Knowing when, where, and how to schedule safe, reliable transportation makes a difference in all aspects of our lives.

This guide was created by the Region 6W Regional Transportation Coordinating Council (RTCC) to assist passengers of Big Stone, Chippewa, Lac qui Parle, Swift, and Yellow Medicine counties in understanding the transportation services in their area and in learning how to schedule rides that suit their personal needs and circumstances.

Ensuring that passengers across our region can find and schedule transportation that meets their needs is our priority. For additional information, please contact RTCC staff at (320) 269-6578 or emily.castaneda@prairiefive.org.
Scheduling a Ride

Where: Transit services are available across our region of Big Stone, Chippewa, Lac qui Parle, Swift, and Yellow Medicine counties. Some services are available for in-town transportation only while others travel throughout Minnesota.

When: Be aware that most providers need ample time to schedule your ride because of vehicle and driver limitations. If you have an appointment to attend, be sure to schedule transportation as soon as possible. Providing at least a week’s notice will help ensure that your ride can be provided. Some in-town services can accommodate short-notice rides, however, it is a good idea to plan ahead if you are adhering to a schedule.

How: Calling the transit provider’s dispatch office is often the best way to schedule a ride. However, if you need a ride that may be covered by insurance, contacting your provider directly will be your first step. Whether you are calling a dispatch office or your insurance provider, the dispatcher/representative will need to know your name, pick up address, drop off address, appointment time/length, and whether you will be needing a wheelchair accessible vehicle, bringing an escort, or any other special transportation requests.

How much: Transportation costs vary from service to service. When scheduling a ride, be sure to verify with the dispatcher what the cost will be so you are prepared when boarding. Depending on your insurance provider and transit provider, some rides may be covered by your benefits while others may be out-of-pocket. If you are unsure whether you have transportation benefits, contact your insurance provider or case worker to understand eligibility.

Types of Service:
- **In-town Transportation**: Transportation only available within and/or around city limits.
- **Regional Transportation**: Transportation that is provided from one town to another.
- **Volunteer Driver Programs**: Regional transportation provided by volunteers using their personal vehicles.
- **Veterans Service Offices**: Transportation services available to veterans.

**Transit Providers**

Granite Falls Ambulance
Local Counties: Chippewa, Lac qui Parle, Swift, Yellow Medicine
Type of Service: Regional
Hours: Sunday - Saturday, 24 hours
Additional Information: Wheelchair accessible vehicles available.
Contact: (320) 564-3111

Jefferson Lines
Jefferson Lines offers daily pickups in Granite Falls and Clara City with destinations in Sioux Falls and Minneapolis. Rides may be booked online at www.JeffersonLines.com or by calling 858-800-8898.

Living at Home-Block Nurse Program
Local Counties: Yellow Medicine
Type of Service: Volunteer Driver Program
Hours: Service available upon demand
Additional Information: Service is available to adults 60+ in the city of Granite Falls.
Contact: (320) 564-3235

Lyft
Lyft drivers are available to provide demand response service in-town and regionally. Schedule rides using the Lyft app or at www.Lyft.com.

**Peoples Express**
Local Counties: Big Stone, Chippewa, Lac qui Parle, Swift, Yellow Medicine
Type of Service: Regional
Hours: Monday - Friday, 5:00am - 6:00pm
Additional Information: Wheelchair, geri-chair, and door-through-door service available.
Contact: (218) 631-2909 or 800-450-0123

**Prairie Five RIDES**
Local Counties: Big Stone, Chippewa, Lac qui Parle, Swift, Yellow Medicine
Type of Service: In-town, Regional, Volunteer Driver Program
Hours: In-town: Monday - Friday, 7:00am - 5:00pm
Regional: Monday - Friday, 6:00am - 10:00pm
Contact: 877-757-4337

**Turbo Taxi**
Local Counties: Chippewa
Type of Service: In-town
Hours: Sunday - Thursday, 6:00am - 12:00am
Friday & Saturday, 6:00am - 2:00am
Additional Information: In-town city bus service in Appleton, Benson, Canby, Dawson, Granite Falls, Madison, Montevideo, and Ortonville.
Contact: 877-757-4337

**Veterans Service Offices**
Transportation services available to veterans going to St Cloud and Minneapolis VA clinics. Service dates and hours vary in accordance with schedule and driver availability.
- Big Stone County VSO - (320) 839-6375
- Chippewa County VSO - (320) 269-6419
- Lac qui Parle County VSO - (320) 598-3445
- Swift County VSO - (320) 842-5271
- Yellow Medicine County VSO - (320) 313-3037