RIDE WITH US!

Tri-Valley Heartland Express (T.H.E. Bus) is a rural public transportation system serving northwest 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 7:30 am to 4:30 pm
Call dispatch for more information

Hours of Dispatch:
Monday thru Friday 7:00 am to 8:30 pm
Saturday 10:00 am to 4:00 pm

Commuter routes and out of town routes are available. Please call TODAY for more information.

Phone number:
Toll Free 800-201-3432

Website:
www.tvoc.org

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
Mahnomen & Mahnomen County

Phone: 800-201-3432
Website: www.tvoc.org
Facebook: www.facebook.com/TVOCInc
Twitter: @TriValley_TVOC

Tri-Valley Opportunity Council, Inc.
Transportation Programs
www.tvoc.org

Revised 2020
FARE RATES

• Drivers do not carry change. Please have correct fare when boarding the bus.
  ~ No charging ~

Bus Service:
City Service:
$1.00 per ride in city limits

Out of City Service:
0-5 miles - $3.00/$3.00 to return
5-10 miles - $4.00/$4.00 to return
10-15 miles - $5.00/$5.00 to return
15-20 miles - $6.00/$6.00 to return

City to City Service:
* Bejou
* Waubun
& Naytahwaush

• We accept cash, check or bus pass for payment of rides

• Bus passes are available for purchase from the bus drivers or an office location

BUS RIDING RULES

• The bus is considered ON TIME – 10 minutes before or 10 minutes after your scheduled time.
• The bus will depart after 2 minutes at the pickup location.
• Only large items you are able to carry will be allowed.
• Luggage/Bags/Backpacks/ Packages: must not block the aisle, stairs or doorway.
• Items must remain under the rider’s control. When unloading items will be placed on the curb.
• No open food or beverages allowed.
• Keep cell phone use to a minimum.
• Keep cologne, perfumes, body odor etc. to a minimum.
• Shirt, shoes, and appropriate clothing are required.
• No swearing, rude language, raised voice, and/or inappropriate behavior.
• Parents/guardians’ are responsible to secure children into infant car seats if under 1 years old and if over 1 years old properly seat belted.
• No weapons allowed.
• Remain seated and buckled while the bus is moving.
• Drivers are not allowed to accept tips or gratuity.
• One ride will be provided per rider to and from a liquor establishment to purchase alcohol. No other rides can be scheduled for that day to any location.
• For the safety of all riders, if a rider appears intoxicated, or smells of alcohol he/she may be refused the ride.

MISSING T.H.E. BUS AND NO SHOW POLICY

• Please call ½ hour before your scheduled pick-up time to cancel your ride
• The bus is considered on time 10 minutes before and 10 minutes after scheduled pick-up time
• If we go to your requested location and you don’t show for your scheduled ride it is considered a NO SHOW
• If you receive a no show, you will be required to pay for the no show prior to receiving another ride
• No show fare will be $1.00 for in-city no shows and out of town rates out of town no shows
• Remember: We have no control of traffic, trains, weather conditions or other riders ahead of you

PUBLIC TRANSPORTATION IS FOR EVERYONE! CALL FOR YOUR RIDE TODAY!

Tri-Valley Opportunity Council, Inc.
Transportation Programs

Any riders not following the above rules may be suspended from T.H.E. Bus for one week. If issues continue, there may be a two-week suspension and possible loss of riding privileges.