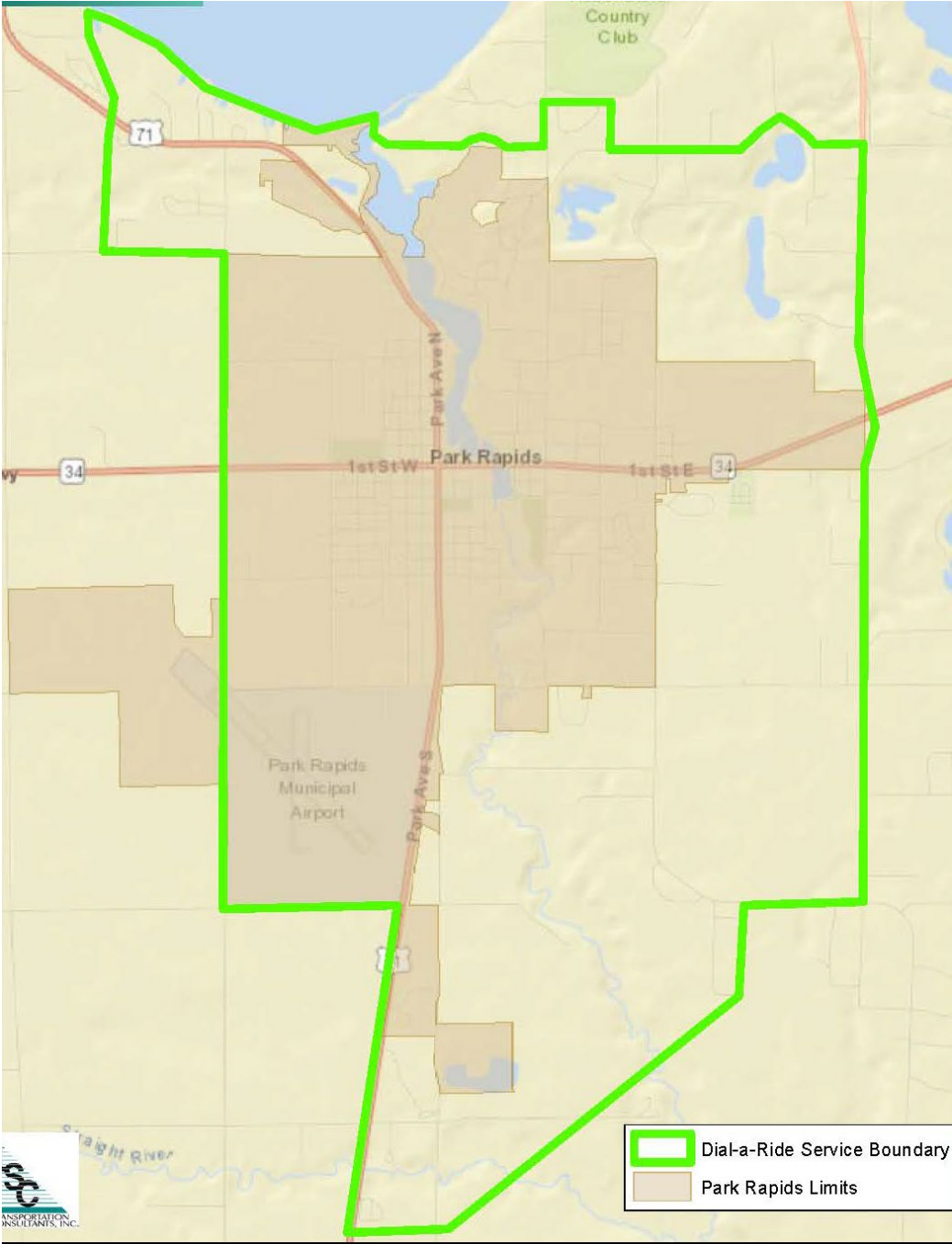


Hubbard County Heartland Express



Agency Background

Heartland Express is a demand response public transportation system based in Hubbard County. The service is available to the general public and operates primarily within Park Rapids city limits and adjoining areas. Hubbard County operates Heartland Express as a social services program to benefit the community, especially residents who lack adequate transportation.

Contact Information

Kelly Hagen, Transit Coordinator
205 Court Ave
Park Rapids, MN 56470
218-732-2421
khagen@co.hubbard.mn.us
www.hubbardcountyheartlandexpress.com

Hours of Operation

Monday – Friday: 7:30am - 6:45pm
Saturday: 8:00am - 4:00pm
Sunday: No Service

Volunteer Drivers

Annual Volunteer hours donated - estimated 4,605
Trips completed – 2,586
Miles driven – 130,354

Funded through the Minnesota Department of Human Services. The service operates with eight volunteer drivers that receive a mileage reimbursement for operating their vehicle in the program.

Future Needs – Buses

Heartland Express has five in-service vehicles and one spare vehicle; all of the vehicles are considered Class 400 cutaway buses. The five in-service vehicles are gas powered, while the spare vehicle is biodiesel. The five in-service vehicles are in good or excellent condition and the spare vehicle is in marginal condition. The vehicle purchase contract years range from 2005 to 2016, with the total purchase prices ranging from approximately \$59,000 to approximately \$78,000.

Future Needs – Technology

The buses have televisions onboard that help promote community organizations through public announcements.

Future Needs – Operations

When asked what single improvement to “current bus service would make passengers ride more frequently”, the most common response was longer service hours (earlier or later).

Budget Information

Hubbard County 2019 Funding: \$420,000

Legislative Districts

Legislative Districts: 2A, 2B, 5A
Congressional District: 8