



NORTH CAROLINA
Department of Transportation

NCDOT Intercity Bus Consultative Process FY 2027

February 4, 2026



Connecting people, products and places safely and efficiently with customer focus, accountability and environmental sensitivity to enhance the economy and vitality of North Carolina

The NCDOT Intercity Bus Program

- Eleven 5311(f) routes
- Over 50 intercity bus stops across North Carolina
- NCDOT plays active role in all bus stop negotiations
- Over the last 2 years, NCDOT has been the point in 11 bus stop negotiations
- Over 120,000 riders annually



Intercity Bus Service in North Carolina



ROUTES SUBSIDIZED AND MANAGED BY NCDOT

- P

 Asheville to Raleigh via Hickory - Piedmont Pass
- CF

 Asheville to Raleigh - Cardinal Flyer
- M

 Boone to Charlotte - Mountaineer
- HC

 Boone to Greensboro - High Country Gateway
- DD

 Charlotte to Wilmington - Dogwood Dasher
- CP

 Norfolk to Myrtle Beach - Coastal Plains Connector
- TC

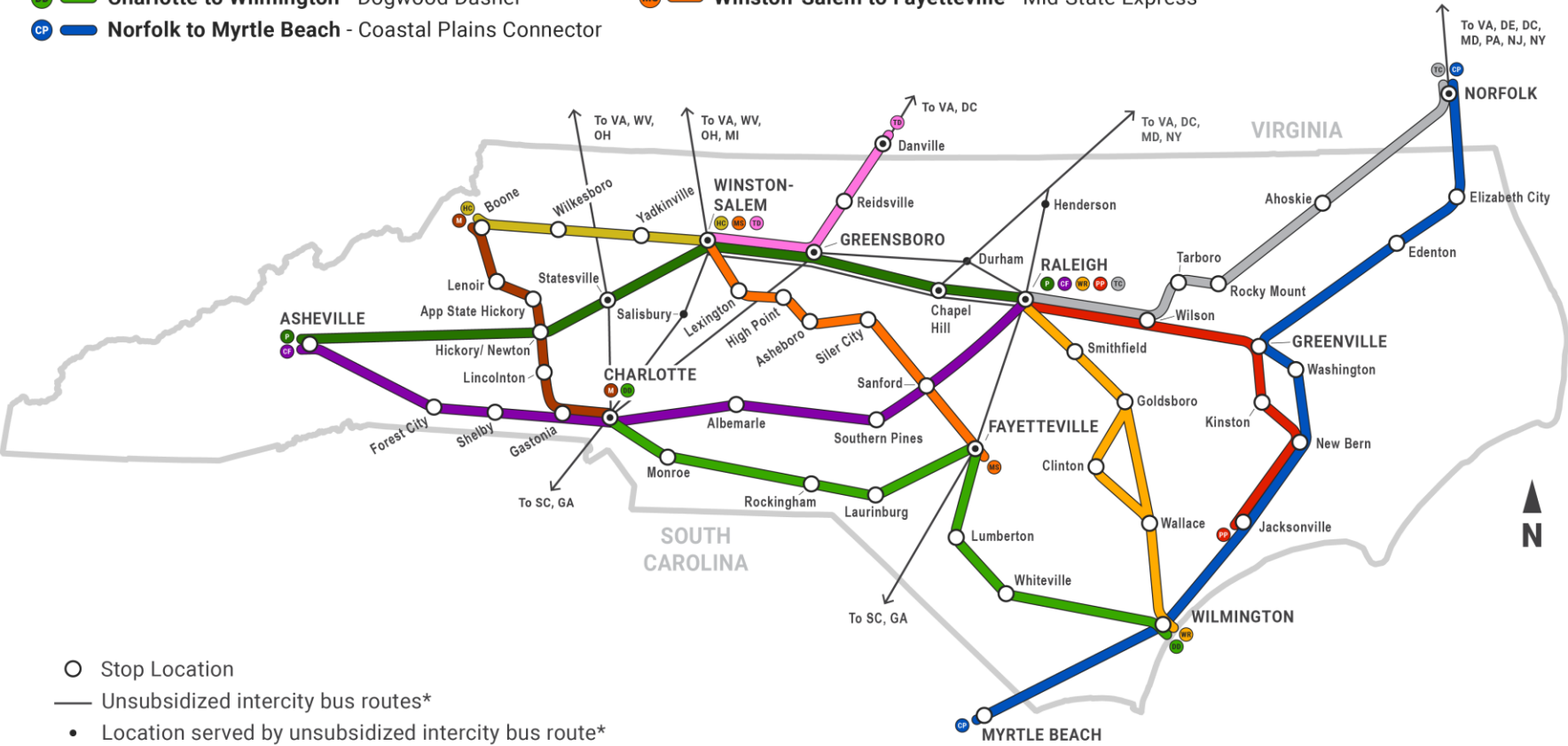
 Norfolk to Raleigh - Tidewater Connector
- PP

