harbor" for recipients regarding the translation of written materials for populations with LEP.

In short, the Safe Harbor Provision recommends a written translation of vital documents for each eligible LEP language group that constitutes 5% or 1,000 persons, whichever is less. It also adds the translation of non-vital documents, if needed, can be provided orally. Translations of vital documents for each eligible LEP language group that constitutes 5% or 1,000, whichever is less, of the population of persons eligible to be served or likely to be affected or encountered. This safe harbor provision applies to the translation of written documents only. It does not affect the requirement to provide meaningful access to individuals with LEP through competent interpreters where oral language services are needed and reasonable.

Table 2 provides a detailed breakdown of all the language group populations, as defined in the American Community Survey.

Two language groups within HIRTA's seven county region met the above Safe Harbor Provision criteria.

Spanish and Chinese (including Mandarin & Cantonese). Although these groups constituted less than 5% of the total population, greater than 1,000 people fell within these 2 groups.

See Figure 1 for a map summarizing limited English proficiency populations by census tract within the AAMPO region.

In the HIRTA region, those who are Spanish-speaking LEP constitute the 5% or 1,000 persons of population threshold for which written

translations of vital documents should be provided to meet the safe harbor standard.

HIRTA complies with the Safe Harbor Provision, as evidenced by the number of documents available in the Spanish language.

With respect to Title VI information, the following are available in Spanish:

- FTA Title VI Program
- HIRTA Brochure
- HIRTA Service Policies
- Limited English Proficiency (LEP) Plan
- Public Participation Plan
- Reasonable Modification Complaint
- Reasonable Modification Policy
- Reasonable Modification Request
- Title VI Nondiscrimination Notification
- Title VI Complaint Form
- Title VI Complaint Process
- Welcome Packet

The 2020 American Community Survey data includes Chinese (including Mandarin and Cantonese) as a new language population group within HIRTA's region.

HIRTA has determined there have been no reports of language difficulty or requests from riders for alternative language translation in Chinese. However, in 2027 HIRTA will begin translating vital documents such as the Title VI Complaint Forms, the Title VI reporting process, brochure and service policies, into Chinese as required by the Safe Harbor provision.

Figure 1



Identify Need for Language Assistance

Below are tools to help identify individuals who may need language assistance:

- Network with local human service organizations (such as Social Services and Public Health) to help identify LEP groups and individuals most in need of assistance, and to help distribute information about HIRTA's transit services
- Network with local faith-based and community-based organizations to help identify LEP groups and individuals most in need of assistance, and to help distribute information about HIRTA's transit services
- Review requests for language assistance from past meetings and events to anticipate possible needs at upcoming meetings
- When an interpreter is needed, staff will attempt to access language assistance services from a professional service if we don't have someone on staff available.

HIRTA Staff Training

HIRTA provides all staff with a copy of the LEP Plan and trains them on the procedures to follow. This training is part of the new hire orientation process and covers the following topics:

- Understanding Title VI policy and LEP responsibilities
- HIRTA's language assistance services and how to use them
- How to document language assistance requests
- How to handle a Title VI and/or LEP complaint

Should the need arise for additional staff in the future, HIRTA will consider candidates with bilingual capabilities.

Outreach Techniques

HIRTA currently uses a variety of outreach approaches, described below:

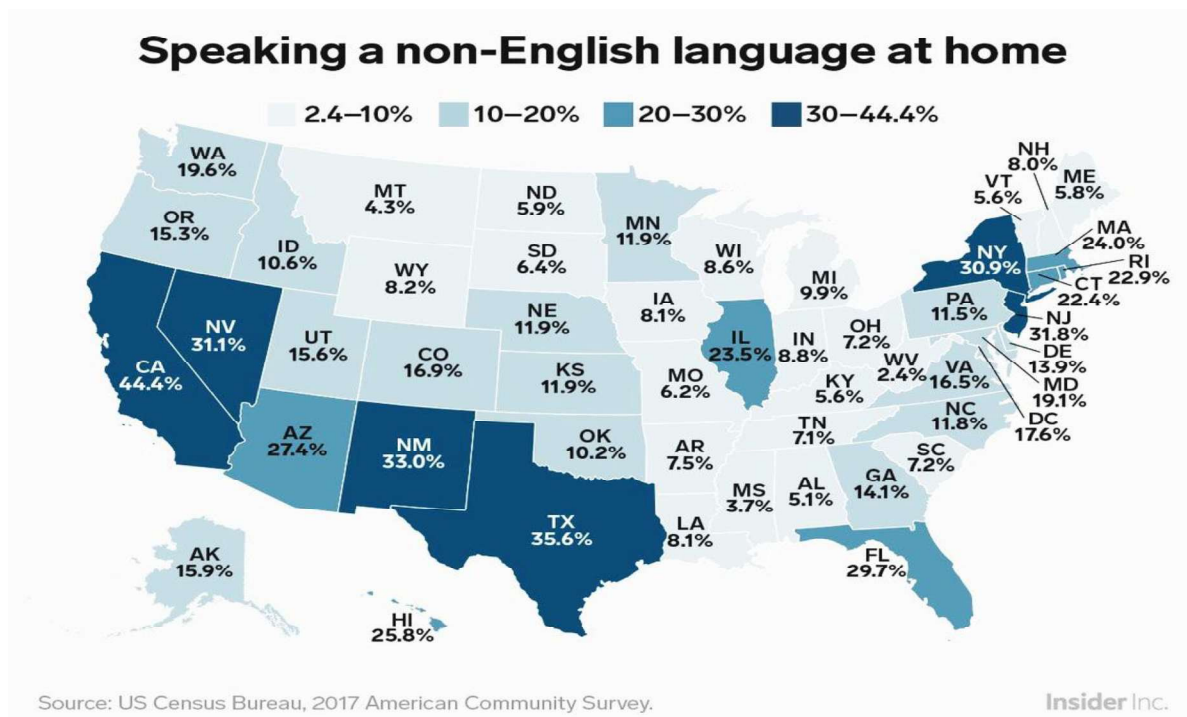
- When staff know they will present a topic of potential importance to a person with LEP or will host a meeting or workshop in a location with a known concentration of individuals with LEP, meeting notices, fliers, advertisements, and agendas will be printed in an alternative language based on the known LEP population in that area.
- Interpreters are made available as needed.
- Key print materials, including but not limited to brochures and the rider's guide, are translated and made available in communities where a specific, concentrated LEP population has been identified and/or where a request has been made. HIRTA currently has materials available in Spanish.
- HIRTA participates in community activities that promote its transit services. These activities give a broad cross-section of the community access to transit information, including brochures and fliers.
- HIRTA has one bilingual staff member to better serve Spanish-speaking customers.



Monitoring and Updating the LEP Plan

This plan is designed to be flexible and is one that can be easily updated. At a minimum, HIRTA will follow the Title VI Program update schedule for the LEP Plan. Each update should examine all components of the Plan, including:

- Contact information for individuals with LEP
- How the needs of individuals with LEP have been addressed
- The current LEP populations in the service area or encountered by HIRTA
- Whether the need for translation services has changed
- The frequency of encounters with LEP language groups
- Available resources, potential sources of additional resources, and associated costs
- Staff knowledge and understanding of the LEP Plan, language assistance resources, and how to serve individuals with LEP
- Whether previously identified sources of assistance remain available
- Whether local language assistance programs have been effective and sufficient to meet need
- Whether HIRTA's financial resources are sufficient to fund the language assistance needed
- Whether HIRTA has fully complied with the goals of this LEP Plan
- Whether any complaints have been received regarding HIRTA's services failing to meet the needs of individuals with LEP
- Whether HIRTA's available resources, such as technology, staff, and funding, have changed



Review Results:

- Reviewed and updated LEP Plan 09/24/2026
- HIRTA believes it has fully complied with the goals of the previous LEP Plan.
- There have been no complaints from individuals with LEP over the past three years.

Since the last Title VI update, following data has been compiled:

Documented count of contacts with LEP individuals:	250
Use of interpretive over the phone language services:	187
Determination if interpretative services have been effective and sufficient to meet the needs:	HIRTA has determined that its current interpretive services have been effective and sufficient in meeting the needs of the LEP population it has served to date. This determination is based on our experience in providing these services and the absence of complaints or reported barriers to access. HIRTA will continue to monitor language assistance needs and will update its services as necessary if the LEP population within its service area changes or if gaps in access are identified.

Dissemination of the HIRTA Limited English Proficiency Plan

Copies of the LEP Plan are available to anyone who requests them by phone, in person, mail, or email. Individuals with limited English proficiency may also request a copy of the plan in another language. The plan is also available on our website at www.ridehirta.com

Any questions or comments regarding this plan should be directed to the CEO.

For information about this Plan, contact:

Julia Castillo, CEO
 2824 104th Street
 Urbandale, IA 50322
 Phone: 515-309-9281
 Email: jcastillo@ridehirta.com

Exhibit 4

Exhibit 4

Exhibit 4

Exhibit 4

Exhibit 4

Exhibit 4

Exhibit 4

Exhibit 4

Exhibit 4

Exhibit 4

Exhibit 4

Exhibit 4

Exhibit 4

HEALTH CONNECTOR ACCELERATOR

The ITS4US Deployment Accelerator Program, led by the ITS Joint Program Office in coordination with the Federal Transit Administration and Office of the Secretary of Transportation, is designed to replicate successful, real-world intelligent transportation system deployments. The program will provide up to five awardees with approximately 18 months of support, including a 12-month deployment period and six months for documentation. The current focus is on replicating the HIRTA Health Connector, providing selected communities with proven open-source technology, technical expertise, tested partnerships, peer support, and implementation guidance. With awards estimated at up to \$325,000 per site and no anticipated cost share requirement.

Under the purchase order/agreement with USDOT, HIRTA and our project team would serve in a technical advisory role. Flexlynqs would serve as a subcontractor, with its fees reimbursed by USDOT at 100% of cost. HIRTA staff time, specifically Brooke and Danny, would be reimbursed at a consulting rate. There would be no cost share required from HIRTA.

The purchase order would provide HIRTA with \$382,460 in total project funds, of which \$99,080 would support HIRTA staff providing technical assistance.

Staff recommendation: Approve USDOT Purchase Order for ITS4US Deployment Accelerator Pilot Technical Assistance Services.

ITS4US Deployment Accelerator Program

Program at a Glance

ITS JPO funds large-scale real-world ITS deployments and is looking to replicate those successes.

Led by: ITS JPO in coordination with FTA and OST-R

Focus: Health Connector replication

Awards: Up to 5

Period of Performance: 18 months

Deployment Period: 12 months

Documentation Period: 6 months following deployment

Solicitation: Expected FY2026



Benefits to Awardees



Technical Support

Direct access to technical expertise from the HIRTA Health Connector team



Tested Technology

Proven open-source code ready to deploy
Available on ITS CodeHub today



Peer Cohort

Structured knowledge sharing across all awardee sites

The Bottom Line Awardees enter with working code, tested partnerships, peer support, and expert guidance - dramatically reducing deployment risk, cost, and timeline compared to starting from scratch

Eligibility

Who can Apply?

Any U.S. based:

- Public agency
- Private company
- Non-profit organization
- Academic institution

Every Proposed Team Must Include:

Mobility Services
Operator/Provider

Software
Integrator

Healthcare
Partner
(Public/Private)

Note: Teams implementing MOD-Medicaid
middleware should also include a Medicaid
Transportation Broker partner

Funding Cost & Share Requirements



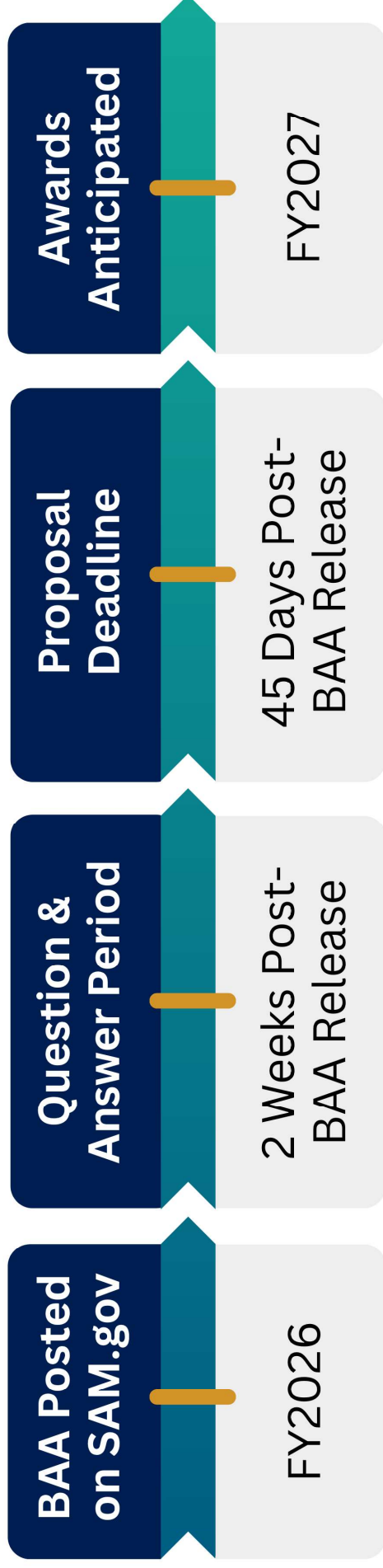
Estimated Level of Effort: Expected to vary depending on the scope of the proposed deployments.

