

Three Rivers Community Action Hiawathaland Transit

Three Rivers Community Action created the Hiawathaland Transit service in January 1998 to meet the transit needs in the region. The Hiawathaland Transit service area includes 18 different communities across Goodhue, Rice, and Wabasha counties. Deviated fixed route service is provided in Faribault, Northfield, and Red Wing on weekdays and limited service on weekends in Northfield. Dial-A-Ride service is provided in all 18 communities on weekdays and, in some communities, on weekends. Hiawathaland Transit also provides regional trips across its service area as demand arises and resources are available.



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. Twenty-four of the buses are class 400 and six of the buses are class 500. Six of the buses are labeled as backup vehicles. There is a constant need to replace aging vehicles in the fleet.

Hiawathaland Transit owns a bus garage in Plainview, and operates out of city-owned transit facilities in Northfield and Red Wing. Hiawathaland Transit currently rents vehicle storage facilities in Cannon Falls, Faribault, Lake City, and Zumbrota. They have a dispatch center and training facility that serves as the regional transit administrative space 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.

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.

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

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Legislative Districts: 20B, 21A, 21B,
24B, 58B
Congressional Districts: 1, 2

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. In 2019, volunteer drivers made 3,744 one-way trips and logged 7,408.5 hours. There are 38 volunteer drivers.

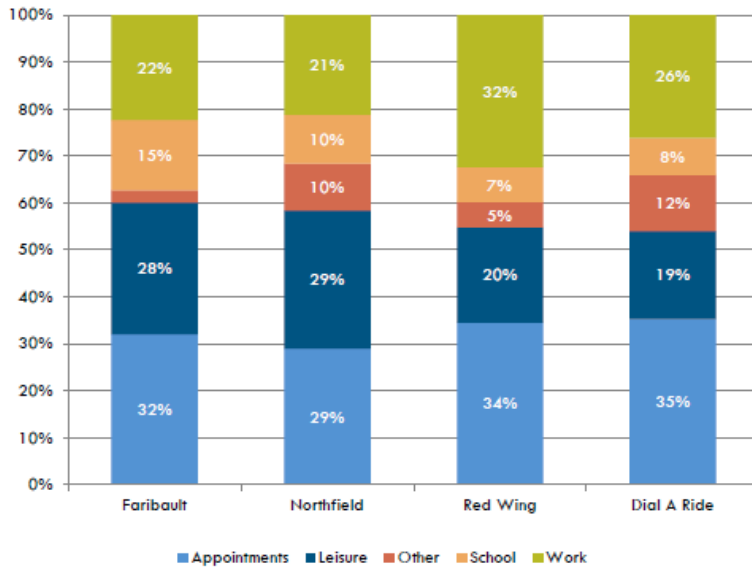
Hours of Operation (varies by community)

Monday-Friday: 4:30am – 9:00pm
Saturday-Sunday: 7:00am – 5:00pm

Ridership

In 2018, Hiawathaland Transit provided 315,050 one-way trips. The total represents a ridership decline of approximately 5% from the previous year. Despite the recent downturn, ridership has steadily increased over the past decade. This continual ridership expansion is largely due to service expansions, in terms of both service area and span of service.

Figure 11. Trip Purpose



Budget

The 2019 Three Rivers Community Action Inc. funding was \$3,142,000. The budget for Hiawathaland Transit will need to increase to \$5.3 million by 2024 to meet identified operation and capital expenses.

Federal Revenue Share	\$608,580
State Revenue Share	\$2,062,120
Local Revenue Share	\$471,300

High and Medium Priority Unconstrained Needs List for Hiawathaland Transit

- Replace 17 vehicles by 2024
- Hire a Spanish speaking Travel Trainer
- Add several regular weekday routes
- Improve the deviated fixed route services
- Conduct a route analysis in Faribault, Northfield, and Red Wing to improve low-productivity service
- Purchase electric fareboxes
- Implement a mobile management program with a travelling technician
- Update dispatching software and purchase driver simulation training equipment
- Grow HART Volunteer Program