 Raleigh to Greenville to Jacksonville - Pirate's Passage
- WR

 Raleigh to Wilmington - Wave Rider
- TD

 Winston-Salem to Danville - Triad-Danville Connector
- MS

 Winston-Salem to Fayetteville - Mid-State Express

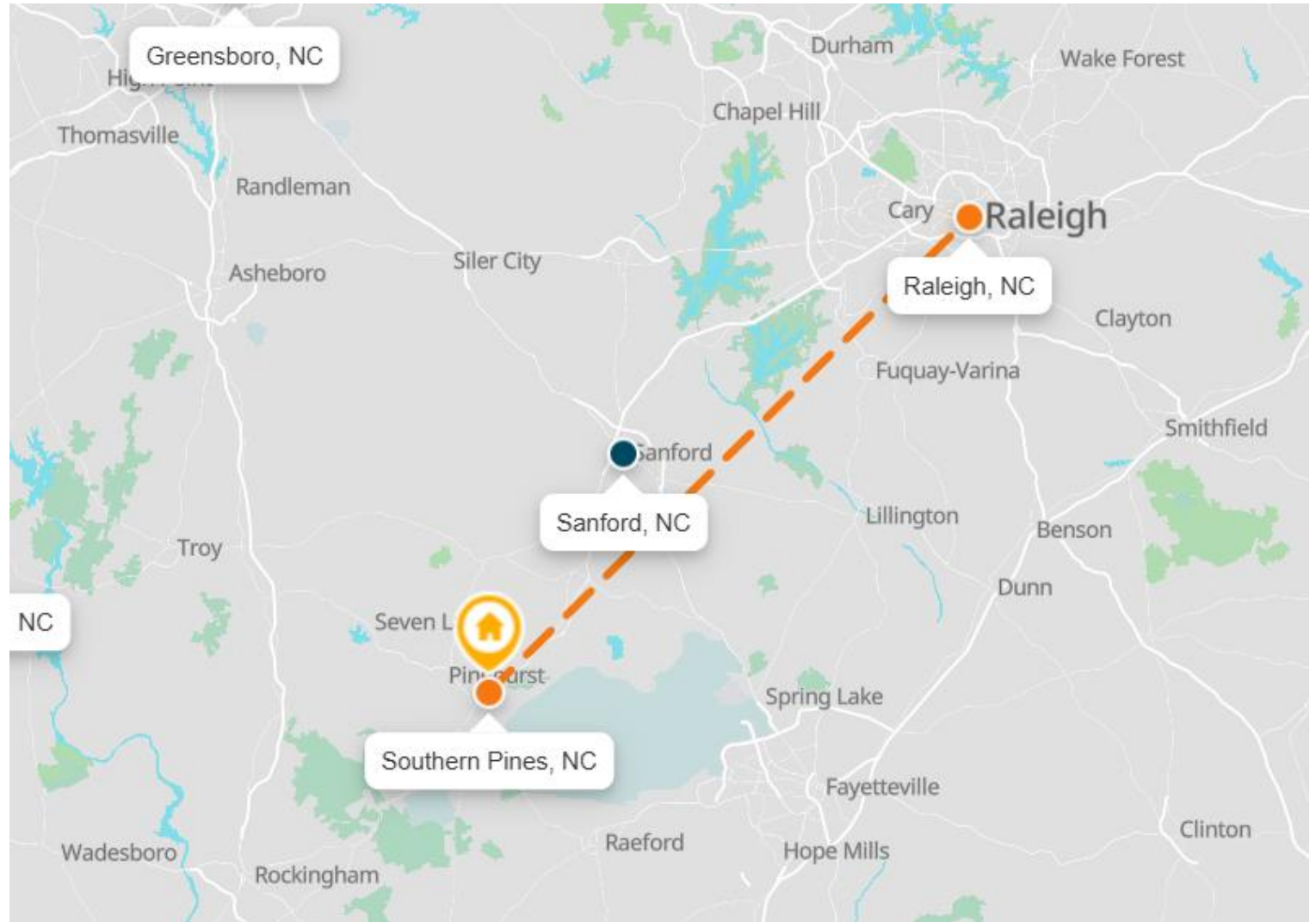


- Stop Location
- Unsubsidized intercity bus routes*
- Location served by unsubsidized intercity bus route*

*The unsubsidized intercity bus routes are shown for general informational purposes only. NCDOT is not involved in the management or operation of these routes which are subject to change at any time by the independent service providers.

North Carolina Intercity Bus Goals & Objectives

- Balance rural connectivity to urban areas
 - Ridership data is not always the key metric
 - Ridership+Strategic Coverage
 - Southern Pines- 1-2 riders a day consistently
- Make key connections to other major routes and services



