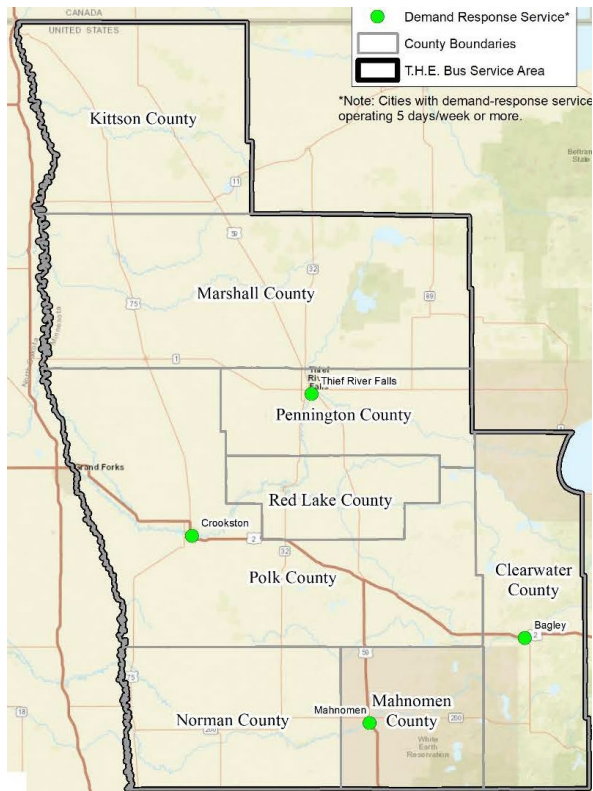


# Tri-Valley Heartland Express



## Agency Background

Tri-Valley Heartland Express (T.H.E.) is a division of Tri-Valley Opportunity Council, Inc. T.H.E. Bus operates public transportation services in Polk, Red Lake, Norman, Marshall, Kittson, Pennington, Mahnomen, and Clearwater counties.

T.H.E. Bus operates primarily demand response services across its service area, as well as some specific commuter routes and specialty programs. It is operated and governed by the Tri-Valley Opportunity Council, Inc. (TVOC) as a separate department and receives federal and state funding through a public transportation grant from the Minnesota Department of Transportation for in-town and rural transportation. The grant provides 80 percent funding for operating costs with a 20 percent local match required and is used to assist in the maintenance, development, improvement, and use of public transportation systems in non-urbanized areas.

## Contact Information

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<https://www.tvoc.org/services/transportation/>

## Hours of Operation

### Crookston

Monday – Friday: 6:00 am – 6:00 pm

Saturday: 10:00 am – 4:00 pm

Sunday: 7:30 am – 1:30 pm

### Thief River Falls

Monday – Friday: 7:00 am – 6:00 pm

Saturday: 10:00 am – 4:00 pm

Sunday: 7:30 am – 1:30 pm

### Red Lake County

Monday and Wednesday: 10 am – 2:30 pm

Tuesday and Thursday: 10 am – 2:30 pm

### Mahnomen

Monday – Friday: 7:30 am – 4:30 pm

### Bagley

Monday – Friday 7:00 am – 5:00 pm

### Clearwater County

Monday, Tuesday and Friday: 7:30 am – 5pm

### Ada, Twin Valley, Hendrum and Halstad

Thursdays: 9:00 am – 4:30 pm

### Warren, Hallock and Karlstad

Every 1st, 3rd and 5th Tuesday and Every 2nd and 4th Wednesday

Warren City Wide: 9:00 am – 11:15am

Hallock City Wide: 12:15pm – 2:15pm

Karlstad City Wide: 2:45pm – 4:30pm

## Future Needs – Buses

Tri-Valley currently has 31 in-service vehicles. Over three-quarters of the vehicles are gas powered, while 19 percent are biodiesel and three percent are diesel. Eight of the vehicles are in excellent condition, six are in good condition, four are in average condition, seven are in marginal condition, and six are in poor condition. The vehicle contract years range from 2003 to 2017. Tri-Valley currently plans to replace at least one of their vehicles each year between 2018 and 2025.

## Future Needs – Facilities

T.H.E. Bus has transit offices in Crookston and Thief River Falls. The Crookston office is larger and houses most maintenance and administrative operations.

Tri-Valley currently has five facilities, two of which are on land owned by Tri-Valley Transportation, two are on county land, and one is on private land. Tri-Valley does not currently have any signed bus stops, bus shelters, or benches at bus stops, nor do they have plans to implement any of these rider assets in future years.

## Future Needs – Operations

T.H.E. Bus has a total full-time staff of 39 employees that includes six management staff, twenty full-time drivers, eight schedulers/dispatchers, one administrative support person, and four maintenance staff. In addition to these full-time staff, T.H.E. Bus has 17 part-time drivers.

## Budget Information

Tri-Valley Opportunity Council, Inc. 2019 Funding:  
\$2,809,000

## Legislative Districts

Legislative Districts: 1A, 1B, 2A, 2B, 4B  
Congressional District: 7