



**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

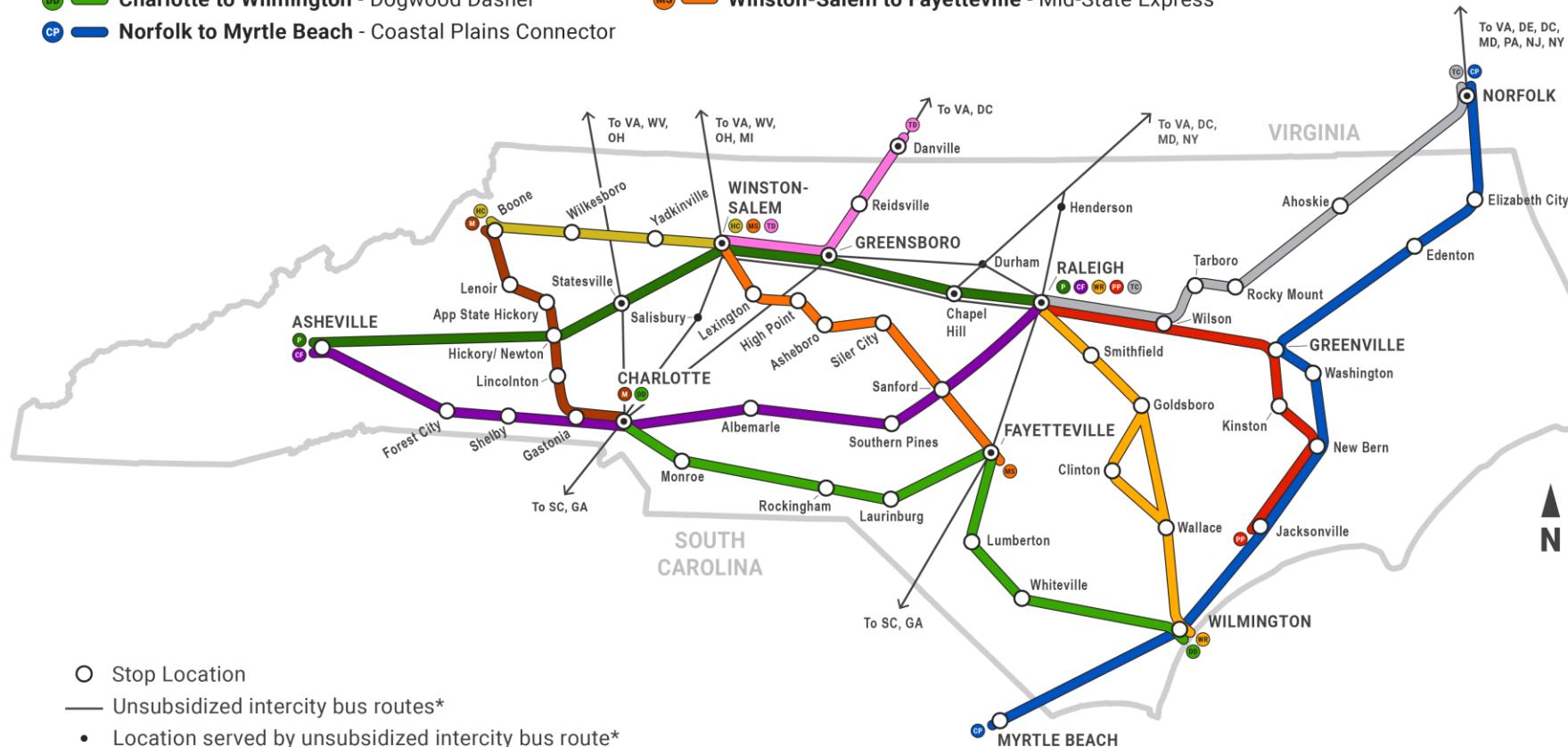


Integrated Mobility Division  
N.C. DEPARTMENT OF TRANSPORTATION

## 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
- WP** 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

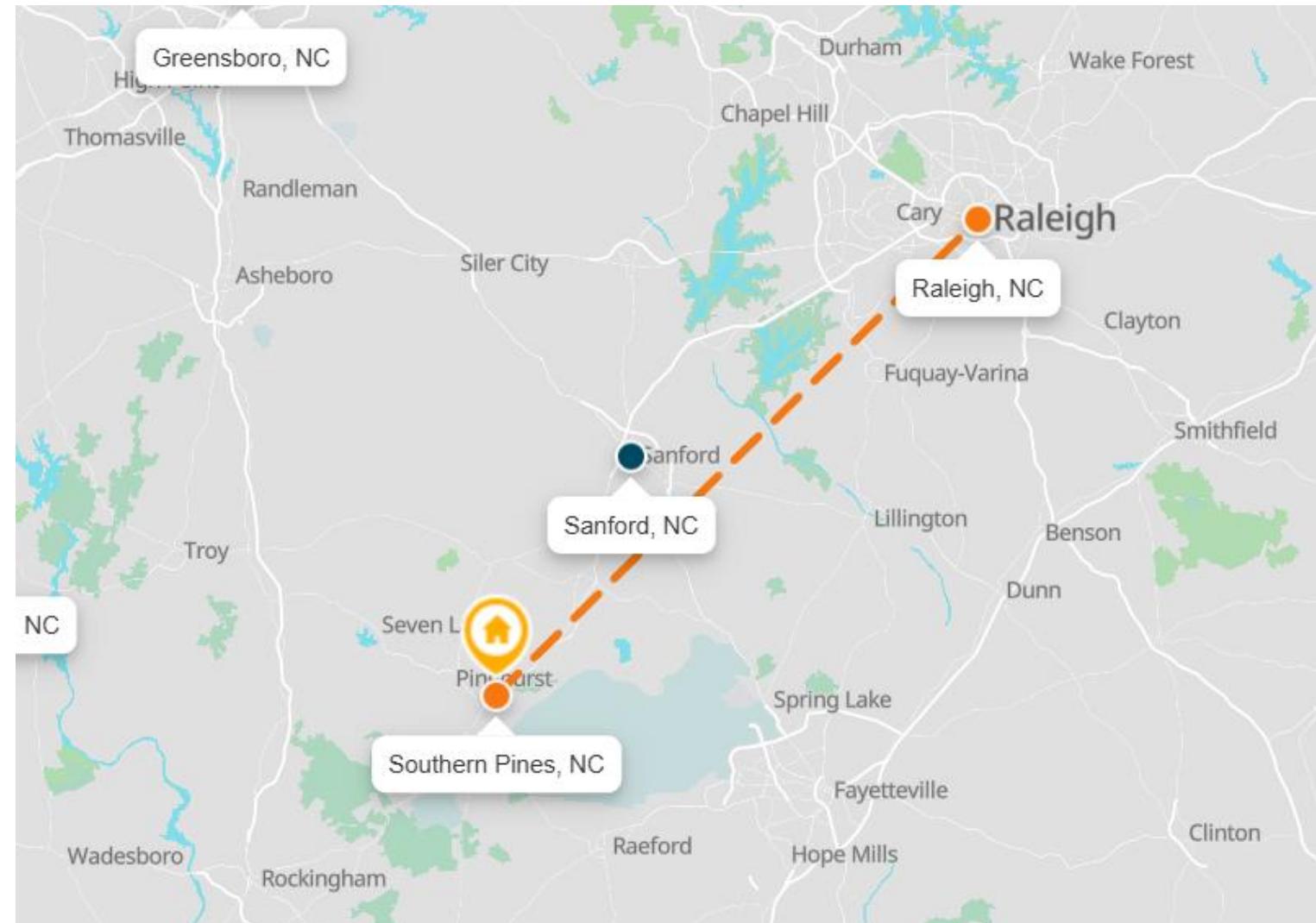


\*The unsubsidized intercity bus routes are shown for general informational purposes only. NCDOT is not