**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:**


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**Phone number:**

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

**Website:**

www.tvoc.org

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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.
**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

**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 one business day prior to the scheduled trip to reserve a seat
- 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.

**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