The NCDOT Way

Leverage Existing State and Local Relationships and Partnerships

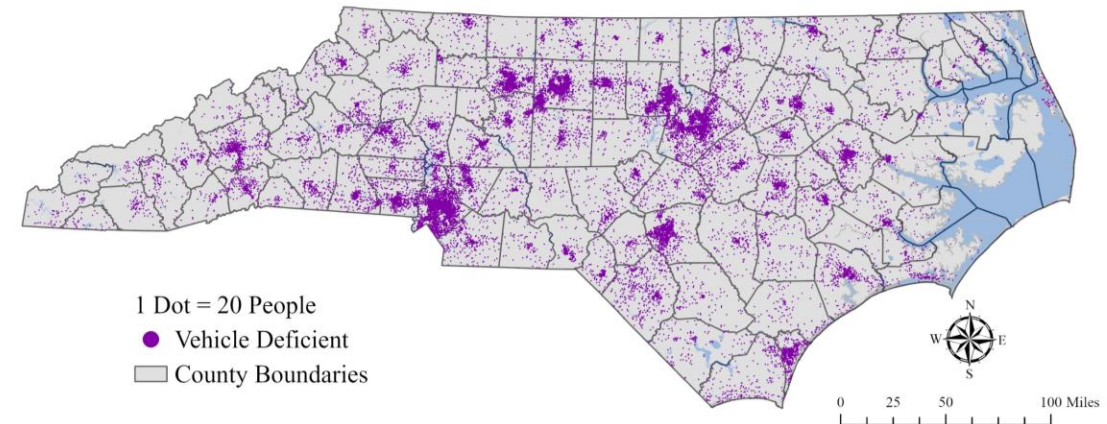
- NCDOT IMD is pass through for 5311 funds- rural partnerships
- In planning, include intercity bus at the beginning of the conversation
- Showcase success stories- talk about the service!
- Rural transit facility needs- intercity bus must be considered
- State involved in all subsidized service conversations
- State and Operator Monthly Check In calls
- Provide support and resources for locals
- Include intercity bus in statewide planning efforts



Integrated Mobility Division

N.C. DEPARTMENT OF TRANSPORTATION

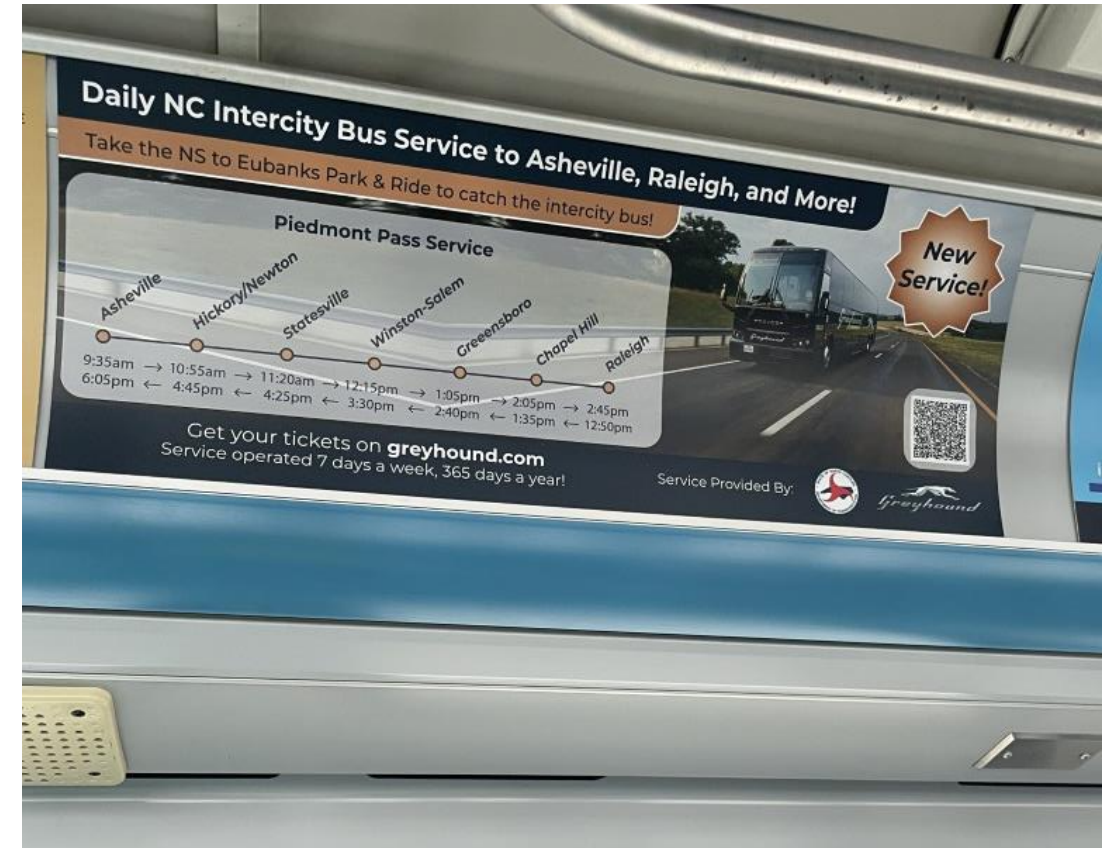
Adults Without Access to a Vehicle



The NCDOT Way

Maintain State and Local Relationships

- Maintain communication
- Invest in the local transit system through advertising
- Provide brochures, literature, etc. to ease burden on transit center employees
- Central website for resources
- Monitor ridership
- Continuous outreach to the community
- Continuous reminder about greater connectivity



Hurricane Helene

Western Part of the State Goes Unserved

- Asheville goes offline September 26, 2024
 - Key NC City goes off network
 - No ridership to and from Asheville impacted overall ridership numbers
- Service restored August 1, 2025, after coordination to relocate stop downtown