Estimates up to \$325,000 per site for up to five sites



Cost Sharing and Matching: Estimated no cost share required to complete contractual deliverables

Broad Agency Announcement (BAA) Procurement Timeline



Next Steps & Key Dates

Key Dates to Remember

BAA POSTED

FY2026

QUESTION AND ANSWER PERIOD

2 weeks Post-BAA release

PROPOSALS DUE

45 days Post-BAA release

ANTICIPATED AWARD

FY2027

Next Steps for Potential Applicants:

1. **Review Health Connector Resources -**
Explore the open-source code, project documentation, and evaluation data available today
2. **Start Building Your Team -** Identify your Mobility Services Operator, Healthcare Partner, and Software Integrator now - do not wait for the BAA to be released
3. **Monitor SAM.gov -** Watch for the Final BAA posting in 2026 sam.gov
4. **Follow the ITS4US Deployment Accelerator Program -** Stay up to date on program news, webinars, and solicitation updates



ITS4US
Website



ITS4US Deployment
Accelerator Webpage

ORDER FOR SUPPLIES OR SERVICES							PAGE 1	OF 1	PAGES 19
IMPORTANT: Mark all packages and papers with contract and/or order numbers.									
1. DATE OF ORDER 09 17 2026		2. CONTRACT NO. (If any)			6. SHIP TO:				
					a. NAME OF CONSIGNEE ELINA LOTCHEN O, 202-366-1697				
3. ORDER NO. 693JJ326P000023		4. REQUISITION/REFERENCE NO. HOIT260037PR							
5. ISSUING OFFICE (Address correspondence to) FEDERAL HIGHWAY ADMINISTRATION OFFICE OF ACQUISITION AND GRANTS MANAGEMENT 1200 NEW JERSEY AVENUE, SE WASHINGTON DC 20590-0001					b. STREET ADDRESS FEDERAL HIGHWAY ADMINISTRATION INTELLIGENT TRANSPORTATION SYSTEMS JPO 1200 NEW JERSEY AVENUE, SE				
					c. CITY WASHINGTON		d. STATE DC		e. ZIP CODE 22101
7. TO: JULIA CASTILLO					f. SHIP VIA DESTINATION				
a. NAME OF CONTRACTOR HEART OF IOWA REGIONAL TRANSIT AGENCY									
					8. TYPE OF ORDER				
b. COMPANY NAME					☒ a. PURCHASE			☐ b. DELIVERY	
c. STREET ADDRESS 2824 104TH STREET					REFERENCE YOUR: QUOTE DATED			Except for billing instructions on the reverse, this delivery order is subject to instructions contained on this side only of this form and is issued subject to the terms and conditions of the above-numbered contract.	
					SEPTEMBER 1, 2026				
d. CITY URBANDALE		e. STATE IA	f. ZIP CODE 50322-3813		Please furnish the following on the terms and conditions specified on both sides of this order and on the attached sheet, if any, including delivery as indicated.				
9. ACCOUNTING AND APPROPRIATION DATA SEE SCHEDULE					10. REQUISITIONING OFFICE INTELLIGENT TRANSPORTATION SYSTEMS				
11. BUSINESS CLASSIFICATION (Check appropriate box(es)) ☐ a. SMALL ☒ b. OTHER THAN SMALL ☐ c. DISADVANTAGED ☐ d. WOMEN-OWNED ☐ e. HUBZone ☐ f. SERVICE-DISABLED VETERAN-OWNED ☐ g. WOMEN-OWNED SMALL BUSINESS (WOSB) ELIGIBLE UNDER THE WOSB PROGRAM ☐ h. EDWOSB								12. F.O.B. POINT DESTINATION	
13. PLACE OF a. INSPECTION DESTINATION		b. ACCEPTANCE DESTINATION	14. GOVERNMENT B/L NO.		15. DELIVER TO F.O.B. POINT ON OR BEFORE (Date) 09 17 2028			16. DISCOUNT TERMS PROMPT NET 30	
17. SCHEDULE (See reverse for Rejections)									
ITEM NUMBER (a)	SUPPLIES OR SERVICES (b)				QUANTITY ORDERED (c)	UNIT (d)	UNIT PRICE (e)	AMOUNT (f)	QUANTITY ACCEPTED (g)
	UEI: EY6CSJBGGM25 The Contractor must provide the Federal Highway Administration (FHWA) with ITS4US Deployment Accelerator Pilot Technical Assistance as Continued...								
SEE BILLING INSTRUCTIONS ON REVERSE		18. SHIPPING POINT		19. GROSS SHIPPING WEIGHT		20. INVOICE NO.		17(h) TOTAL (Cont. pages) \$382,460.00 17(i) GRAND TOTAL \$382,460.00	
		21. MAIL INVOICE TO:							
		a. NAME FHWA Delphi eInvoicing System							
		b. STREET ADDRESS (or P.O. Box) https://einvoice.esc.gov							
		c. CITY		d. STATE	e. ZIP CODE				
22. UNITED STATES OF AMERICA BY (Signature) JASON DAVID MOTALA					23. NAME (Typed) JASON MOTALA TITLE: CONTRACTING/ORDERING OFFICER				

**ORDER FOR SUPPLIES OR SERVICES
SCHEDULE - CONTINUATION**

PAGE NUMBER

PAGE 2 OF 19

IMPORTANT: Mark all packages and papers with contract and/or order numbers.

DATE OF ORDER	CONTRACT NUMBER	ORDER NUMBER
09/17/2026		693JJ326P000023

ITEM NUMBER (a)	SUPPLIES OR SERVICES (b)	QUANTITY ORDERED (c)	UNIT (d)	UNIT PRICE (e)	AMOUNT (f)	QUANTITY ACCEPTED (g)
	described in the attached Statement of objectives and vendor quote dated September 1, 2026, in response to request for quote (RFQ) 693JJ326Q000028. Contracting Officer Representative: Ms. Elina Zlotchenko 202-366-1697 elina.zlotchenko@dot.gov Accounting Info: 15X1447060.0000.021VT20675.2101000000.25305. 61006600.0000000000.0000000000.0000000000.00 00000000 Period of Performance: 09/18/2026 to 09/17/2028					
00101	ITS4US Deployment Accelerator Pilot Technical Assistance Pricing: Labor Hour Period of Performance: 09/18/2026 - 09/17/2028				361,700.00	
00201	Travel Not to exceed \$20,760.00 Pricing: Cost Reimbursable Period of Performance: 09/18/2026 - 09/17/2028				20,760.00	

TOTAL CARRIED FORWARD TO 1ST PAGE (ITEM 17h)

▶ \$382,460.00

STATEMENT OF OBJECTIVES

ITS4US Deployment Accelerator Pilot Technical Assistance

1.0 Purpose

The Intelligent Transportation Systems (ITS) Joint Program Office (JPO) looks to accelerate the replication of innovative technology solutions developed by large-scale deployment projects that it sponsors. ITS JPO believes that successful demonstration of these solutions by multiple agencies validates the technology's maturity and readiness for broader implementation across the industry.

The purpose of this solicitation is to award a knowledge and technology transfer (KTT) purchase order to provide technical support to up to five (5) separately awarded operational pilots that will test integrated technology solutions developed and deployed by the ITS4US Deployment Program. Each pilot site will develop, test, and deploy solutions modeled on ITS4US deployment project documentation and its associated open-source software. In addition, the sites will receive U.S. Department of Transportation (USDOT) funded technical support designed to accelerate implementation. The sites can build faster, better, and cheaper by launching related efforts together, and use the insight of peers who have recently succeeded in addressing similar challenges.

The vendor will provide KTT support to a deployer cohort where they provide technical expertise to enable the cohort members to rapidly replicate and adapt the HIRTA Health Connector components in their own communities. The vendor will also provide technical review and comment on technical documents developed by the pilot sites.

This acquisition will support Federal Highway Administration's mission of improving safety and mobility on our nation's highways through national leadership, innovation, and program delivery.

2.0 Background

The ITS JPO collaborates across modal administrations to coordinate and plan the USDOT's multimodal ITS technology research program. This program improves transportation safety, mobility, efficiency, and enhancing productivity through the integration of innovative technologies into the nation's transportation system.

The ITS JPO delivers large-scale ITS deployment programs (e.g., ITS4US, V2X Accelerator, and Connected Vehicle Pilots) addressing key transportation challenges and enhancing safety, efficiency, and mobility. These programs develop, test, and deploy mature and emerging transportation technologies to operate at full-scale in real-world settings. These successful deployments also serve as replicable models that others can use to solve similar transportation challenges in their own localities more rapidly, and at lower cost and risk.

ITS JPO historically focused efforts to encourage replication of deployment successes on public outreach and publishing documentation, data, and code developed by the projects. Now, ITS JPO is looking to more proactively encourage replication and deployment through activities such as the Cohorts program which established a collaborative environment for vehicle-to-everything (V2X) deployers. However, engaging with various localities in different stages of the project/deployment life-cycle constrains the ability to expedite follow-on deployment.

Aligned with the DOT's priority of advancing innovation, the ITS4US Deployment Accelerator Pilot program aims to demonstrate the replicability of successful ITS4US deployment components, accelerated by knowledge and technology transfer. This acquisition will fund the ITS4US HIRTA deployment team to provide technical support to up to five deployment teams to replicate the successful components of the HIRTA Health Connector to improve healthcare accessibility in their own communities.

In 2020, FHWA awarded the first phase of its ITS4US Deployment Program (BAA 693JJ3-20-BAA-0004). The first phase enabled communities to showcase innovative business partnerships, technologies and practices that promote independent mobility for all. The five awardees were:

- Heart of Iowa Regional Transit Agency (HIRTA), Public agency/Other than Small
- Georgia Department of Transportation, Public agency/Other than Small
- Niagara Frontier Transportation Authority, Public agency/Other than Small
- University of Washington, University/Other than Small
- California Association of Coordinated Transportation (CALACT), Public agency/Other than Small (not selected to continue in Phase 2/3)

In 2022, four of the awardees were selected to continue development toward deployment in Phase 2 and 3, in response to NOFO 693JJ322NF00001. In particular, the HIRTA Health Connector pilot deployment was selected as part of USDOT's strategy to support accessibility across all modes of transportation for all travelers. The third phase of ITS4US Deployment Program will expire on May 9, 2027.

ITS4US Deployment Accelerator Pilot program will serve as a Proof-of-Concept (based on the recent, successful HIRTA Health Connector deployment) for systematically replicating successful technology deployments across multiple locations nationwide. By creating a structured mechanism for knowledge transfer and deployment acceleration, this project aims to maximize the USDOT's return on investment from successful innovations. This project aims to remove inefficiencies resulting from jurisdictions pursuing independent development by following the successful path charted by the recent, successful ITS4US HIRTA Health Connector deployment.

This initiative will establish a framework for rapidly scaling proven solutions by:

- Leveraging established best practices from successful deployments
- Creating direct knowledge transfer channels between successful and follow on deployers
- Providing coordinated technical support and seed funding to accelerate adoption

If successful, this model could transform how innovations scale nationally, ensuring ITS JPO investments in successful programs generate maximum return through efficient replication across the country.

3.0 Scope

The vendor must provide project management for their own project and technical support for up to five (5) ITS4US Deployment Accelerator sites that will deploy integrated technologies adapted from the successful HIRTA Health Connector Project, that provide enhanced transportation access to healthcare.

