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 7:00 am to 8:30 pm
Saturday 10:00 am to 4:00 pm

Holidays that Rural Routes do not run:

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

Website:
www.tvoc.org

RIDER GUIDE

Rural Route Schedule

Transportation Programs

Tri-Valley Opportunity Council, Inc.

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.

Revised 2020
**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 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.

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.

**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

**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.