Hiawathaland Transit 2021-2022 Review

November 16, 2022
Hiawathaland Transit

- 67 transit employees operating 27 buses in Goodhue, Rice, & Wabasha counties
- Centralized dispatch center in Plainview operating 4:30 a.m. – 7:00 p.m. Mon-Sat
- Operated continuously throughout pandemic using dial-a-ride model with no reduction in hours or staffing
- Transitioned back to regular route service in summer 2021
5311 Service Models

The Public Transit Participation Program provides financial assistance for public transit services. This grant program supports capital, planning and operations of transit systems in small and large urban areas and in rural areas outside of the seven-county Twin Cities metropolitan area.

Types of Services We Offer:
- Deviated Routes
- Dial-A-Ride
- Hiawathaland Auxiliary Regional Transit

1. Deviated Routes: A service operating on a fixed route from which vehicles may deviate to pick up or drop off passengers. Requests for route deviation may come by phone, via radio contact with the driver, or may be requested by a passenger upon boarding. We can deviated up to 4 blocks.

2. Dial-A-Ride: A demand-responsive service in which the vehicle is requested by telephone and routing is determined as requests are received. Origin-to-destination service with some intermediate stops is offered. Dial-A-Ride is a version of the taxicab using larger vehicles and operates outside of the 4 block radius of the deviated routes.

3. HART/Volunteer Transportation: A volunteer driver program that is intended to provide individuals with accessible transportation that is suited to meet their specific needs. One-way, roundtrip, and multi-stop rides are usually available; reservations are required.
Hiawathaland Transit Team

- Transportation Director – Peter Schepers
- Compliance, Safety, Training & Red Wing Operations Manager- Tracy Borgschatz
- HART & Rice County Operations Manager – Dianne Ford
- Dispatch & DAR Operations Manager – Joan Pavelka
- Red Wing Lead – Heather Vinson
- Northfield Lead – Kathy Grobe
- Faribault Lead – Ellen Budin
- 2 Community Outreach Coordinators
- 48 Full Time and Part Time Drivers
- 7 Dispatchers / Customer Service Specialist
- 1 Mechanic
Route Towns

**Red Wing**
3 Routes
Monday - Friday 6:00AM – 6:00PM
Dial-A–Ride
Monday – Friday 4:30AM – 9:00PM
Saturday and Sunday 7:00AM – 5:00PM

**River Run**
Monday - Friday 6:00AM – 6:00PM

**Northfield**
2 Routes
Monday – Friday 6:00AM – 6:00PM
Dial–A–Ride
Monday – Friday 6:00AM – 9:00PM
Saturdays 7:00AM – 5:00PM
Express Routes
Monday – Saturday 3:00PM – 10:00PM
Sundays 11:00AM – 2:00PM

**Faribault**
2 Routes
Monday - Friday 6:00AM - 6:00PM
Dial-A-Ride
Monday - Friday 5:00AM - 5:00PM
Saturday 12:00PM - 5:00PM
Connect
Monday - Friday 6:45AM - 4:30PM
Dial-A-Ride Communities

- Cannon Falls / Randolph: Monday – Friday, 7:00 am – 5:00 pm
- Kenyon / Wanamingo: Monday – Friday, 7:30 am – 4:30 pm
- Lake City / Frontenac: Monday – Friday, 7:00 am – 4:30 pm, Saturday 7:30 am – 4:30 pm
- Lonsdale: Monday – Friday, 7:30 am – 4:30 pm
- Pine Island: Monday – Friday, 7:00 am – 5:00 pm
- Plainview / Elgin: Monday – Friday, 7:00 am – 4:30 pm
- Wabasha / Kellogg: Monday to Friday, 7:00 am – 3:30 pm, Saturday 7:30 – 4:30 pm
- Zumbrota / Mazeppa: Monday to Friday, 8:00 am – 4:00 pm
Ridership

- 2019 – 280,137
- 2020 – 135,001
- 2021 – 149,753
- 2022 – 130,222 (Through Sept)
Demographics

2022

- Adult: 47%
- Disabled: 19%
- Elderly: 12%
- Student: 12%
- Children: 10%
Buses and Operating Grants

$4,789,900 – 2023 Operating Grant from MnDOT

Local share during pandemic was 0%

Local share in 2023 will be 5% - comes from fare revenue

MnDOT expects to return to 15% local share in 2024

11 buses on order, funded with MnDOT capital grants

National backlog on buses creating long delays

Largest small bus manufacturer has only 1 of 7 manufacturing facilities operating, meeting only 25% of demand

Vehicle prices are 30-70% higher than pre-pandemic levels

Local share in 2023 will be 5% - comes from fare revenue

MnDOT expects to return to 15% local share in 2024

Vehicle prices are 30-70% higher than pre-pandemic levels
The HART program - Hiawathaland Auxiliary Regional Transit - works with a group of drivers (38 in 2021) throughout our three counties where volunteers share their time and car to drive our riders to medical appointments, shopping, entertainment, supportive services, friendly visits, volunteer work and more. HART is funded in part by SEMAAA, United Way, Various Medical Providers and other community partners.

In 2021, the HART program provided 3,296 trips:

- Goodhue County – 1,447 trips
- Rice County – 1,072 trips
- Wabasha County – 777 trips

In 2021, volunteers donated 6,664 hours, drove over 120,000 miles – almost 5 times around the earth!

In the first 3 quarters of 2022, volunteers provided 2,020 rides, donated 4,212 hours and drove 74,105 miles!
Server & Dispatch Upgrades

- We converted our server hosting to TripSpark for better customer experience
- Upgraded our Maps from 2012 to 2021 Version
- With this new “Passenger Portal” riders will be able to book their own rides
- Customers can also load funds onto their account for future rides and pay electronically
- For dial-a-ride customers they will have real-time location of their bus
- Based on GPS and proximity to the client’s stop an approximate time to pick-up will be generated
- Customers will be able to review their ride history
- Customers will be able to book a new ride, or repeat a previous ride
- Reduce number of “no-show” rides due to the customers ability to view and modify future rides
• We’ve implemented a new payroll system that requires transit staff to punch in/out for their shifts and breaks. Allows more accurate timekeeping for CDL Hours of Service requirements

• Revised our driver requirements to help attract more qualified drivers

• Worked with MnDOT to develop necessary Entry Level Driver Training (ELDT) classroom material and have a certified in-house trainer. (all new CDL drivers must complete an ELDT training course nationwide)

• MnDOT grant application for updating our on-board cameras in the buses.

• In the process of redesigning our three deviated routes in Red Wing. They have not been updated for nearly a decade and we plan to go live with new routes January 1, 2023

• Northfield Route Redesigned planned for 2024 when new Transfer Station is projected to be completed
Questions?

Peter Schepers, Transportation Director
507-216-9130 (office) or 507-696-9358 (cell)
Pschepers@threeriverscap.org