

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 four 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. Upon request, our driver will assist passengers.

All of our buses are handicapped accessible and lift-equipped. All of our drivers are trained and certified.

RIDER INFORMATION

Hours of Service:

* Mondays to Fargo

* Thursdays within Norman County from 9:00am to 4:30 pm

Call dispatch for more information

Hours of Dispatch:

Monday thru Friday 7:00 am to 6:00 pm

Phone number:

Crookston – 218-281-0700

Thief River Falls – 218-681-6760

Toll Free 800-201-3432

Website:

www.tvoc.org



Phone: 1-800-201-3432

Website: www.tvoc.org

Facebook: www.facebook.com/TVOCInc

Twitter: @TriValley_TVOC

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

Norman County



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 pass are available for purchase from the bus drivers or an office location

Bus Service:

Ada City Service: Available Thursdays only.
\$1.00 for your first ride and \$1.00 to return

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:

* Twin Valley * Halstad * Hendrum

Service to Fargo: Available on the second and fourth Monday of the month– Only \$20 round trip (extra stops are \$2 each).

TO SIGN UP TO GO TO FARGO -

- 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 2:30 pm.

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 on The Bus
- No swearing, rude language or inappropriate behavior will be tolerated
- It is the parents/guardians' responsibility to ensure children are secured into infant car seat and properly seat belted into bus
- No weapons allowed on the bus
- 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 infant under the age of 1 must be in a car seat

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.

MISSING THE 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.

