

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 7:00 am to 8:30 pm

Saturday 10:00 am to 4:00 pm

Sunday 8:30 am to 1:30 pm

Hours of Dispatch:

Monday thru Friday 7:00 am to 8:30 pm

Saturday 10:00 am to 4:00 pm

*For rides on Sunday please call 218-686-6153 between the hours of 8:30 am and 1:30 pm

Phone number:
Toll Free 800-201-3432

Website:
www.tvoc.org



Phone: 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

PENNINGTON 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 passes are available for purchase from the bus drivers or an office location.

Bus Service:

Thief River Falls City Wide:

Same Day Service:

\$3.00 for your first ride and \$2.00 to return.

Schedule at least a business day in advance:

\$2.00 for your first rides and \$2.00 to return.

Kids 12 and under ride for \$1 when accompanied by an adult, five and under are free.

Service to Grand Forks: Available on the first third and fifth Tuesday of the month– Only \$20 round trip. (extra stops are \$2 each)

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 to go to Grand Forks and Thief River Falls- 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 10minutes 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 \$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 1230 KTRF for weather related closings.

