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 5:30 am to 6:00 pm
Saturday 10:00 am to 4:00 pm
Sunday 7:30 am to 1:30 pm

Hours of Dispatch:
Monday thru Friday 7:00 am to 6:00 pm
Saturday 10:00 am to 4:00 pm

* For rides on Sunday please call 218-289-4507 between the hours of 7:30 am and 1:30 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.
**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:**

**Crookston City Wide:**
Schedule at least a business day in advance: $2.00 for your first ride and $2.00 to return
Same Day Service: $3.00 for your first ride and $2.00 to return. Kids 12 and under ride for $1 when accompanied by an adult, five and under are free.

**University of Minnesota Pricing:** UMC students ride for free Monday through Friday during the school year with picture ID. UMC faculty ride for $1 during the school year with ID. Rides on Saturday and Sunday during the school year are $2.

**Service to Grand Forks:** Available on the first, third and fifth Monday of the month– Only $10 round trip (extra stops are $2 each).

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

**Service to Crookston:** Available on the first and fifth Wednesday of the month – Only $10 round trip (extra stops are $2 each).

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

**TO SIGN UP** to go to Grand Forks, Fargo, Crookston and Bemidji - 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 • Route will arrive at the destination at 10am 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 year 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 $2.00 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.
- Winter Storm Closings: Please listen to 1260 KROX AM for weather related closings.