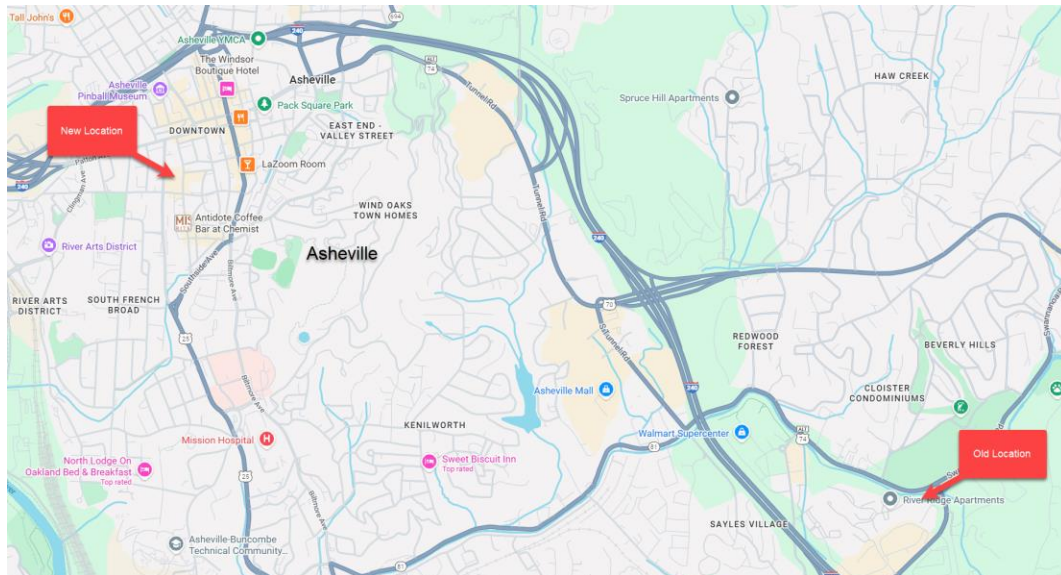


BUS STOP DESTROYED BY HELENE

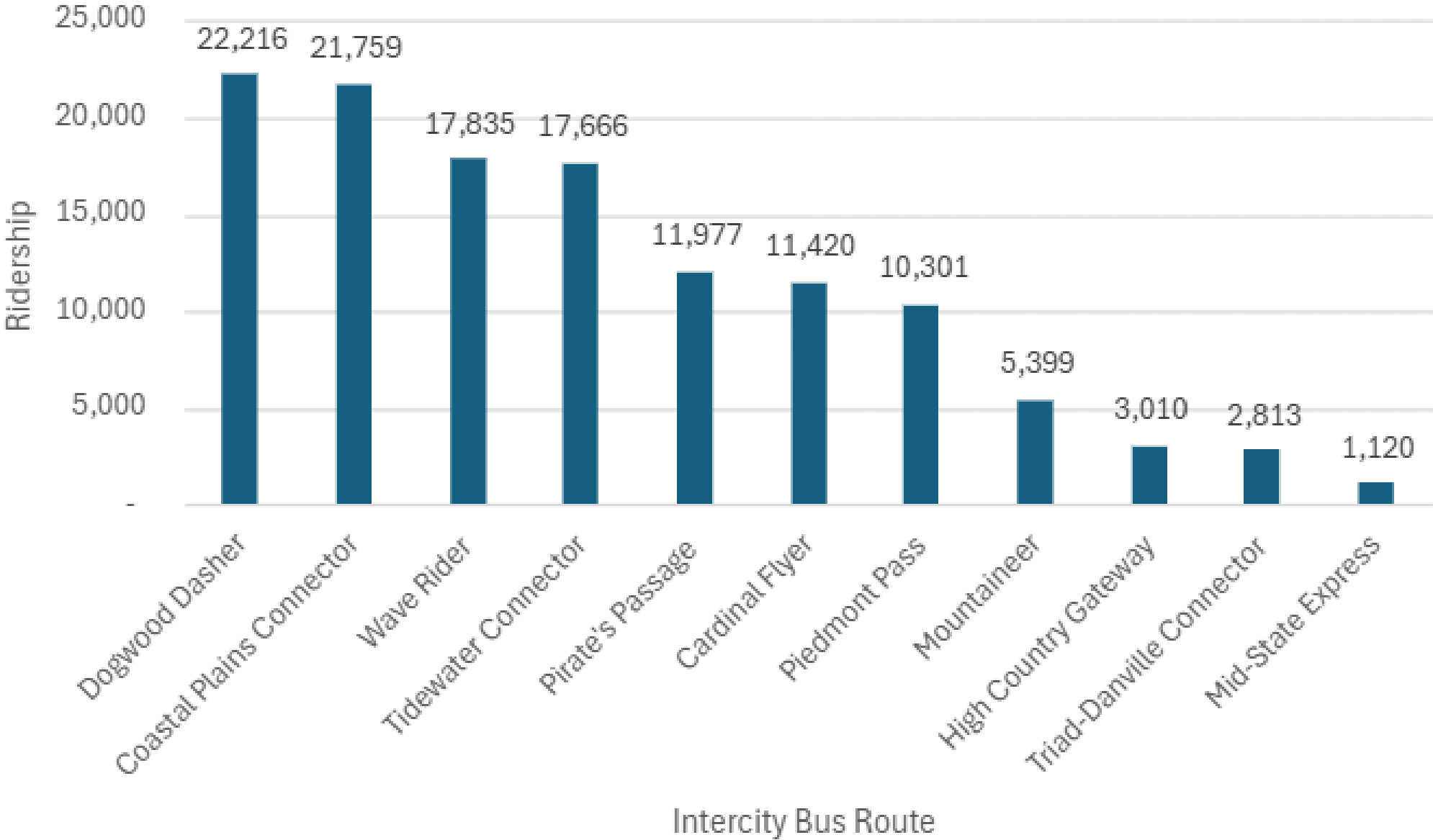
Ask13?

