

## 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 3:00 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:

Crookston – 218-281-0700

Thief River Falls – 218-681-6760

Toll Free 800-201-3432

### Website:

[www.tvoc.org](http://www.tvoc.org)



**Phone:** 1-800-201-3432

**Website:** [www.tvoc.org](http://www.tvoc.org)

**Facebook:** [www.facebook.com/TVOCInc](https://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](http://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 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 allowed 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.

