**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 Grand Forks every first, third and fifth Tuesday.
- Every second and fourth Tuesday within Marshall County from 9 am to 2:30 pm. (Call dispatch for more information)

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

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Phone number:
Toll Free 800-201-3432

Website: www.tvoc.org

Facebook: www.facebook.com/TVOCInc
Twitter: @TriValley_TVOC

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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.

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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:**
Bus Service available within Marshall County on second and fourth Tuesdays of the month.

**Warren City Service:** $1.00 per ride in city limits

**Out of Warren 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:**
- * Argyle * Stephen
- * Alvarado * Standquist * Newfolden * Middle River * Holt

**Service to Grand Forks:** Available on the first, third and fifth Tuesday of the month– Only $20 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 10:00 am and leave around 2:30pm.

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.

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