The Return to Asheville

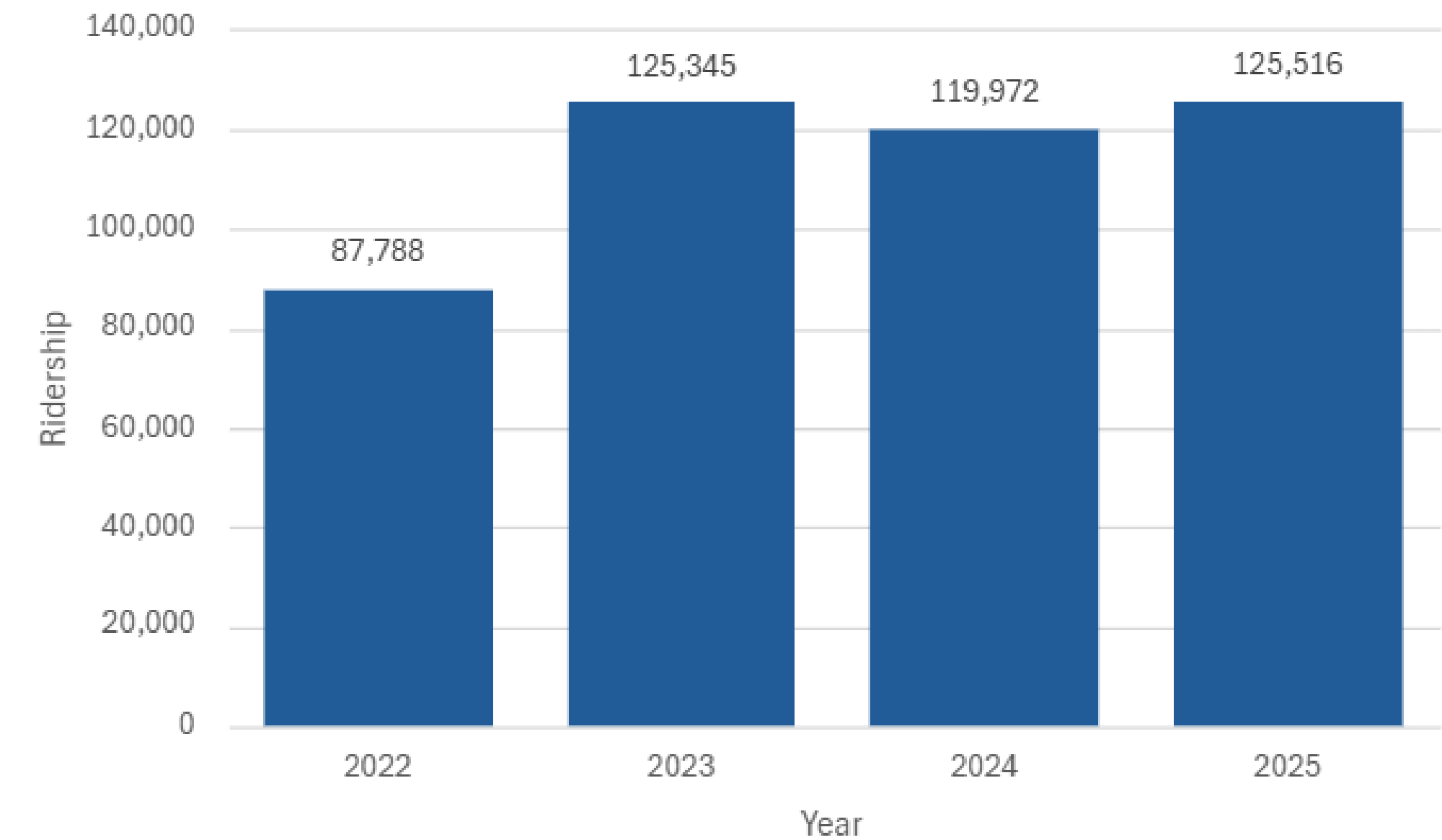
- NCDOT takes lead on conversation with City of Asheville
- Desire to locate downtown outside of transit center
- Major outreach campaign
- Community welcomed back intercity bus service
- Paying advertising costs on city buses for service
- Since August 1, 2025, over 6,700 riders
 - Riders have come and gone from over 190 places throughout the US



2025 Intercity Bus Ridership By Route



Yearly Network Ridership





amtrak.com | www.ncbytrain.org | 1-800-BY-TRAIN
Connects to the Piedmont, Carolinian, and Crescent



ridetheart.com | 828-259-5943
Connects to all routes



mychtransit.org | (919)
968-2743 Connects to Route: NS



goraleigh.org | 919-485-7433
Connects to Route: 1



mygreenway.org | 828-464-9444
Connects to the Catawba fixed route and demand response service



ridegta.com | 336-335-6499
Connects to Routes: 1, 2, 3, 4, 5, 6, 7, 8, 9, 11, 12, 13, 14, 15, 17



partinc.org | 336-883-7278
Greensboro: Connects to Routes 2, 4, 9, and 10
Winston-Salem: Connects to Routes 1 and 17



wstransit.com | 336-727-2000
Connects to most routes

About Intercity Bus in North Carolina

- The N.C. Department of Transportation recognizes the importance of providing intercity bus connections between urban and rural communities throughout North Carolina. NCDOT provides funding for 11 routes that offer daily service for North Carolinians and provides connections to a larger national intercity bus network.