The vendor must demonstrate expertise in:

- Project management services
- Technical support services to enable replicable implementation of the ITS4US HIRTA Health Connector products
- Open-source software management
- Technical Subject matter expertise to review ITS4US Deployment Accelerator documentation
- Knowledge and Technical Transfer (KTT) services of ITS4US products

4.0 Performance objectives (required results)

- The vendor must provide project management services that provide regular updates to the Government through monthly progress reporting, status meetings, and project kick-off and closeout activities.
- The vendor must provide technical support services to the ITS4US Deployment Accelerator sites.
 - Review and comment on ITS Accelerator sites' Operational Concepts to improve the quality of those documents.
 - Plan and facilitate a 12-month series of cohort meetings to support them in replicating the HIRTA ITS4US deployment.
 - Host weekly "office hours" to allow the ITS4US Accelerator sites to bring technical troubleshooting questions.
 - Maintain an open-source code repository and associated documentation. Updates will be made based on feedback from ITS4US Accelerator sites.
 - Participate (in-person or virtually) in deployment demonstrations for each of the ITS4US Accelerator sites and document feedback and assessment of sites' implementation demonstrated.
 - Review and comment on ITS Accelerator sites' Concept Development, Demonstration Plan, and Impacts and Lessons Learned reports to improve the quality of those documents.

5.0 Type of Contract Contemplated

Time and materials / Labor Hour purchase order.

6.0 Period of Performance

Period of Performance: 09/18/2026 - 09/17/2028

7.0 Place of Performance

The work will be performed entirely at the contractor's facility (off site).

8.0 Government information

No government information is expected to be included in this acquisition.

9.0 Government property/equipment

No government property or equipment is expected to be included in this acquisition.

10.0 Required nongovernment information/documents

No required nongovernment information is expected to be included in this acquisition.

11.0 Other addenda

The contractor is required to meet ITS JPO requirements for invoicing, schedules and project reporting, and deliverables.

11.1 Travel

The contractor may need to travel to support the ITS4US Accelerator site demonstrations in person. The government estimates that there will be up to eight (8) trips [two per awarded site], for 2 days and 1 night, for up to two people. Travel is cost reimbursable.

11.2 Public Access

The contractor must ensure that all code developed under this procurement is released as open-source code and made discoverable on the ITS CodeHub website (<https://www.its.dot.gov/code/>) by the end of the contract. They must apply the least-restrictive Creative Commons license to the code possible.

All updates to documentation related to the code should be made available to the public as part of the open-source code repository.

11.3 Section 508 compliance

The contractor must ensure that all deliverables that are expected to be published on the ITS JPO website or US DOT's National Transportation Library will be submitted as Section 508 compliant Portable Document Format (PDF) files in the current ITS JPO report template, as directed by the technical point of contact (TPOC). These files will be created after the COR approves the final content in an editable document format.

12.0 Contractor-Provided Draft Quality Assurance Surveillance Plan

N/A

13.0 Meetings

For all meetings, the contractor must be responsible for providing meeting materials and administrative/facilitation support. Meetings will be conducted through an alternative method of communication (such as a teleconference), as approved by the TPOC.

13.1 Post-Award Kickoff Meeting

Within 10 business days after contract award, the government will conduct a post-award kickoff meeting via teleconference (specific date and time to be mutually agreed upon).

13.2 Monthly Project Status Reviews

Monthly status meetings to be conducted specific date and time to be mutually agreed upon. The contractor is responsible for reporting the previous month's activities (including any risks, issues, or concerns, and actual or recommended actions for their mitigation), and projected activities for the following month.

14.0 Glossary of Abbreviations and Acronyms

All acronyms are defined at first use

FEDERAL ACQUISITION REGULATION (FAR) AND TRANSPORTATION ACQUISITION REGULATION (TAR) CLAUSES

FAR CLAUSES INCORPORATED BY REFERENCE

52.252-2 -- Clauses Incorporated by Reference (Feb 1998)

This contract incorporates one or more clauses by reference, with the same force and effect as if they were given in full text. Upon request, the Contracting Officer will make their full text available. Also, the full text of a clause may be accessed electronically at <http://www.acquisition.gov/far>

- 52.204-18 Commercial and Government Entity Code Maintenance (Aug 2020)**
- 52.212-4 Alt 1. Contract Terms and Conditions - Commercial Items (Nov 2021)**
- 52.222-21 Prohibition of Segregated Facilities (Apr 2015)**
- 52.232-40 Providing Accelerated Payments to Small Business Subcontractors (Mar 2023)**

TAR CLAUSES INCORPORATED BY REFERENCE

The following Transportation Acquisition Regulation (TAR) clauses are incorporated by reference. The full text of the clauses can be accessed electronically at <https://www.acquisition.gov/tar>

- 1252.222-70 Strikes or Picketing Affecting Timely Completion of the Contract Work (Nov 2022)**
- 1252.223-71 Accident and Fire Reporting (Nov 2022)**
- 1252.223-73 Seat Belt Use Policies and Programs (Nov 2022)**
- 1252.237-73 Key Personnel (Nov 2022)**
- 1252.242-72 Dissemination of Contract Information (Nov 2022)**

FAR & TAR CLAUSES IN FULL TEXT

52.212-5 Contract Terms and Conditions Required To Implement Statutes or Executive Orders—Commercial Products and Commercial Services. (Mar 2026)

(a) The Contractor shall comply with the following Federal Acquisition Regulation (FAR) clauses, which are incorporated in this contract by reference, to implement provisions of law or Executive orders applicable to acquisitions of commercial products and commercial services:

(1) 52.203-19, Prohibition on Requiring Certain Internal Confidentiality Agreements or Statements (Jan 2017) (section 743 of Division E, Title VII, of the Consolidated and Further Continuing Appropriations Act, 2015 (Pub. L. 113-235) and its successor provisions in subsequent appropriations acts (and as extended in continuing resolutions)).

(2) 52.204-23, Prohibition on Contracting for Hardware, Software, and Services Developed or

Provided by Kaspersky Lab Covered Entities (Dec 2023) (Section 1634 of Pub. L. 115-91).

(3) 52.204-25, Prohibition on Contracting for Certain Telecommunications and Video Surveillance Services or Equipment. (Nov 2021) (Section 889(a)(1)(A) of Pub. L. 115-232).

(4) 52.209-10, Prohibition on Contracting with Inverted Domestic Corporations (Nov 2015).

(5) 52.232-40, Providing Accelerated Payments to Small Business Subcontractors (Mar 2023) (31 U.S.C. 3903 and 10 U.S.C. 3801).

(6) 52.233-3, Protest After Award (Aug 1996) (31 U.S.C. 3553).

(7) 52.233-4, Applicable Law for Breach of Contract Claim (Oct 2004) (Public Laws 108-77 and 108-78 (19 U.S.C. 3805 note)).

(b) The Contractor shall comply with the FAR clauses in this paragraph (b) that the Contracting Officer has indicated as being incorporated in this contract by reference to implement provisions of law or Executive orders applicable to acquisitions of commercial products and commercial services:

___ (1) 52.203-6, Restrictions on Subcontractor Sales to the Government (Jun 2020), with Alternate I (Nov 2021) (41 U.S.C. 4704 and 10 U.S.C. 4655).

___ (2) 52.203-13, Contractor Code of Business Ethics and Conduct (Nov 2021) (41 U.S.C. 3509)).

___ (3) 52.203-15, Whistleblower Protections under the American Recovery and Reinvestment Act of 2009 (Jun 2010) (Section 1553 of Pub. L. 111-5). (Applies to contracts funded by the American Recovery and Reinvestment Act of 2009.)

___ (4) 52.203-17, Contractor Employee Whistleblower Rights (Nov 2023) (41 U.S.C. 4712); this clause does not apply to contracts of DoD, NASA, the Coast Guard, or applicable elements of the intelligence community—see FAR 3.900(a).

X (5) 52.204-10, Reporting Executive Compensation and First-Tier Subcontract Awards (Jun 2020) (Pub. L. 109-282) (31 U.S.C. 6101 note).

___ (6) [Reserved].

___ (7) 52.204-14, Service Contract Reporting Requirements (Oct 2016) (Pub. L. 111-117, section 743 of Div. C).

___ (8) 52.204-15, Service Contract Reporting Requirements for Indefinite-Delivery Contracts (Oct 2016) (Pub. L. 111-117, section 743 of Div. C).

X (9) 52.204-27, Prohibition on a ByteDance Covered Application (Jun 2023) (Section 102 of Division R of Pub. L. 117-328).

___ (10) 52.204-28, Federal Acquisition Supply Chain Security Act Orders—Federal Supply Schedules, Governmentwide Acquisition Contracts, and Multi-Agency Contracts. (Dec 2023) (Pub. L. 115–390, title II).

___ (11) (i) 52.204-30, Federal Acquisition Supply Chain Security Act Orders—Prohibition. (Dec 2023) (Pub. L. 115–390, title II).

___ (ii) Alternate I (Dec 2023) of 52.204-30.

X (12) 52.209-6, Protecting the Government's Interest When Subcontracting With Contractors Debarred, Suspended, Proposed for Debarment, or Voluntarily Excluded. (Jan 2025) (31 U.S.C. 6101 note).

- ___ (13) 52.209-9, Updates of Publicly Available Information Regarding Responsibility Matters (Oct 2018) (41 U.S.C. 2313).
- ___ (14) [Reserved].
- ___ (15) 52.219-3, Notice of HUBZone Set-Aside or Sole-Source Award (Oct 2022) (15 U.S.C. 657a).
- ___ (16) 52.219-4, Notice of Price Evaluation Preference for HUBZone Small Business Concerns (Oct 2022) (if the offeror elects to waive the preference, it shall so indicate in its offer) (15 U.S.C. 657a).
- ___ (17) [Reserved]
- ___ (18) (i) 52.219-6, Notice of Total Small Business Set-Aside (Nov 2020) (15 U.S.C. 644).
- ___ (ii) Alternate I (Mar 2020) of 52.219-6.
- ___ (19) (i) 52.219-7, Notice of Partial Small Business Set-Aside (Nov 2020) (15 U.S.C. 644).
- ___ (ii) Alternate I (Mar 2020) of 52.219-7.
- ___ (20) 52.219-8, Utilization of Small Business Concerns (Jan 2025)(15 U.S.C. 637(d)(2) and (3)).
- ___ (21) (i) 52.219-9, Small Business Subcontracting Plan (Jan 2025) (15 U.S.C. 637(d)(4)).
- ___ (ii) Alternate I (Nov 2016) of 52.219-9.
- ___ (iii) Alternate II (Nov 2016) of 52.219-9.
- ___ (iv) Alternate III (Jun 2020) of 52.219-9.
- ___ (v) Alternate IV (Jan 2025) of 52.219-9.
- ___ (22) (i) 52.219-13, Notice of Set-Aside of Orders (Mar 2020) (15 U.S.C. 644(r)).
- ___ (ii) Alternate I (Mar 2020) of 52.219-13.
- ___ (23) 52.219-14, Limitations on Subcontracting (Oct 2022) (15 U.S.C. 657s).
- ___ (24) 52.219-16, Liquidated Damages—Subcontracting Plan (Sep 2021) (15 U.S.C. 637(d)(4)(F)(i)).
- ___ (25) 52.219-27, Notice of Set-Aside for, or Sole-Source Award to, Service-Disabled Veteran-Owned Small Business (SDVOSB) Concerns Eligible Under the SDVOSB Program (Feb 2024) (15 U.S.C. 657f).
- X___ (26) (i) 52.219-28, Postaward Small Business Program Rerepresentation (Jan 2025) (15 U.S.C. 632(a)(2)).
- ___ (ii) Alternate I (Mar 2020) of 52.219-28.
- ___ (27) 52.219-29, Notice of Set-Aside for, or Sole-Source Award to, Economically Disadvantaged Women-Owned Small Business Concerns (Oct 2022) (15 U.S.C. 637(m)).
- ___ (28) 52.219-30, Notice of Set-Aside for, or Sole-Source Award to, Women-Owned Small Business Concerns Eligible Under the Women-Owned Small Business Program (Oct 2022) (15 U.S.C. 637(m)).
- ___ (29) 52.219-32, Orders Issued Directly Under Small Business Reserves (Mar 2020) (15 U.S.C. 644(r)).
- ___ (30) 52.219-33, Nonmanufacturer Rule (Sep 2021) (15 U.S.C. 637(a)(17)).
- X___ (31) 52.222-3, Convict Labor (Jun 2003) (E.O. 11755).
- ___ (32) 52.222-19, Child Labor—Cooperation with Authorities and Remedies (Mar 2026)(E.O. 13126).
- ___ (33) 52.222-21, Prohibition of Segregated Facilities (Apr 2015).
- ~~X~~___ (34) (i) ~~52.222-26, Equal Opportunity (Sep 2016) (E.O. 11246).~~
- ___ (ii) Alternate I (Feb 1999) of 52.222-26.
- ___ (35) (i) 52.222-35, Equal Opportunity for Veterans (Jun 2020) (38 U.S.C. 4212).
- ___ (ii) Alternate I (Jul 2014) of 52.222-35.
- ___ (36) (i) 52.222-36, Equal Opportunity for Workers with Disabilities (Jun 2020) (29 U.S.C. 793).

