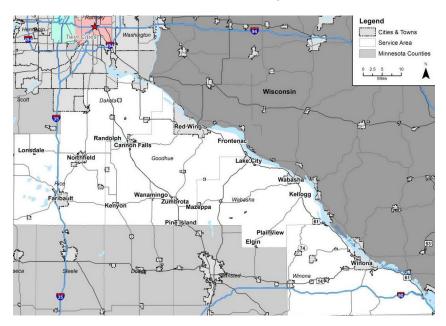
## **Three Rivers Community Action Hiawathaland Transit**



## **Agency Background**

Three Rivers Community Action created the Hiawathaland Transit service in January 1998 to meet the need transit needs in the region. Hiawathaland Transit has approximately 100 employees.

The Hiawathaland Transit service area includes 18 different communities across Goodhue, Rice, and Wabasha counties, and provides service under contract in the City of Winona. Deviated fixed route service is provided in Faribault, Northfield, Red Wing, and Winona. Dial-A-Ride service is provided in all 18 communities. Hiawathaland Transit also provides regional trips across its service area as demand arises and resources are available.

Hiawathaland Transit was awarded transportation planning funds from MnDOT Office of Transit and Active Transportation to begin Phase 1 Organizational Planning efforts to create a Regional Transportation Coordinating Council (RTCC) within their regions.

## **Contact Information**

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## **Hours of Operation**

Monday – Friday: 4:30am to 9:00pm (varies by community)

Saturday and Sunday: 7:00am to 5:00pm (varies by community)

**Volunteer Drivers** 

Three Rivers operates the HART volunteer transportation service program to provide rides to seniors, people with disabilities, and others for whom Hiawathaland Transit does not meet their needs. The

volunteer transit program operates in Goodhue, Rice and Wabasha counties.

Future Needs - Buses

Hiawathaland Transit utilizes a fleet of 30 vehicles that are stored across the large service area. The buses have a contract year between 2007-2017. 24 of the buses are class 400 and 6 of the buses are class 500. 8 of the buses are labeled as a backup vehicle. There is a constant need to replace aging

vehicles in the fleet.

**Future Needs – Facilities** 

Hiawathaland Transit owns a bus garage in Plainview, and operates out of city-owned transit facilities in Northfield and Red Wing. Hiawathaland currently rents vehicle storage facilities in Cannon Falls, Faribault, Lake City, and Zumbrota. A dispatch center and training facility that will serve as the regional transit administrative space is under construction in Plainview. There is also a small transfer station and

park and ride facility in Red Wing, which the agency uses as a central transfer location.

**Future Needs – Operations** 

Hiawathaland Transit employs approximately 100 employees in total with a mix of full-time and parttime drivers, dispatchers, and administrative staff.

The service area covers Goodhue, Rice, and Wabasha counties, but with different needs and limited

resources, the hours and levels of service vary across the region.

The main issue facing the transit agency currently is the driver shortage. The shortage has resulted in service suspensions and reduced hours in some areas. The agency recently increased driver

compensation and added a shift differential, but there is still a shortage.

Future Needs – Technology

The agency uses TripSpark software for reservations, scheduling, and dispatching. TripSpark tablets are onboard each vehicle allowing for trip scheduling on the fly and tracking performance data. The system

is aging and will require an update in the next 1-4 years.

**Budget Information** 

Three Rivers Community Action, Inc. 2019 Funding: \$3,142,000

**Legislative Districts** 

Legislative Districts: 20, 21, 24, 20B, 21A, 21B, 24B, 58B, 28A

Congressional Districts: 1, 2