Greyhound Resources

If you have a disability, we'll do everything we can to help you have a comfortable journey when you ride with Greyhound. While some disabilities and needs may be obvious to our employees, others are not. You may also be served by several different representatives of Greyhound along the way. **It is important you ask for assistance at every location where you need help, including from each driver if your trip involves multiple legs with different drivers.**

If you are having trouble purchasing tickets electronically due to a disability, one of our customer service representatives will be happy to help you by phone at 1-800-752-4841 and waive the standard convenience fee after confirming your inability to book electronically is due to your disability. You may also email Greyhound if you are having problems due to your disability: ADA.support@greyhound.com.

Here are a few additional numbers that might also be useful:

- TTY/TDD: 1-800-345-3109
- Spanish/Español: 1-800-531-5332

Title VI Notice to the Public

Greyhound Lines, Inc. operates its programs and services without regard to race, color, and national origin in accordance with Title VI of the Civil Rights Act. Any person who believes they have been aggrieved by unlawful discriminatory practice under Title VI may file a complaint with the Greyhound Lines, Inc. For more information on Greyhound's civil rights program and the procedures to file a complaint, you may contact customer service at 214-849-8000, go online to www.greyhound.com or write our corporate headquarters at P. O. Box 660362, Dallas, Texas, 75266-0362. You may file a complaint directly with the Federal Transit Administration directed to the Office of Civil Rights, Attention: Title VI Program Coordinator, East Building, 5th Floor-TCR, 1200 New Jersey Ave., SE, Washington DC 20590. Complaints may also be filed with local and state agencies. If information is needed in another language, contact 214-849-8000. Si se necesita información en otro idioma, llame al 214-849-8000.

- General questions about intercity bus service in North Carolina?

Visit: ncdot.gov/intercitybus

NC INTERCITY BUS PIEDMONT PASS

Daily Bus Service:

- Asheville
- Hickory/Newton
- Statesville
- Winston-Salem
- Greensboro
- Chapel Hill
- Raleigh



Effective Aug. 1, 2025

Stop Locations:

Asheville

Asheland Avenue, Asheville, NC

Curbside pick-up 200 feet south of the ART Transit Station (located at 49 Coxe Avenue)

Links to ART and additional intercity bus service.

Chapel Hill

Eubanks Park & Ride

2000 Eubanks Rd. Chapel Hill, NC

Links to Chapel Hill Transit

Greensboro

J. Douglas Galyon Depot

236 E Washington Street, Greensboro, NC

Links to GTA, PART, Amtrak, and additional intercity bus service.

Hickory/Newton

CITGO

3361 Hwy 70 SE, Newton, NC

Links to Greenway Public Transportation.

Raleigh

Greyhound Bus Station

2210 Capital Boulevard, Raleigh, NC

Links to GoRaleigh and additional intercity bus service.

Statesville


Service temporarily suspended.

Winston-Salem

Clark Campbell Transportation Center

100 W 5th Street, Winston-Salem, NC

Links to WSTA, PART, and additional intercity bus service.