___ (ii) Alternate I (Jul 2014) of 52.222-36.

___ (37) 52.222-37, Employment Reports on Veterans (Jun 2020) (38 U.S.C. 4212).

X (38) 52.222-40, Notification of Employee Rights Under the National Labor Relations Act (Dec 2010) (E.O. 13496).

X (39) (i) 52.222-50, Combating Trafficking in Persons (Oct 2025) (22 U.S.C. chapter 78 and E.O. 13627).

___ (ii) Alternate I (Mar 2015) of 52.222-50 (22 U.S.C. chapter 78 and E.O. 13627).

___ (40) 52.222-54, Employment Eligibility Verification (Jan 2025) (Executive Order 12989). (Not applicable to the acquisition of commercially available off-the-shelf items or certain other types of commercial products or commercial services as prescribed in FAR 22.1803.)

___ (41) (i) 52.223-9, Estimate of Percentage of Recovered Material Content for EPA–Designated Items (May 2008) (42 U.S.C. 6962(c)(3)(A)(ii)). (Not applicable to the acquisition of commercially available off-the-shelf items.)

___ (ii) Alternate I (May 2008) of 52.223-9 (42 U.S.C. 6962(i)(2)(C)). (Not applicable to the acquisition of commercially available off-the-shelf items.)

___ (42) 52.223-11, Ozone-Depleting Substances and High Global Warming Potential Hydrofluorocarbons (May 2024) (42 U.S.C. 7671, et seq.).

___ (43) 52.223-12, Maintenance, Service, Repair, or Disposal of Refrigeration Equipment and Air Conditioners (May 2024) (42 U.S.C. 7671, et seq.).

___ (44) 52.223-20, Aerosols (May 2024) (42 U.S.C. 7671, et seq.).

___ (45) 52.223-21, Foams (May 2024) (42 U.S.C. 7671, et seq.).

___ (46) 52.223-23, Sustainable Products and Services (May 2024) (E.O. 14057, 7 U.S.C. 8102, 42 U.S.C. 6962, 42 U.S.C. 8259b, and 42 U.S.C. 76711).

___ (47) (i) 52.224-3 Privacy Training (Jan 2017) (5 U.S.C. 552 a).

___ (ii) Alternate I (Jan 2017) of 52.224-3.

___ (48) (i) 52.225-1, Buy American-Supplies (Oct 2022) (41 U.S.C. chapter 83).

___ (ii) Alternate I (Oct 2022) of 52.225-1.

___ (49) (i) 52.225-3, Buy American-Free Trade Agreements-Israeli Trade Act (NOV 2023) (19 U.S.C. 3301 note, 19 U.S.C. 2112 note, 19 U.S.C. 3805 note, 19 U.S.C. 4001 note, 19 U.S.C. chapter 29 (sections 4501-4732), Public Law 103-182, 108-77, 108-78, 108-286, 108-302, 109-53, 109-169, 109-283, 110-138, 112-41, 112-42, and 112-43.

___ (ii) Alternate I [Reserved].

___ (iii) Alternate II (Jan 2025) of 52.225-3.

___ (iv) Alternate III (Feb 2024) of 52.225-3.

___ (v) Alternate IV (Oct 2022) of 52.225-3.

___ (50) 52.225-5, Trade Agreements (NOV 2023) (19 U.S.C. 2501, et seq., 19 U.S.C. 3301 note).

X (51) 52.225-13, Restrictions on Certain Foreign Purchases (Feb 2021) (E.O.’s, proclamations, and statutes administered by the Office of Foreign Assets Control of the Department of the Treasury).

___ (52) 52.225-26, Contractors Performing Private Security Functions Outside the United States (Oct 2016) (Section 862, as amended, of the National Defense Authorization Act for Fiscal Year 2008; 10 U.S.C. Subtitle A, Part V, Subpart G Note).

___ (53) 52.226-4, Notice of Disaster or Emergency Area Set-Aside (Nov 2007) (42 U.S.C. 5150).

___ (54) 52.226-5, Restrictions on Subcontracting Outside Disaster or Emergency Area (Nov 2007) (42 U.S.C. 5150).

X (55) 52.226-8, Encouraging Contractor Policies to Ban Text Messaging While Driving (May 2024) (E.O. 13513).

___ (56) 52.229-12, Tax on Certain Foreign Procurements (Feb 2021).

___ (57) 52.232-29, Terms for Financing of Purchases of Commercial Products and Commercial Services (Nov 2021) (41 U.S.C. 4505, 10 U.S.C. 3805).

___ (58) 52.232-30, Installment Payments for Commercial Products and Commercial Services (Nov 2021) (41 U.S.C. 4505, 10 U.S.C. 3805).

___X___ (59) 52.232-33, Payment by Electronic Funds Transfer-System for Award Management (Oct2018) (31 U.S.C. 3332).

___ (60) 52.232-34, Payment by Electronic Funds Transfer-Other than System for Award Management (Jul 2013) (31 U.S.C. 3332).

___ (61) 52.232-36, Payment by Third Party (May 2014) (31 U.S.C. 3332).

___ (62) 52.239-1, Privacy or Security Safeguards (Aug 1996) (5 U.S.C. 552a).

___ (63) 52.240-1, Prohibition on Unmanned Aircraft Systems Manufactured or Assembled by American Security Drone Act-Covered Foreign Entities (Nov 2024) (Sections 1821-1826, Pub. L. 118-31, 41 U.S.C. 3901 note prec.).

___ (64) 52.242-5, Payments to Small Business Subcontractors (Jan 2017) (15 U.S.C. 637(d)(13)).

___ (65) (i) 52.247-64, Preference for Privately Owned U.S.-Flag Commercial Vessels (Nov 2021) (46 U.S.C. 55305 and 10 U.S.C. 2631).

___ (ii) Alternate I (Apr 2003) of 52.247-64.

___ (iii) Alternate II (Nov 2021) of 52.247-64.

(c) The Contractor shall comply with the FAR clauses in this paragraph (c), applicable to commercial services, that the Contracting Officer has indicated as being incorporated in this contract by reference to implement provisions of law or Executive orders applicable to acquisitions of commercial products and commercial services:

___ (1) 52.222-41, Service Contract Labor Standards (Aug 2018) (41 U.S.C. chapter 67).

___ (2) 52.222-42, Statement of Equivalent Rates for Federal Hires (May 2014) (29 U.S.C. 206 and 41 U.S.C. chapter 67).

___ (3) 52.222-43, Fair Labor Standards Act and Service Contract Labor Standards-Price Adjustment (Multiple Year and Option Contracts) (Aug 2018) (29 U.S.C. 206 and 41 U.S.C. chapter 67).

___ (4) 52.222-44, Fair Labor Standards Act and Service Contract Labor Standards-Price Adjustment (May 2014) (29U.S.C.206 and 41 U.S.C. chapter 67).

___ (5) 52.222-51, Exemption from Application of the Service Contract Labor Standards to Contracts for Maintenance, Calibration, or Repair of Certain Equipment-Requirements (May 2014) (41 U.S.C. chapter 67).

___ (6) 52.222-53, Exemption from Application of the Service Contract Labor Standards to Contracts for Certain Services-Requirements (May 2014) (41 U.S.C. chapter 67).

___ (7) 52.222-55, Minimum Wages for Contractor Workers Under Executive Order 14026 (Jan 2022).

___ (8) 52.222-62, Paid Sick Leave Under Executive Order 13706 (Jan 2022) (E.O. 13706).

___ (9) 52.226-6, Promoting Excess Food Donation to Nonprofit Organizations (Jun 2020) (42 U.S.C. 1792).

___ (10) 52.247-69, Reporting Requirement for U.S.-Flag Air Carriers Regarding Training to Prevent Human Trafficking (Jan 2025) (49 U.S.C. 40118(g)).

(d) Comptroller General Examination of Record. The Contractor shall comply with the provisions of this paragraph (d) if this contract was awarded using other than sealed bid, is in excess of the simplified acquisition threshold, as defined in FAR 2.101, on the date of award of this contract, and does not contain the clause at 52.215-2, Audit and Records-Negotiation.

(1) The Comptroller General of the United States, or an authorized representative of the Comptroller General, shall have access to and right to examine any of the Contractor's directly pertinent records involving transactions related to this contract.

(2) The Contractor shall make available at its offices at all reasonable times the records, materials, and other evidence for examination, audit, or reproduction, until 3 years after final payment under this contract or for any shorter period specified in FAR subpart 4.7, Contractor Records Retention, of the other clauses of this contract. If this contract is completely or partially terminated, the records relating to the work terminated shall be made available for 3 years after any resulting final termination settlement. Records relating to appeals under the disputes clause or to litigation or the settlement of claims arising under or relating to this contract shall be made available until such appeals, litigation, or claims are finally resolved.

(3) As used in this clause, records include books, documents, accounting procedures and practices, and other data, regardless of type and regardless of form. This does not require the Contractor to create or maintain any record that the Contractor does not maintain in the ordinary course of business or pursuant to a provision of law.

(e) (1) Notwithstanding the requirements of the clauses in paragraphs (a), (b), (c), and (d) of this clause, the Contractor is not required to flow down any FAR clause, other than those in this paragraph (e)(1), in a subcontract for commercial products or commercial services. Unless otherwise indicated below, the extent of the flow down shall be as required by the clause-

(i) 52.203-13, Contractor Code of Business Ethics and Conduct (Nov 2021) (41 U.S.C. 3509).

(ii) 52.203-17, Contractor Employee Whistleblower Rights (Nov 2023) (41 U.S.C. 4712).

(iii) 52.203-19, Prohibition on Requiring Certain Internal Confidentiality Agreements or Statements (Jan 2017) (section 743 of Division E, Title VII, of the Consolidated and Further Continuing Appropriations Act, 2015 (Pub. L. 113-235) and its successor provisions in subsequent appropriations acts (and as extended in continuing resolutions)).

(iv) 52.204-23, Prohibition on Contracting for Hardware, Software, and Services Developed or Provided by Kaspersky Lab Covered Entities (Dec 2023) (Section 1634 of Pub. L. 115-91).

(v) 52.204-25, Prohibition on Contracting for Certain Telecommunications and Video Surveillance Services or Equipment. (Nov 2021) (Section 889(a)(1)(A) of Pub. L. 115-232).

(vi) 52.204-27, Prohibition on a ByteDance Covered Application (Jun 2023) (Section 102 of Division R of Pub. L. 117-328).

(vii) (A) 52.204-30, Federal Acquisition Supply Chain Security Act Orders—Prohibition. (Dec 2023) (Pub. L. 115-390, title II).

(B) Alternate I (Dec 2023) of 52.204-30.

(viii) 52.219-8, Utilization of Small Business Concerns (Jan 2025) (15 U.S.C. 637(d)(2) and (3)), in all subcontracts that offer further subcontracting opportunities. If the subcontract (except

subcontracts to small business concerns) exceeds the applicable threshold specified in FAR 19.702(a) on the date of subcontract award, the subcontractor must include 52.219-8 in lower tier subcontracts that offer subcontracting opportunities.

(ix) 52.222-21, Prohibition of Segregated Facilities (Apr 2015).

(x) 52.222-26, Equal Opportunity (Sep 2016) (E.O. 11246).

(xi) 52.222-35, Equal Opportunity for Veterans (Jun 2020) (38 U.S.C. 4212).

(xii) 52.222-36, Equal Opportunity for Workers with Disabilities (Jun 2020) (29 U.S.C. 793).

