

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 part-time 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