 Ticketing machine or on-site ticket sales

Eastbound



Westbound

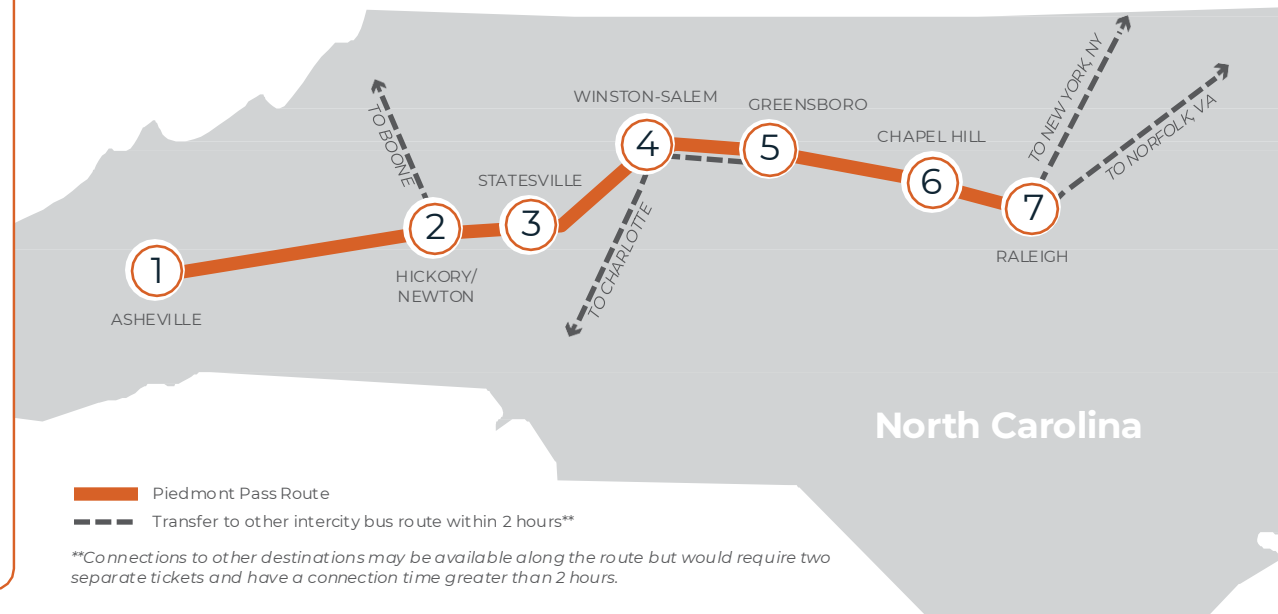


**Service
operated 7
days a week,
365 days a
year!**

* Arrival time

*** Service temporarily suspended

Disclaimer: Travelers should refer to their purchased ticket for final departure/arrival time.

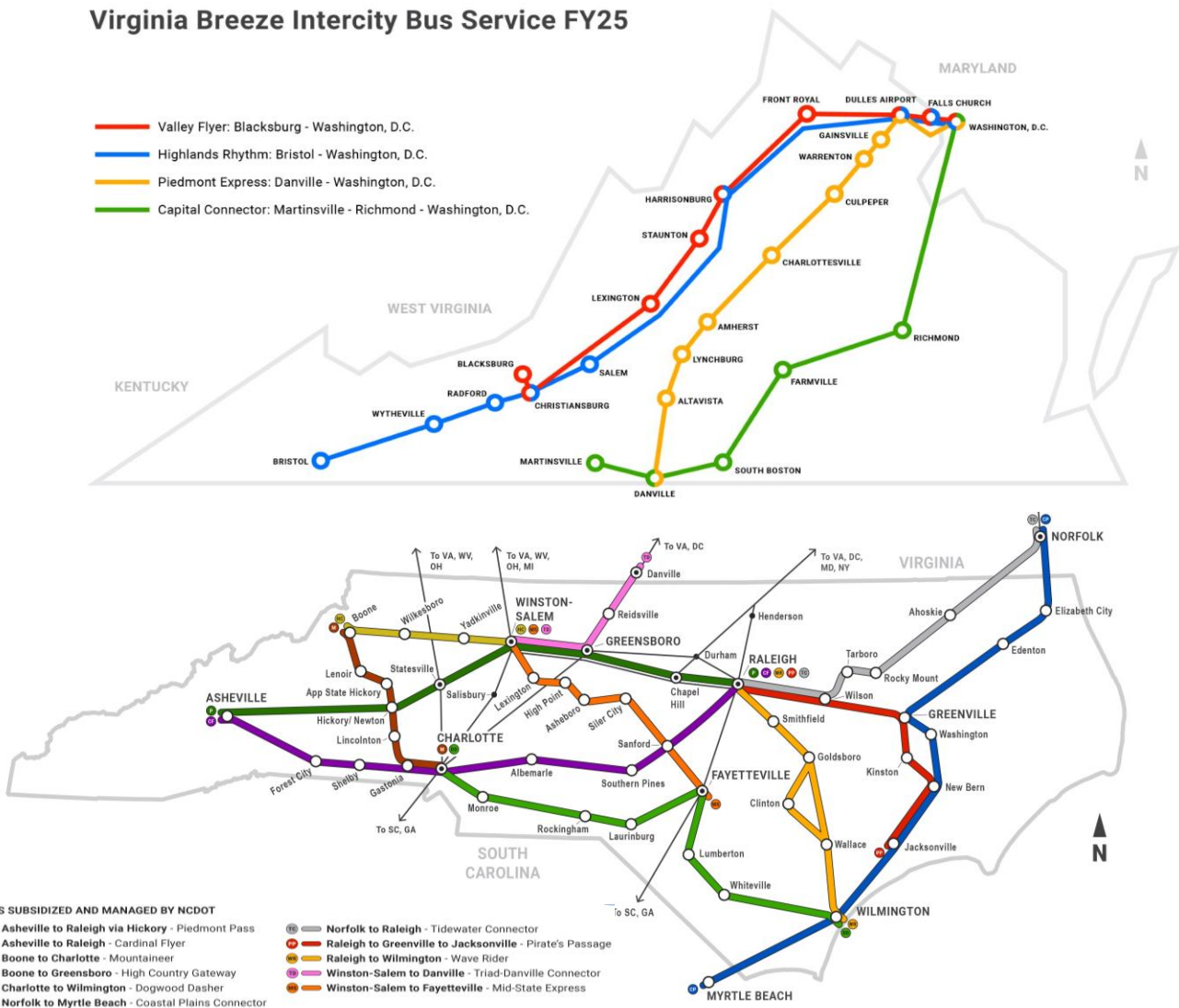


PURCHASE TICKETS AT [GREYHOUND.COM](https://www.greyhound.com)