(xiii) 52.222-37, Employment Reports on Veterans (Jun 2020) (38 U.S.C. 4212).

(xiv) 52.222-40, Notification of Employee Rights Under the National Labor Relations Act (Dec 2010) (E.O. 13496). Flow down required in accordance with paragraph (f) of FAR clause 52.222-40.

(xv) 52.222-41, Service Contract Labor Standards (Aug 2018) (41 U.S.C. chapter 67).

(xvi) (A) 52.222-50, Combating Trafficking in Persons (Oct 2025) (22 U.S.C. chapter 78 and E.O. 13627).

(B) Alternate I (Mar 2015) of 52.222-50 (22 U.S.C. chapter 78 and E.O. 13627).

(xvii) 52.222-51, Exemption from Application of the Service Contract Labor Standards to Contracts for Maintenance, Calibration, or Repair of Certain Equipment-Requirements (May 2014) (41 U.S.C. chapter 67).

(xviii) 52.222-53, Exemption from Application of the Service Contract Labor Standards to Contracts for Certain Services-Requirements (May 2014) (41 U.S.C. chapter 67).

(xix) 52.222-54, Employment Eligibility Verification (Jan 2025) (E.O. 12989).

(xx) 52.222-55, Minimum Wages for Contractor Workers Under Executive Order 14026 (Jan 2022).

(xxi) 52.222-62, Paid Sick Leave Under Executive Order 13706 (Jan 2022) (E.O. 13706).

(xxii) (A) 52.224-3, Privacy Training (Jan 2017) (5 U.S.C. 552a).

(B) Alternate I (Jan 2017) of 52.224-3.

(xxiii) 52.225-26, Contractors Performing Private Security Functions Outside the United States (Oct 2016) (Section 862, as amended, of the National Defense Authorization Act for Fiscal Year 2008; 10 U.S.C. Subtitle A, Part V, Subpart G Note).

(xxiv) 52.226-6, Promoting Excess Food Donation to Nonprofit Organizations (Jun 2020) (42 U.S.C. 1792). Flow down required in accordance with paragraph (e) of FAR clause 52.226-6.

(xxv) 52.232-40, Providing Accelerated Payments to Small Business Subcontractors (Mar 2023) (31 U.S.C. 3903 and 10 U.S.C. 3801). Flow down required in accordance with paragraph (c) of 52.232-40.

(xxvi) 52.240-1, Prohibition on Unmanned Aircraft Systems Manufactured or Assembled by American Security Drone Act-Covered Foreign Entities (Nov 2024) (Sections 1821-1826, Pub. L. 118-31, 41 U.S.C. 3901 note prec.).

(xxvii) 52.247-64, Preference for Privately Owned U.S.-Flag Commercial Vessels (Nov 2021) (46 U.S.C. 55305 and 10 U.S.C. 2631). Flow down required in accordance with paragraph (d) of FAR clause 52.247-64.

(2) While not required, the Contractor may include in its subcontracts for commercial products and commercial services a minimal number of additional clauses necessary to satisfy its contractual obligations.

(End of clause)

52.222-90 Addressing DEI Discrimination by Federal Contractors (Apr 2026)

(a) *Definitions.* As used in this clause—

Program participation means membership or participation in, or access or admission to: training, mentoring, or leadership development programs; educational opportunities; clubs; associations; or similar opportunities that are sponsored or established by the contractor or subcontractor.

Racially discriminatory diversity, equity, and inclusion (DEI) activities means disparate treatment based on race or ethnicity in the recruitment, employment (e.g., hiring, promotions), contracting (e.g., vendor agreements), program participation, or allocation or deployment of an entity's resources.

(b) In connection with the performance of work under this contract, the Contractor agrees as follows:

- (1) The Contractor will not engage in any racially discriminatory DEI activities;
- (2) The Contractor will furnish all information and reports, including providing access to books, records, and accounts, as required by the Contracting Officer, for purposes of ascertaining compliance with this clause;
- (3) In the event of the Contractor's or a subcontractor's noncompliance with this clause, this contract may be canceled, terminated, or suspended in whole or in part, and the Contractor or subcontractor may be declared ineligible for further Government contracts;
- (4) The Contractor will report any subcontractor's known or reasonably knowable conduct that may violate this clause to the Contracting Officer and take any appropriate remedial

actions directed by the Contracting Officer; and

(5) The Contractor will inform the Contracting Officer if a subcontractor sues the Contractor and the suit puts at issue, in any way, the validity of this clause.

(6) The Contractor recognizes that compliance with the requirements of this clause are material to the Government's payment decisions for purposes of 31 U.S.C. 3729(b)(4).

(c) The Contractor must include the substance of this clause, including this paragraph (c), in subcontracts at any tier, including those for commercial products and commercial services, except those where the place of delivery or performance is outside the United States.

(End of clause)

1252.237-72 -- Prohibition on Advertising (Nov 2022)

The contractor or its representatives (including training instructors) shall not advertise or solicit business from attendees for private, non-Government training during contracted-for training sessions. This prohibition extends to unsolicited oral comments, distribution or sales of written materials, and/or sales of promotional videos or audio tapes. The contractor agrees to insert this clause in its subcontracts.

(End of clause)

LOCAL CLAUSES IN FULL TEXT

INVOICE INSTRUCTIONS

1252.232-70 Electronic Submission of Payment Requests. [(DEVIATION)(AUG 2025)]

ELECTRONIC SUBMISSION OF PAYMENT REQUESTS

(a) Definitions. As used in this clause—

(1) Contract financing payment has the meaning given in FAR 32.001.

(2) Payment request means a bill, voucher, invoice, or request for contract financing payment or invoice payment with associated supporting documentation. The payment request must comply with the requirements identified in FAR 32.905(b), "Content of Invoices," this clause, and the applicable Payment clause included in this contract.

(3) Electronic form means an automated system transmitting information electronically according to the accepted electronic data transmission methods and formats identified in paragraph (d) of this clause. Facsimile, email, and scanned documents are not acceptable electronic forms for submission of payment requests.

(4) Invoice payment has the meaning given in FAR 32.001.

(b) Electronic payment requests. Except as provided in paragraph (e) of this clause, the Contractor shall submit payment requests in electronic form. Purchases paid with a Governmentwide

commercial purchase card are considered to be an electronic transaction for purposes of this rule, and therefore no additional electronic invoice submission is required.

(c) The Department of Transportation utilizes the Delphi eInvoicing web-portal for processing invoices. For vendors submitting invoices, and certain grantees submitting payment requests, they will be required to submit invoices via Delphi eInvoicing which is accessed and authenticated via www.login.gov.

(d) In order to receive payment and in accordance with the Prompt Payment Act, all invoices submitted as attachments in the Delphi eInvoicing web-portal shall contain the following:

- (1) Invoice number and invoice date.
- (2) Period of performance covered by invoice.
- (3) Contract number and title.
- (4) Task/Delivery Order number and title (if applicable).
- (5) Amount billed (by CLIN), current and cumulative.
- (6) Total (\$) of billing.
- (7) Cumulative total billed for all contract work to date.
- (8) Name, title, phone number, and mailing address of person to be contacted in the event of a defective invoice.
- (9) If the contract includes allowances for travel, all invoices which include charges pertaining to travel expenses will catalog a breakdown of reimbursable expenses with the appropriate receipts to substantiate the travel expenses.
- (10) The following statement “The Contractor certifies that, by submitting this invoice to the Government, the supplies and/or services billed have been shipped, rendered, or delivered in accordance with instructions issued by the ordering officer; that they are reflected in the quantities and/or period of performance stated on the invoice; and that such supplies and/or services conform to the quantity and quality requirements specified in the applicable contract, order, or blanket purchase agreement.
Furthermore, pursuant to Executive Order 14173, Ending Illegal Discrimination And Restoring Merit-Based Opportunity, the Contractor certifies that it is in compliance with the Equal Protection principles of the Constitution and all applicable Federal anti-discrimination laws, and acknowledges that such compliance is material to the Government’s payment decision under the False Claims Act (31 U.S.C. § 3729(b)(4)). The Contractor also affirms that it does not operate any diversity, equity, and inclusion (DEI) initiatives that are inconsistent with the Equal Protection principles of the Constitution and the non-discrimination requirements of Federal law, as interpreted by the Supreme Court in *Students for Fair Admissions v. Harvard*, 600 U.S. 181 (2023).”

(e) Payment system registration. All persons accessing the Delphi eInvoicing web-portal will be required to have their own unique user Delphi eInvoicing ID and password and be credentialed through login.gov.

- (1) Electronic authentication. See www.login.gov for instructions. Click on the following link for instructions on establishing a login.gov account: <https://login.gov/create-an-account/>.
- (2) To create a login.gov account, the user will need a valid email address and a working phone number. The user will create a password and then login.gov will reply with an email confirming the email address.

(3) Vendor POC's who require access to the eInvoicing web-portal for invoice submission and payment tracking purposes will be required to provide their full name, email address, and current phone number to the agency POC to initiate the Delphi eInvoicing web-portal account. Vendor users and the agency POC will be notified via e-mail when the account is created. The vendor user will be provided detailed instructions for logging into their Delphi eInvoicing account. FHWA's agency POC may be contacted at Delphi Systems Access Request.

If the Vendor has any general questions or issues accessing the iSupplier web-portal, please have them contact the ESC iSupplier helpdesk either at:

- <http://einvoice.esc.gov>
- Call Delphi Help Desk at 1-866-641-3500, option #4, then option #3

(4) Training on Delphi. To facilitate use of DELPHI, comprehensive user information is available at <http://einvoice.esc.gov>.

(5) Account Management. Vendors are responsible for contacting the Delphi Help Desk when their firm's points of contacts will no longer be submitting invoices so they can be removed from the system. Instructions for contacting the Delphi Help Desk can be found at: <http://einvoice.esc.gov>.

- To add new points of contacts, Vendors are to submit the name(s), email address(es) and phone number(s) to Delphi Systems Access Request

Account Management

If a user ID becomes inactive/times out due no activity by the POC, the Vendor shall contact Delphi Systems Access Request with the full name, title, phone number, e-mail address, and user ID of the POC to be reactivated. To prevent being timed out due to no-activity, users should login once within 45 days of their last login.

Waivers

The Department of Transportation Financial Management officials may, on a case-by-case basis, waive the requirement to register and use the DELPHI eInvoicing System. Waiver request forms can be obtained on the DELPHI eInvoicing website (<https://www.transportation.gov/policy-initiatives/delphi-einvoicing-waiver-request-form>) or by contacting the COR. All Vendors must explain why they are unable to use or access the Internet to register and enter payment requests.

All waiver requests shall be sent via mail to:

Director of the Office of Financial Management
US Department of Transportation, B-30
Office of Financial Management, Room W93-431
1200 New Jersey Avenue SE
Washington DC 20590-0001

or electronically to: DOTeInvoicing@dot.gov

The Director of the DOT Office of Financial Management will confirm or deny the request within approximately 30 days.

If a Vendor is granted a Waiver, Requests for Advance or Reimbursement and required supporting documents, shall be sent via regular U.S. Postal Service to the following address:

Federal Highway Administration
Invoice Processing
P.O. Box 268865
Oklahoma City, OK 73126-8865
Attention: Jason Motala

Invoices submitted via an overnight service must use the following physical address:

MMAC
FHWA/AMZ-150
6500 MacArthur Blvd.
Oklahoma City, OK 73169
Attention: (Accounting Technician)

Express Delivery Point of Contact: Lead Account Technician, 405-954-8252

All invoices, regardless of submission method, must identify the Contract Specialist as the invoicing point of contact.

Final Invoices

For firm-fixed-price (FFP) contracts where supplies are delivered or services are performed, the final invoice is not subject to further contract settlement actions between the Government and the Contractor.

For non-FFP contracts, further contract settlement actions may exist where final invoices are not to be submitted yet until these contract settlement actions are resolved. For these contracts, the Contracting Officer will process final invoices as a routine part of the closeout process. When requested, the Contractor shall submit the final invoice directly to the Contracting Officer/ Contract Specialist along with the final closeout documents. When the final invoice is ready for payment, the Contracting Officer will inform the Contractor that the final invoice can be submitted through the iSupplier system.

