

RIDE WITH US!

Tri-Valley Heartland Express (T.H.E. Bus) is a rural public transportation system serving NW Minnesota

T.H.E. Bus is available for anyone. There are no age or income guidelines – however, children under the age of five must be accompanied by an adult.

We provide curb-to-curb service, allowing those with special needs more comfortable, safe and convenient method of transportation.

All of our buses are handicapped accessible and lift-equipped. All of our drivers are trained and certified.

RIDER INFORMATION

Hours of Service:

Monday thru Friday 7:00 am to 6:00 pm
Call dispatch for more information

Hours of Dispatch:

Monday thru Friday 7:00am to 6:00pm
Saturday 10:00am to 4:00pm

Holidays that Rural Routes do not run:

New Year's Day, Martin Luther King Jr. Day, Presidents' Day, Good Friday, Memorial Day, Independence Day, Labor Day, Veterans Day, Thanksgiving Day and day after, Christmas Day

Phone number:

Crookston – 218-281-0700
Thief River Falls – 218-681-6760
Toll Free 800-201-3432

Website:

www.tvoc.org



Phone: 1-800-201-3432

Website: www.tvoc.org

Facebook: www.facebook.com/TVOCInc

Twitter: @TriValley_TVOC

This information is available in alternative formats to individuals with disabilities. Contact us at 1-800-584-7020 or by calling the Telecommunication Relay Service at 711 or 1-800-201-3432. Tri-Valley Opportunity Council, Inc. is an equal opportunity employer.

RIDER GUIDE

Rural Route Schedule



Tri-Valley
Opportunity Council, Inc.

Transportation Programs

www.tvoc.org

Revised 2018

IF YOU LIVE IN MARSHALL, PENNINGTON, OR KITTSON COUNTY

The Bus goes:

Every 1st, 3rd, and 5th Tuesday

* Warren City Wide - 9 am - 11:15 am

* Hallock City Wide - 12:15 pm - 2:15 pm

* Karlstad City Wide - 2:45 pm - 4:30 pm

Every 2nd and 4th Wednesday

* Warren City Wide - 9 am - 11:15 am

* Hallock City Wide - 12:15 pm - 2:15 pm

* Karlstad City Wide - 2:45 pm - 4:30 pm

Every 2nd Tuesday - Thief River Falls

Every 4th Tuesday - Warroad / Roseau

Every 1st, 3rd, 5th Thursday - Fargo / Moorhead

Every 2nd and 4th Thursday - Grand Forks

Every 1st Wednesday - Bemidji

IF YOU LIVE IN NORMAN OR MAHNOMEN COUNTY

The Bus goes:

Every Monday - Fargo / Moorhead

Every Thursday

* Twin Valley City Wide - 9 am - 4:30 pm

* Hendrum City Wide - 9 am - 4:30 pm

* Halstad City Wide - 9 am - 4:30 pm

* Ada City Wide - 9 am - 4:30 pm

Every 2nd Tuesday - Mahnomen

Every 4th Tuesday - Thief River Falls

Every 3rd Wednesday - Bemidji

BUS RIDING RULES

- The bus is considered **ON TIME** – 10 minutes before or after your scheduled time please be watching
 - The bus will arrive at pick-up location and depart after 2 minutes
 - Only large items YOU are able to carry will be allow on bus
 - Please keep cell phone use at a minimum as a courtesy to others
 - Due to allergies, please keep cologne/body spray/perfumes to a minimum
 - Shirt, shoes and appropriate clothing are required
 - No swearing, rude language or inappropriate behavior will be tolerated
 - Any infant under the age of 1 must be in a car seat
 - It is the parents/guardians' responsibility to ensure children are secured into infant car seat and properly seat belted into bus
 - No weapons allowed
 - Everyone should remain seated while the bus is moving
 - Drivers are not allowed to accept tips or gratuity
 - One ride will be provided per passenger to and from a liquor establishment to purchase alcohol
- When the passenger is brought back to the original location no other rides can be scheduled for that day to any other location
- For the safety of all passengers, if a rider appears intoxicated, or smells of alcohol he/she may be refused the ride

Any passenger not following the above rules may be suspended from the bus for one week. If issues continue there may be a two week suspension and possible loss of riding privilege's.

IF YOU LIVE IN POLK, RED LAKE OR CLEARWATER COUNTY

The Bus goes:

Every Monday - Grand Forks

Every 2nd Tuesday - Mahnomen

Every 4th Tuesday - Thief River Falls

Every 1st, 3rd, 5th Wednesday - Fargo/Moorhead

Every 2nd and 4th Friday - Bemidji

FARE:

- Please call dispatch for your round trip fare.
- The first stop is included in the rural route charge. All additional stops will cost \$2.00 each

NO SHOW POLICY

- If we go to your requested location and you don't show for your schedule ride, it is a **NO SHOW**
- No shows will cost the same amount as the trip. This must be paid before taking another rural route trip
- Please call 1 hour before your scheduled ride to cancel

TO SIGN UP FOR A RURAL ROUTE TRIP

- Call at least one business day prior to the scheduled trip to reserve a seat (cutoff is 3:00 pm)
- If you have signed up for a rural route you will receive a confirmation call around 3pm on the business day prior to the route
- All routes will arrive at the destination at 10am and leave around 2:30pm
- Destinations not listed please call for more information.