North Carolina and Virginia Collaboration- Across State Lines

Virginia Breeze Intercity Bus Service FY25

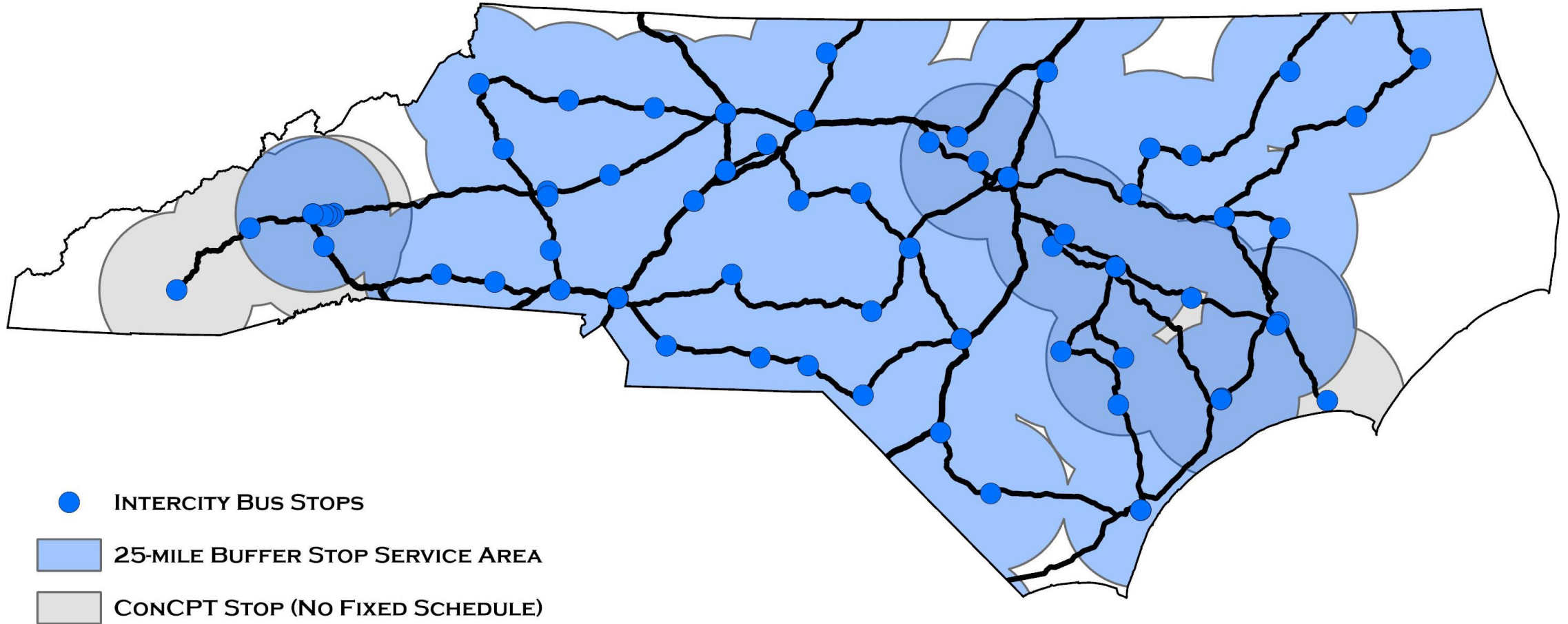


Interstate Communication and Collaboration

- Established contacts at each adjacent State DOT with recurring meetings
- Sharing information and pursuing opportunities to connect
- Potential for future funding coordination over longer distance routes

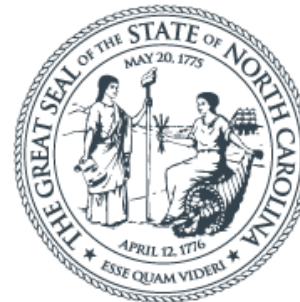


Intercity Bus Stop Coverage



Updates to the Application

- Updated descriptions and historic data for each route, including the new Triad--Danville Connector (Winston-Salem to Danville)
- At least 30% of marketing funds expended or dedicated by the end of the first quarter of the fiscal year of the contract. New eligibility for marketing funds
- Bus Stop Signage – Design provided by NCDOT
- Real-Time GTFS (GTFS-RT)
- New Reporting Requirements
 - Monthly Ridership - Boardings and Alightings
 - On-Time Performance



**Enterprise
Business
Services**

User: *

Next

NCDOT 5311(f) Intercity Bus Application

Reminders:

- Applications for funding should be submitted by route.
- GTFS feed must be created for all routes and published to Google Maps before the 1st claim reimbursement.
- Feeder services are eligible for funding and encouraged
- Application will be submitted through NCDOT's Grants Management software, EBS (Enterprise Business Services)
- New funding for stop improvements - provider input will be considered

Table 1: Schedule of Contracting Process and Deadlines

Target Dates	Task/Event
February 4th, 2026	Provider/Stakeholder Consultative Process Meeting
February 6th, 2026	Application Instructions and Forms Posted
March 20th, 2026	Applications Due
March – April 2026	Application Review Process
Early May 2026	Contract Approval/Selected Applicant(s) Notified
July 1, 2026	Service Begins

Contact Us

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919-707-2610

 [ncdot.gov](https://www.ncdot.gov) [NCDOT.gov/intercitybus](https://www.ncdot.gov/intercitybus)

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Thank you!
