

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:

- * Thief River Falls every third Wednesday.
- * Roseau every fourth Tuesday.
- * 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 8:30 pm
Saturday 10:00 am to 4:00 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

KITTSON COUNTY



Tri-Valley
Opportunity Council, Inc.

Transportation Programs

www.tvoc.org

Revised: 2023

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 & Hallock City Service:

\$1.00 per ride in city limits

Out of Karlstad & Hallock 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 Roseau: Available every fourth Tuesday. Only \$20 round-trip (extra stops are \$2).

Service to Thief River Falls: Available every 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.

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

