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:
* To Thief River Falls every third Wednesday.

* Every second and fourth Wednesday within Kittson County 9:00 am to 2:30 pm.

Call dispatch for more information

Hours of Dispatch:
Monday thru Friday 7:00 am to 6:00 pm

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.

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

Revised: 2022
FARE RATES

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

• 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 SERVICE:
Available on second and fourth Wednesday of the month within the county:

Karlstad City Service: $1.00 per ride in city limits

Out of Karlstad 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: * Lake Bronson * Lancaster
* Hallock * Kennedy

Service to Thief River Falls: Available on the third Wednesday of the month– Only $10 round trip (extra stops are $2 each).

TO SIGN UP - 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 3:00 pm on the business day prior to the route.
• Route will arrive at the destination at 10am and leave around 2:30 pm.

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 for out of town no shows
• Remember: We have no control of traffic, trains, weather conditions or other riders ahead of you

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.