(End of local clause)

End of Clauses

End of Purchase Order

Response to Request for Quotation

ITS4US Deployment Accelerator Pilot Technical Assistance

RFQ 693JJ326Q000028

Submitted to:	Federal Highway Administration Office of Acquisition & Grants Management 1200 New Jersey Avenue, SE, Washington, DC 20590
Submitted by:	Heart of Iowa Regional Transit Agency (HIRTA) In partnership with Flexlynqs LLC
Date:	September 1, 2026
Solicitation Number	693JJ326Q000028
Contract Specialty	Jason Motala jason.motala@dot.gov (720) 963-3439

Submitted by:

Heart of Iowa Regional Transit Agency, in partnership with Flexlynqs LLC

1 (877) 696-0029

bramsey@ridehirta.com

2824 104th Street
Urbandale, Iowa
50322



Table of Contents

- 1 *Proposer Business Information* 3**
- 2 *Price Quote* 3**
 - 2.1 Schedule of Service, Contract Line Item Number (CLIN) 3**
 - 2.2 Cost Breakdown..... 4**
 - 2.2.1 Direct Labor..... 4
 - 2.2.2 Description of other Direct Costs 5
- 3 *Subcontractors* 5**

1 Proposer Business Information

As the Prime Contractor and Program Manager, the Heart of Iowa Regional Transit Agency (HIRTA) is pleased to submit its proposal for ITS4US Deployment Accelerator Pilot Technical Assistance.

HIRTA provides 300,000 customer rides and operates 95,000 hours (2019 estimates; pre-pandemic), along with 1.3 million miles of service within the seven-county region surrounding the Des Moines urban area. HIRTA provides demand response services for all trips booked from 24 hours to 14 days in advance. If capacity is available, HIRTA also provides trips to meet same-day requests. In 2020, HIRTA was selected as one of five nationally competitive ITS4US Deployment Program sites and successfully completed all three phases of the program, including the full operational deployment of Health Connector in August 2024 and the evaluation closeout in August 2026.

Additional business information for HIRTA is as follows:

- **Authorized Point of Contact:**
 - Mrs. Brooke Ramsey, Chief Operations Officer
 - Telephone (office): (515) 309-9282
 - E-mail: BRamsey@ridehirta.com
 - HIRTA
2824 104th Street
Urbandale, IA 50322

2 Price Quote

2.1 Schedule of Service, Contract Line Item Number (CLIN)

Table 1. CLIN

CLIN	Task	Number of Hours	Hourly Rate	Total
00101	ITS4US Deployment Accelerator Pilot Technical Assistance Pricing: Labor Hour Period of Performance: Effective date of award through 24-months	2,063	\$175	\$ 361,700
00201	Travel Not to exceed \$20,760.00 Pricing: Cost Reimbursable Period of Performance: Effective date of award through 24-months			\$ 20,760
	Total:			\$ 382,460

CLIN 00201 -Travel to be billed in accordance with RFO 31.205-46; Travel costs. These costs will be reimbursed in accordance with the Federal Travel Regulations (FTR) and FHWA Travel Supplement. Travel must be coordinated and approved in advance by the FHWA Technical Point of Contact.

2.2 Cost Breakdown

The HIRTA team requests a total of \$382,460 in federal assistance for the ITS4US Deployment Accelerator Pilot Technical Assistance. This request for federal assistance has been developed through detailed task discussions with project partners. These partners include:

- **HIRTA:** Proposer, lead agency, and Program Management Lead
- **Flexlynqs:** Subcontractor, Subject Matter Expert, Deployment and Systems Lead

Table 2 presents a detailed budget breakdown of proposed costs for each major budget category, including direct labor and travel costs for HIRTA and Flexlynqs. It also provides the overall budget for each task and partner.

Table 2. Cost Breakdown

Tasks						Budget By Task
	HIRTA		Flexlynqs			
	Program Manager	Technical Support	Subject Matter Expert	Deployment Lead	Systems Lead	
Unburdened Rate	\$150.00	\$100.00	\$250.00	\$175.00	\$175.00	
Task 1: Project Management and Reporting	118	3	18	18	118	\$ 46,300
Task 2: Operational Concept Review	20		40	40	80	\$ 34,000
Task 3: Cohort Meeting Series	100		36	100	120	\$ 62,500
Task 4: Weekly Technical Office Hours	184		48	72	208	\$ 88,600
Task 5: Open Source Repository Management and Documentation	4		104		204	\$ 62,300
Task 6: Deployment Demonstration Support	40	20	10	10	40	\$ 19,250
Task 7: Technical Document Review	30		30	30	60	\$ 27,750
Task 8: Section 508 Compliance and Deliverable Production	20	90	8	20	20	\$ 21,000
Total Labor Hours	516	113	294	290	850	
Direct Labor Cost	\$77,400	\$11,300	\$73,500	\$50,750	\$148,750	\$ 361,700
Other Direct Cost						
Direct Cost (Travel)	\$10,380				\$10,380	\$ 20,760
Total Budget	\$87,780	\$11,300	\$73,500	\$50,750	\$159,130	\$ 382,460

The following subsection provides a detailed overview of costs associated with the major categories of Direct Labor Costs

2.2.1 Direct Labor

As shown in Table 1, we have calculated costs using applicable unburdened rates. The distribution of hours by appropriate labor category for each Partner is provided.

Unburdened rates by labor category are provided on a 12-month basis throughout the 24-month period of performance.

2.2.2 Description of other Direct Costs

The proposed services will include other direct costs in the project budget for HIRTA and Flexlynqs. The following provides a detailed overview of the other direct costs related to travel for the ITS4US Deployment Accelerator Pilot Technical Assistance.

- **Travel.** The proposed travel budget of \$20,760 is conservative based on unknown site location for up to 8 visits (2 per site) for up to 2 people.
 - We have used the following assumptions for calculating travel budget:
 - **Duration of Trips:** 2 Days and 1 night
 - **Airfare:** \$650 per person
 - **Hotel Budget:** \$200 per person per night
 - **Meals and Incidentals:** \$90 per person per day
 - **Other transportation:** \$100 per person per day

We don't anticipate any other direct costs to be billed to this project.

3 Subcontractors

The proposal has budgeted completion of all tasks by the proposer (prime contractor), HIRTA, and the subcontractor (Partner), Flexlynqs. The following is the contact information for the key staff representing the subcontractor Partner:

- Flexlynqs
 - Santosh Mishra, santosh.mishra@flexlynqs.com, 39899 Balentine Drive, Suite 200, Newark, CA 94560

Response to Request for Quotation

ITS4US Deployment Accelerator Pilot Technical Assistance

RFQ 693JJ326Q000028

Submitted to:	Federal Highway Administration Office of Acquisition & Grants Management 1200 New Jersey Avenue, SE, Washington, DC 20590
Submitted by:	Heart of Iowa Regional Transit Agency (HIRTA) In partnership with Flexlynqs LLC
Date:	September 1, 2026
Solicitation Number	693JJ326Q000028
Contract Specialty	Jason Motala jason.motala@dot.gov (720) 963-3439

Submitted by:

Heart of Iowa Regional Transit Agency, in partnership with Flexlynqs LLC

1 (877) 696-0029

bramsey@ridehirta.com

2824 104th Street
Urbandale, Iowa
50322



September 1, 2026

Jason Motala, Contract Specialist
Federal Highway Administration
Office of Acquisition & Grants Management
1200 New Jersey Avenue, SE, Washington, DC 20590

Re: RFQ 693JJ326Q000028 — ITS4US Deployment Accelerator Pilot Technical Assistance

The Heart of Iowa Transit Agency (HIRTA), in partnership with Flexlynqs LLC (referred to collectively as the "HIRTA Team" hereafter), is pleased to submit this proposal in response to RFQ 693JJ326Q000028. The HIRTA Team brings the most direct and comprehensive expertise to support the ITS4US Deployment Accelerator Pilot Technical Assistance program (referred to as the "Accelerator" hereafter): we designed, built, deployed, and evaluated the HIRTA Health Connector from inception through Phase 3 closeout, and we are ready to transfer that knowledge directly to the next generation of deployers.

The following qualifications position the HIRTA Team to deliver immediate, substantive support to the Accelerator cohort:

- Unmatched firsthand knowledge of the Health Connector system. HIRTA is the operating agency and Flexlynqs served as Systems Lead for Health Connector across all three ITS4US phases.
- Direct experience with every component to be replicated. The Accelerator program will ask deployer sites to adapt Health Connector's booking platform, EHR integration, wayfinding tools, and open-source middleware. These technologies were built, tested, and operated by the HIRTA team in a live service environment for 18 months.
- Proven capacity for knowledge transfer and cohort support. The Flexlynqs team has supported multi-agency, federally funded programs that required structured technical assistance, document review, and facilitated peer learning. Our team translates implementation experience into actionable guidance for agencies at the beginning of their deployment journey.
- Open-source assets are ready to deploy. The Health Connector middleware code and system design documentation are already published and available. We are prepared to maintain, update, and support those assets throughout the 24-month period of performance in direct response to Accelerator site feedback.

We acknowledge receipt of RFQ 693JJ326Q000028, dated August 18, 2026. Our proposal reflects our full understanding of the FHWA-provided RFQ materials. This proposal is a firm offer valid for 90 days from the submission due date.

Sincerely,



Brooke Ramsey

Table of Contents

1	<i>Technical Approach</i>	4
1.1	Project Understanding	4
1.2	HIRTA Team Structure	4
1.3	Technical Approach	5
1.3.1	Project Management and Reporting	5
1.3.2	Operational Concept Development Support	6
1.3.3	Cohort Facilitation	6
1.3.4	Weekly Technical Office Hours	7
1.3.5	Open-Source Repository Management and Documentation	7
1.3.6	Deployment Demonstration Support	8
1.3.7	Technical Document Review	8
2	<i>Qualifications and Relevant Experience</i>	9
2.1	HIRTA – Prime Contractor	9
2.2	Flexlynqs – Technical Subcontractor	10
2.3	Key Staff	11

1 Technical Approach

1.1 Project Understanding

The HIRTA Team recognizes the ITS4US Deployment Accelerator program has the following goals:

- Translate the proven success of the HIRTA Health Connector into replicable, community-level impact at up to five new sites nationwide.
- Transfer knowledge and technology through structured, expert-driven support that allows deployer cohort members to build faster, at lower cost, and with meaningfully less risk by leveraging the experience and resources of the Health Connector pilot.

Through our successful work on Phases I through III, the HIRTA Team brings firsthand experience to support the replication of the Health Connector.

We understand this acquisition funds two parallel tracks of work. The first provides direct technical support to the Accelerator deployer cohort, including facilitating their implementation of Health Connector components, reviewing their technical documents, maintaining the open-source codebase, and providing hands-on troubleshooting through weekly office hours and in-person demonstrations. The second manages our project deliverables to FHWA with the same discipline and transparency we applied across three phases of ITS4US. Our team structure and workplan are designed to deliver on both tracks simultaneously.

1.2 HIRTA Team Structure

Brooke Ramsey from HIRTA will serve as Program Manager for the prime contract, supported by Jenna Kubiak (Flexlynqs) as Systems Lead. Together, they will maintain the project schedule, manage risk and issue logs, coordinate subcontractor deliverables, and ensure all FHWA reporting obligations are met on time.

Santosh Mishra will serve as Technical Subject Matter Expert, providing executive oversight and quality assurance across all work products. Josh Albertson (Flexlynqs) will support Brooke and Jenna with deployment management across all sites as the Deployment Lead. Danny Schnathorst will provide technical support to the HIRTA team on document compliance and marketing and outreach strategies.

Further qualifications for the HIRTA Team are provided in Section 2.3. Figure 1 provides an overview of the HIRTA team organizational structure.

