**TRANSPORTATION PROVIDER TYPES**

**Special Transportation Service (STS):** Transportation provided by a carrier on a regular basis designed to serve individuals who are elderly and/or disabled and are unable to use regular types of transportation. In Minnesota, carriers must be certified by the Office of Freight and Commercial Vehicle Operations before providing transportation.

**Public Transit System:** A Transit System that receives State and Federal operating assistance; in SW MN the systems receive Section 5311 operating assistance. There are no age eligibility requirements.

**Taxis:** Taxis provide door to door service, usually in the communities in which they are located. All age groups are eligible for rideship.

**Charter Service:** Charter Services are private for profit transportation providers. Charter provides service for any size group for both short and long distance trips. There are no eligibility requirements.

**Intercity Bus Service:** (Over the road coach) a large bus with luggage space, used primarily for transportation between cities.

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**CHARTER PROVIDERS**

Kempema Bus Company ............................................. 507.372.7861
Ludolphs Bus Service, Inc - Pipestone.............. 507.825.2303
Palmer Bus Service.............................................. 507.836.6750
Ram Tour and Travel - Marshall.............. 507.532.2245
Reading Bus Line, Inc. Reading.................. 605.221.0706 / 507.926.5404
Southwest Coaches/SW Tour and Travel Marshall ... 507.532.5836
Thelen Bus Services - Redwood Falls .......... 888.637.3600
Tyler Bus Service - Tyler.......................... 507.237.5866

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**SPECIAL TRANSPORTATION SERVICE PROVIDERS**

Medivan, Inc. (Worthington) .... 507.372.5787 or 800.422.0976
Peoples Express................................. 800.450.0123
Handi Van Service............................. 507.281.3600 or 800.363.5451
Blue Mound Transportation............... 507.449.4646
Worthington Taxi .................................. 507.372-4300

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**INTERCITY BUS SERVICE**

Jefferson Bus Lines www.jeffersonlines.com ... 800.451.5333
Land to Air Express www.landtoairespress.com/ ... 888.736.9190

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**WHAT DO THESE SERVICES PROVIDE?**

**Public Transit Systems**

The Public Transit Systems provide rides that connect people to places through use of Public Transit System buses & volunteer drivers to serve the needs of the residents in Southwest Minnesota. The Systems strive to minimize duplication of rides, refer rides to other providers such as Special Transportation Services (STS), charter or neighboring transit systems when appropriate.

**Health & Human Services**

Health & Human Services provide a variety of services to low-income persons, which may include transportation to and from community resources and facilities.

**County Veteran Service Officers**

The County Veteran Service Officers assist veterans, their dependents and survivors with claiming health benefits, which can include transportation for obtaining medical services.

**Volunteer Drivers**

Volunteer drivers use their own vehicles to provide rides. They receive mileage reimbursement via public transit systems. The majority of volunteer drivers have undergone defensive drivers training and basic driving safety training.

**A.C.E. of Southwest Minnesota (Advocate • Connect • Educate)**

A.C.E. offers people 55 and older volunteer opportunities at non-profit or government agencies, or any place that has health care as its priority. Volunteer drivers and rider companions are two of the many volunteer opportunities.

**Southwestern Center for Independent Living (SWCIL)**

800.422.1485 (TTY) www.swcil.com

SWCIL provides information and Referral along with Independent Living Services for people with disabilities.

www.MinnesotaHelp.info

A web-based resource, which enables people to be connected to a variety of services, including transportation. There are also phone Linkage Lines which provide in-depth information and assistance to people over the phone, through live chat and email.

**Senior LinkAge Line®** 800.333.2433

**Disability LinkAge Line®** 866.333.2466

**Veterans LinkAge Line®** 888.546.5838 (Linkvet)
## COUNTY PUBLIC TRANSIT CONTACTS AND RELATED SERVICES IN SOUTHWEST MINNESOTA

<table>
<thead>
<tr>
<th>County</th>
<th>Public Transit Dispatch Center</th>
<th>Phone Number</th>
<th>Email</th>
</tr>
</thead>
<tbody>
<tr>
<td>Cottonwood County</td>
<td>Public Transit Dispatch Center</td>
<td>507.847.2632</td>
<td><a href="mailto:tpjackson@unitedcapmn.org">tpjackson@unitedcapmn.org</a></td>
</tr>
<tr>
<td>Lincoln County</td>
<td>Public Transit Dispatch Center</td>
<td>507.537.7628</td>
<td><a href="mailto:tpmarshall@unitedcapmn.org">tpmarshall@unitedcapmn.org</a></td>
</tr>
<tr>
<td>Nobles County</td>
<td>Public Transit Dispatch Center</td>
<td>507.372.4444</td>
<td><a href="mailto:shelly.pflaum@unitedcapmn.org">shelly.pflaum@unitedcapmn.org</a></td>
</tr>
<tr>
<td>Pipestone County</td>
<td>Public Transit Dispatch Center</td>
<td>507.825.1180</td>
<td><a href="mailto:tppipestone@unitedcapmn.org">tppipestone@unitedcapmn.org</a></td>
</tr>
<tr>
<td>Redwood County</td>
<td>Public Transit Dispatch Center</td>
<td>507.537.7628</td>
<td><a href="mailto:shelly.pflaum@unitedcapmn.org">shelly.pflaum@unitedcapmn.org</a></td>
</tr>
</tbody>
</table>

### Key
- **DD** = Door to Door
- **CC** = Curb to Curb
- Coordinates Volunteer Drivers
- Coordinates Volunteer Drivers – meal site only

### Door to Door (DD)
- The provider assists the passenger in getting from the entry door of their pick-up location to the bus, possible assistance getting on/off the bus, and getting safely to their destination location entry doors, including assisting with passenger securement in vehicle. Provider does not enter the pick-up/destination locations.

### Curb to Curb (CC)
- The provider meets the passenger at a specific pick-up location and may assist them with getting on and off the bus at their destination location, including assisting with passenger securement in vehicle.

### Door through Door or Station to Station
- A hands-on service for passengers with significant mobility limitations in which a service not only escorts the passenger into the destination, but also may provide assistance with belongings (e.g., groceries). This service is for those who would otherwise not be able to use regular transit services. An STS provider normally provides this service.

### Coordinated Rides
- Rides will be coordinated to use public and private funds to the best of your transit provider’s ability. A shared ride is often the best use of resources.

### Rider Companion
- Did you know volunteers might be available to accompany a rider to and from their destination? Contact your Transit System to see if this may be an available option.

### SW Regional Ride Council
- Struggling to find the right resource for your transportation needs? For help finding transportation that meets your needs contact the Southwest Access Coordinator.

### Public Transit Service Providers

#### Community Transit of UCAP
- **Website**: [www.communitytransitswmn.org](http://www.communitytransitswmn.org)
- **Transit Director**: Cathleen Amick: cathleen.amick@unitedcapmn.org
- **Phone**: 507.537.7628 (dispatch)
- **Serving the Counties of**: Cottonwood, Jackson, Lincoln, Lyon, Murray, Pipestone, Redwood, and Rock

#### Prairieland Transit System / Nobles County Heartland Express of SMOC
- **Website**: [www.smoc.us/transitsystem.html](http://www.smoc.us/transitsystem.html)
- **Transit Director**: Karen DeBoer: kdeboer@smoc.us
- **Phone**: 507.376.3322
- **Serving the County of**: Nobles