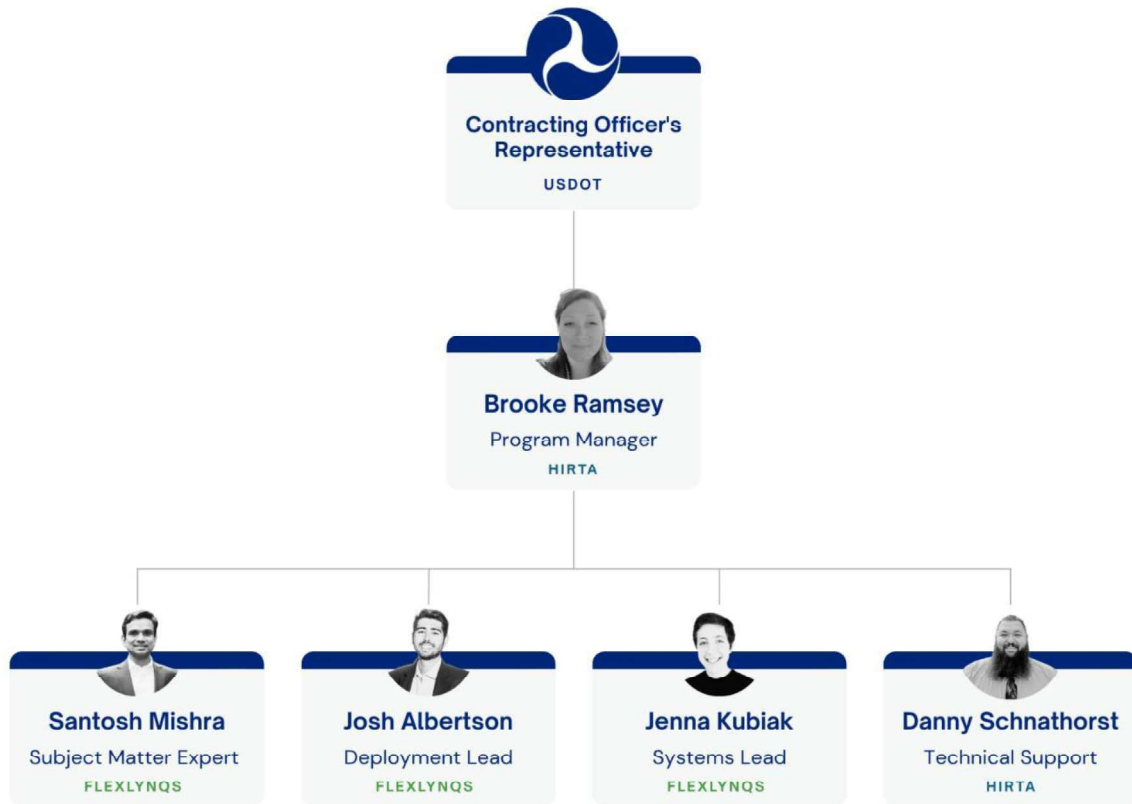


Figure 1. HIRTA Team Structure

1.3 Technical Approach

The HIRTA Team's approach to each performance objective area is outlined below. Each subsection identifies the responsible team members, the methodology we will apply, and the tools and practices we will use to ensure consistent, high-quality support across all five Accelerator sites throughout the 24-month period of performance.

1.3.1 Project Management and Reporting

1.3.1.1 Post-award Kickoff

The HIRTA Team is prepared to participate in a post-award kickoff meeting via teleconference within 10 business days of the contract award, at a mutually agreed-upon date and time with FHWA. For the kickoff meeting, the HIRTA Team will prepare a draft project schedule, a preliminary risk register, and a proposed cadence for monthly reporting and status reviews. The kickoff will establish clear communication protocols, confirm roles and responsibilities, and align expectations for the period of performance.

Deliverables:

- Draft Project Schedule
- Preliminary Risk Register
- Meeting minutes summarizing discussions on communication protocols, roles and responsibilities, and project expectations

1.3.1.2 *Monthly Project Status Reviews*

Monthly Progress Reports will document the prior month's activities, risks, issues, and recommended mitigations, along with projected activities for the following month. Reports will be submitted to the FHWA Technical Point of Contact (TPOC) at least five business days before each Monthly Project Status Review meeting. Our project management approach prioritizes clear communication, proactive issue identification, and forward-looking schedule management, the same approach used to deliver Health Connector on schedule across three federal program phases.

Deliverables:

- Monthly Progress Reports delivered throughout the 24-month period of performance
- Monthly project status review meetings with the FHWA TPOC
- Ongoing schedule tracking, risk and issue management, quality control, and invoicing
- Project closeout activities, including final documentation and ITS CodeHub certification

1.3.2 **Operational Concept Development Support**

The HIRTA Team will support each Accelerator site in developing its overall operational concept, with the objective of ensuring the concept is technically sound, operationally feasible, and well-positioned for design and deployment. Support activities include:

- **Document review** — the HIRTA Team will review each site's Operational Concept against the required ITS4US document structure and content standards and provide written comments to improve document quality before program approval.
- **Concept validation** — the HIRTA Team will work with each site to confirm the operational concept is technically feasible, consistent with the Health Connector reference deployment, and aligned with the site's specific operational environment and constraints.
- **High-level requirements, policies, and constraints** — the HIRTA Team will assist each site in identifying and documenting the high-level system requirements, applicable policies, and operational constraints will govern design, procurement, and deployment decisions.
- **Requirements compliance guidance** — the HIRTA Team will provide guidance on establishing a requirements compliance process to be maintained throughout design, deployment, and testing, ensuring requirements remain traceable and current as the deployment progresses.

Ongoing support for concept development will be available through the cohort meeting series (Section 1.3.3) and during weekly office hours (Section 1.3.4).

Deliverables

- Approved ConOps Documents
- Closed-out Comments Resolution Matrix

1.3.3 **Cohort Facilitation**

The 12-month cohort meeting series is the centerpiece of the Accelerator program's peer learning model, and the HIRTA Team is well-prepared to facilitate it effectively. Flexlynqs will support HIRTA as co-lead for cohort facilitation, drawing on their direct, component-level experience with every element of the Health Connector system that Accelerator sites will be replicating.

We will structure cohort meetings to align with the natural implementation timeline of Accelerator sites, delivering the most relevant guidance at the moment it is most needed:

- Months 1–2: Program orientation; Health Connector architecture deep dive; operational concept development support and peer introductions across the cohort

- Months 3–5: Technical deep dives by system component, including booking platform integration, electronic health record (EHR) and Medicaid broker interfaces, NaviLens wayfinding, and open-source middleware, with vendor partner participation where appropriate
- Months 6–8: Mid-deployment check-ins; peer-to-peer learning across sites; troubleshooting and real-time adaptation support
- Months 9–11: Demonstration preparation support; evaluation framework implementation; performance measure data collection and analysis
- Month 12: Lessons learned synthesis; capstone cohort session; transition planning

All meetings will include pre-read materials, facilitated discussion, and written action-item follow-up, distributed within five business days. Meeting notes and materials will be stored in a shared repository accessible to all cohort members and the FHWA TPOC.

Deliverables:

- 12 Cohort Meetings, held monthly over the course of a 12-month period
- Meeting minutes distributed to cohort members and FHWA TPOC

1.3.4 Weekly Technical Office Hours

HIRTA and Flexlynqs will host weekly technical office hours throughout the 12-month period of performance, providing Accelerator sites with a standing channel to bring implementation questions, integration challenges, and technical decisions directly to the team that built the system they are deploying.

Office hours will be held via video conference on a regular weekly schedule. Sessions will be recorded and summarized for sites unable to attend live. Questions submitted in advance will receive priority attention. We will maintain a running written Q&A log, organized by system component and topic, that will grow into a practical troubleshooting knowledge base accessible to all cohort members throughout the deployment period.

Flexlynqs staff will serve as the primary point of contact for questions regarding architecture and systems integration. HIRTA staff will be available for transit operations and administrative questions. The HIRTA Team will collaborate to support deployment operations and address healthcare partner engagement questions.

Deliverables:

- Weekly 30-minute meetings for each site over the 12-month period of performance
- Meeting recordings and summaries
- Updates to running Q&A log

1.3.5 Open-Source Repository Management and Documentation

Flexlynqs staff will maintain and actively manage the open-source Health Connector code repository throughout the period of performance. Technical oversight and code review will be provided for all updates, which will be made in direct response to feedback from Accelerator sites and released under the least-restrictive Creative Commons license available. A Change Control Board (CCB) process will be established to govern repository updates, ensuring changes are reviewed, approved, and documented before being incorporated into the codebase. All code and associated documentation will be published on the ITS CodeHub website (<https://www.its.dot.gov/code/>) before contract closeout, in compliance with Section 11.2 of the SOO.

Repository management activities include:

- Issue triage, pull request review, branch management, and release coordination based on Accelerator site feedback
- CCB review and approval of proposed changes prior to integration into the repository
- Technical code review for quality, security, and interoperability

- Documentation updates, including deployment guides, API references, and integration notes, maintained in parallel with code changes
- ITS CodeHub publication and Creative Commons licensing

Deliverables:

- Updated Code on Github with Release Notes

1.3.6 Deployment Demonstration Support

HIRTA and Flexlynqs will participate in deployment demonstrations at each of the five Accelerator sites, either in person or virtually, as coordinated with the FHWA TPOC. Travel is planned for up to eight trips, two per awarded site, as estimated in the SOO. For each demonstration, we will prepare in advance by reviewing the site's implementation, coordinating with the site team on logistics, and arriving with a clear assessment framework.

Following each demonstration, we will provide written feedback and an implementation assessment report within 10 business days. The report will document what the site demonstrated, how its implementation compares to the Health Connector reference deployment, and specific recommendations for improvement or adaptation. Cross-site patterns identified during the demonstration process will be shared through the cohort meeting series and the office hours program.

Deliverables:

- Review and commentary on sites' implementation plans
- On-site attendance at site demonstrations (up to 2 per site)
- Written feedback and implementation assessment report post-deployment demonstration

1.3.7 Technical Document Review

The HIRTA Team will review and provide structured feedback on all technical documents produced by Accelerator sites throughout the deployment period, ensuring document quality meets ITS4US program standards and all materials intended for public publication are Section 508 compliant.

1.3.7.1 *Review and Commentary*

HIRTA and Flexlynqs will review and provide substantive written comments on all technical documents developed by the Accelerator sites, including Operational Concepts, Concept Development reports, Demonstration Plans, and Impacts and Lessons Learned reports. Our reviews will draw on direct implementation experience, ensuring comments are specific, technically informed, and actionable.

Our review process for each document includes:

- Initial review and a structured written comment matrix within 10 business days of receipt
- A comments resolution session with the site team to discuss and adjudicate significant comments
- Final review confirmation once the site has incorporated revisions

When site documents reflect implementation decisions that diverge from the Health Connector reference model, our comments will clearly explain the rationale for the original design decision and help sites understand the trade-offs involved in their chosen approach.

Deliverables:

- Written comment matrices for all technical documents including Concept Development, Demonstration Plan, and Impacts and Lessons Learned reports
- Comment resolution sessions

- Final review confirmation for all technical documents including Concept Development, Demonstration Plan, and Impacts and Lessons Learned reports

1.3.7.2 Section 508 Compliance Support

All deliverables intended for publication on the ITS JPO website or the U.S. DOT National Transportation Library will be produced in accordance with Section 11.3 of the SOO. Final content will be developed and submitted to the COR in an editable format for review and approval. Once COR approval is received, documents will be converted to Section 508-compliant PDFs formatted to the current ITS JPO report template, as directed by the FHWA TPOC. No deliverable will be submitted for publication until both stages of this process are completed. The HIRTA team will verify Section 508 compliance prior to each submission, rather than treating it as a final-step remediation task, to ensure accessibility requirements are met consistently across all published materials.

Deliverables:

- Final Section 508 Compliant PDFs

2 Qualifications and Relevant Experience

Key Takeaways

- HIRTA is the operating agency for the HIRTA Health Connector, the ITS4US deployment the Accelerator program is built around.
- Flexlynqs served as Systems Lead across all three ITS4US phases, integrating every component of the Health Connector system and leading the project from grant authorship through Phase 3 closeout.
- The HIRTA Team's combined experience covers every technical and operational dimension Accelerator sites will need support on.

2.1 HIRTA – Prime Contractor

The Heart of Iowa Regional Transit Agency (HIRTA) is a public transit agency serving seven counties in central Iowa. In 2020, HIRTA was selected as one of five nationally competitive ITS4US Deployment Program sites and successfully completed all three phases of the program, including the full operational deployment of Health Connector in August 2024 and the evaluation closeout in August 2026.

As the operating agency for Health Connector, HIRTA brings direct, program-tested experience across every dimension of managing a federally funded healthcare transportation deployment. This includes administering FHWA progress reporting and deliverable requirements, establishing and sustaining multi-partner coordination structures across transportation, healthcare, and research organizations, managing IRB-compliant rider data collection in partnership with Iowa State University, and maintaining service continuity through mid-deployment operational challenges, including a Medicaid broker acquisition. HIRTA understands what it takes to keep a complex, multi-stakeholder federal program on track because it has done so across three consecutive program phases.

HIRTA also brings direct operational knowledge of the healthcare transportation environment that Accelerator sites will navigate. Managing demand-response service for a medically dependent rider population, coordinating with hospital and clinic partners on patient transportation, and adapting service delivery as the rider base changes over time are not abstract capabilities for HIRTA; they are the day-to-day realities of operating Health Connector. That operational grounding will inform every aspect of HIRTA's support for Accelerator sites, from reviewing their Operational Concepts to participating in their deployment demonstrations.

2.2 Flexlynqs – Technical Subcontractor

Flexlynqs served as the overall Systems Lead for Health Connector. Flexlynqs President Santosh Mishra conceptualized and authored the competitive ITS4US Deployment Program grant proposal while at IBI Group, enabling HIRTA to secure approximately \$5 million to implement this innovative concept as one of only five sites selected nationally. As Systems Lead, Flexlynqs led the project from concept through implementation, integrating a suite of technologies and coordinating with transportation, healthcare, and technology partners to deliver a seamless, end-to-end experience for travelers and stakeholders.

Flexlynqs brings demonstrated capability across each of the five scope areas identified in Section 3.0 of the SOO:

- **Project Management Services.** Flexlynqs served as Systems Lead and integration manager for Health Connector across all three ITS4US program phases, overseeing a complex, multi-partner project spanning HIRTA, Dallas County Hospital, Dallas County Health Department, Iowa State University, and technology vendors including Via, NaviLens, and Brightsign. Responsibilities included FHWA deliverable coordination, schedule and risk management, IRB coordination, and project closeout activities, all disciplines required under this contract.
- **Technical Support Services to Enable Replicable Implementation.** Flexlynqs deployed every component of the Health Connector system that Accelerator sites will replicate: the Via MOD platform integration, the EHR coordination dashboard, the NaviLens indoor wayfinding system, the self-service kiosk, and the Medicaid broker middleware. This firsthand implementation experience, including technical decisions, integration challenges, and design trade-offs, is what Flexlynqs will bring directly to Accelerator site support.
- **Open-Source Software Management.** The Health Connector middleware and integration interfaces were developed as open-source assets and are published under a permissive license. Flexlynqs actively maintains this codebase and has direct experience managing it in real-world operations, as it supports both the EHR platform and the kiosk currently deployed at Dallas County Hospital. Maintaining an open-source codebase in a live federal deployment is documented Flexlynqs experience.
- **Technical Subject Matter Expertise for Document Review.** Flexlynqs produced the full suite of Health Connector technical documentation for Phases 1 through 3, including the Performance Measurement and Evaluation Support Plan (PMESP), Concept of Operations, Data Management Plan, Systems Requirements Specification, and Phase 3 performance measurement reports. Flexlynqs is well prepared to review and improve Accelerator sites' Operational Concepts, Concept Development reports, Demonstration Plans, and Lessons Learned reports, drawing on direct experience with what is expected in these documents.
- **Knowledge and Technology Transfer (KTT) Services.** Flexlynqs has supported KTT in analogous contexts across its broader portfolio, including USDOT-funded R&D programs, multi-agency technology planning engagements, and grant-supported implementation projects with transit agencies nationwide. For this engagement specifically, the KTT advantage Flexlynqs brings is that the knowledge being transferred is not drawn from analogous deployments; it is drawn from the exact deployment that Accelerator sites are being asked to replicate.

Key components of the deployed Health Connector system, which form the core of what Accelerator sites will be implementing, include:

- A healthcare and transportation coordination platform integrated with partner electronic health record (EHR) systems, providing care coordinators with real-time visibility into patient appointment and trip status and the ability to book transportation directly on behalf of patients.
- A centralized transportation management platform for point-to-point shared-ride service, with an architecture in place to incorporate third-party vehicle providers as demand grows.

- Traveler-facing tools, including the Health Connector booking app, an interactive voice response (IVR) phone line, and a self-service kiosk, ensured access for riders regardless of technology availability. Indoor and outdoor wayfinding was provided through the NaviLens and a Brightsign infotainment system to guide customers at every step of their trip.
- An open-source middleware architecture that enables data exchange between the transportation management platform and external systems, including Medicaid brokers and EHR systems, and is designed to be replicable by other transit agencies pursuing similar healthcare transportation deployments.

2.3 Key Staff

While HIRTA and Flexlynqs each bring strong qualifications, the most compelling aspect of this team is what they bring together. HIRTA operated Health Connector as a live service for 18 months, gaining direct knowledge of the deployment from the ground up, including rider enrollment challenges, healthcare partner adoption barriers, operational disruptions, and the practical realities of sustaining a federally funded service in a rural county. Flexlynqs built and integrated the system, managing the technical decisions, vendor relationships, and documentation requirements which shaped Health Connector.

The combination of operator and systems integrator perspectives, held by the same team, enables genuinely effective knowledge transfer. Accelerator sites will receive guidance from the team that ran, built, reported on, and learned from Health Connector in real time. Key staff bios for the HIRTA team are included below.

HIRTA



BROOKE RAMSEY

Program Manager

Brooke Ramsey is the Chief Operation Officer at the Heart of Iowa Regional Transit Agency, where she has worked since 2010. Brooke has been instrumental in bringing innovation and technology to HIRTA's operations. As a forward-thinking manager with extensive knowledge of public transportation, she is known for success in the industry and leading projects efficiently and effectively. Through relationships with community partners, like public health, Brooke leads HIRTA's commitment to make a positive difference by enhancing community livability with safe, innovative, sustainable transportation services.



DANNY SCHNATHORST

Technical Support

Danny Schnathorst is the Marketing and Communications Manager at Heart of Iowa Regional Transit Agency, better known as HIRTA. He graduated from Iowa State University in 2013 with a bachelor's degree in Public Relations and English. Prior to joining HIRTA, Danny was an Event and Marketing Manager for a local business in Minneapolis. He has been recognized by National RTAP, NADTC, and others for his efforts in Marketing.

Flexlynqs



SANTOSH MISHRA

Principal in Charge

Santosh is the Founder, President & CEO of Flexlynqs. He brings 2 decades of experience at the intersection of planning, policy, technology, and data. He has used this diverse skillset to advise US public sector agencies with innovation in all business functions that interface with delivering personal mobility. He has assisted 150+ multimodal agencies across 30+ states, including federal, state, and local DOTs. He has advised these agencies with management of the full life cycle of technologies, including maximizing their potential with data utilization. In addition, Santosh has been providing industry leadership at national and international levels through managing USDOT-funded R&D projects and chairing standards initiatives nationally (with ITE/USDOT) and internationally (with ISO).



JOSH ALBERTSON

Deployment Lead

Josh Albertson is the Director of Advisory Services at Flexlynqs. Over the past four years, he has worked in both the public and private sector to advance personal mobility and deploy innovative mobility concepts and technologies. He has worked with dozens of transit agencies across the country and developed a deep understanding of transit planning and operations. Though his background lies in transportation planning and project management, he has specific systems engineering expertise in designing, testing and deploying mobility on demand, microtransit, and other new mobility systems. Josh's approach to project delivery is focused on clear communication, organization, and stakeholder engagement to produce the best outcomes for all involved.



JENNA KUBIAK

Systems Lead

Jenna is the Director of Solutions Services at Flexlynqs, a mobility innovation company started in 2024. Jenna has more than 5 years of experience working with public agencies on transit technology, data and infrastructure projects. Her experience stems from a diverse background in civil engineering, systems engineering and data science. She has assisted numerous multimodal agencies with the design and implementation of innovative mobility projects with roles including, but not limited to, work on systems engineering design, the development of analytical models and visualizations for performance analysis, and stakeholder needs assessment and technology recommendations. She has also worked on large transportation related infrastructure projects funded by federal and state DOTs.

Exhibit 5

Exhibit 5

Exhibit 5

Exhibit 5

Exhibit 5

Exhibit 5

Exhibit 5

Exhibit 5

Exhibit 5

Exhibit 5

Exhibit 5

Exhibit 5

Exhibit5

**Extension #2
to the
Heart of Iowa Regional Transit Agency Service Order**

Via Mobility LLC (“**Via**”) and **Heart of Iowa Regional Transit Agency** (“**HIRTA**” or “**Participating Agency**” and, together with Via, the “**Parties**”) have entered into that certain agreement titled Form of Service Order – Participating Agency, dated August 26, 2024, and extended by Extension #1 from September 1, 2025, until August 31, 2026, (together, the “**Agreement**”). Upon execution of this Extension #2 (the “**Extension**”), the Parties agree as follows:

1. **Extension.** The Term of the Agreement is extended for an additional period of 1 year from September 1, 2026, through August 31, 2027, (the “**Additional Term**”). The anticipated fees payable by the Participating Agency during the Additional Term shall be as follows:

Fee Category	Amount	Invoicing Terms
Per-vehicle fees during the Additional Term	As of the date of this Extension, the estimated cost for the 30 vehicles Participating Agency plans to operate is between \$215 - \$280 per vehicle per calendar month. The per-vehicle fee will vary between \$215 and \$280 each month based on the total number of vehicles on the road across all active NEORide participating agencies during the period.	Invoiced monthly by NEORide to Participating Agency
Per-Agency Fees during the Additional Term	\$1,615 per month paid upfront as an annual total at the time of signing this Extension (\$19,380 for 12 months).	Invoiced by NEORide to Participating Agency at signing of this Extension

2. **Conflicts, Use of Terms, Governing Law.** Capitalized terms used but not defined herein have the meanings set forth in the Agreement. Except as expressly provided herein, the terms and conditions of the Agreement remain unchanged. This Extension will be governed by the same law as the Agreement and is effective as of September 1, 2026.

Via Mobility LLC

By:

Name:

Title:

Date:

Heart of Iowa Regional Transit Agency

By:

Name:

Title:

Date:

- Admin / Maintenance Facility Update: **Almost at 50% Design.**
 - Indoor Bus Storage (Boone) **Received FTA/Iowa DOT Contract. Once HIRTA Board approves we can move forward with the land purchase.**
 - Buy America waiver for the e-Jest small electric vehicle. **FTA republished the Federal Register for comment again, and we expect an announcement soon on this waiver request.**
-

- Conferences/Trainings/Events Attended or Upcoming – None
- Kia Vans - Received the funding Iowa DOT agreed to pay due to the Buy American purchase error.
- Brooke and I attended a 3-day Construction Management course held in Ames along with other Iowa (and some out of state) transit agencies, and the Iowa DOT. It was informative and we feel like we have a good handle on the process and are confident we have the right A&E firm in place.
- HIRTA's volunteer program is going very well. Our new Volunteer Program Manager has recruited 10 new volunteers and is out presenting and passing out materials throughout Madison and Marion Counties educating the public.
- The National Transit Database statistical data is due in October so it will be all hands-on deck over the next few weeks, getting that data collected and entered.
- Iowa Clean Air Attainment Program (ICAAP) grant contract we were awarded to promote/grow our vanpool program with Enterprise should be received soon. It was to take place on 10/1 however Iowa DOT is still waiting to get funds transferred from Federal Highway department to FTA.
- The Health Connector project has wrapped up, and now the Accelerator has been announced. And HIRTA will stay involved as consultants with USDOT paying HIRTA as consultants.
- We have received 3 new Ford Transits which will go into service soon. This will help lower our maintenance costs by getting some of the older vehicles out of service.
- We've been working with the ASSET team on how to limit the number of people using service in Ames so we will be starting a pilot program in November with a limited number of people moving them from HIRTA (Ames) to CyRide. These changes are needed because we cannot use Federal funds to operate in Ames, and the ASSET funding is limited. This is not associated with the DAR service we provide for CyRide.
- Iowa Public Transit Association and Iowa DOT, along with several Transit Agencies have met to discuss the funding crisis rural transit systems are facing trying to find solutions on how to get more funding from the State and also Waiver and NEMT trips through Medicaid Brokers. There is some movement and IPTA board members will be meeting with Iowa DOT Director Marler, as well as HHS in October. We are also talking with the IPTA State Lobbyist on how the State can better fund not only Capital projects but provide more operating funds too.
- Insurance Renewal: We had Holmes Murphy take our Auto, GL, Cyber, WC insurance out to bid, and none of the private carriers would bid it. However, ICAP bid 8% less than last year/ a savings of \$34,144.