involved in the management or operation of these routes which are subject to change at any time by the independent service providers.

Updated 1/22/2026

# 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

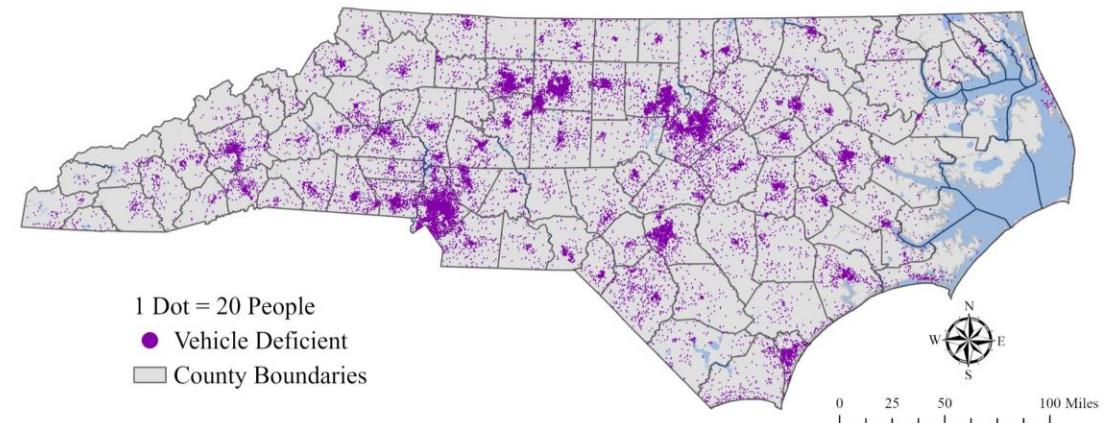
### Leverage Existing State and Local Relationships and Partnerships

- 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



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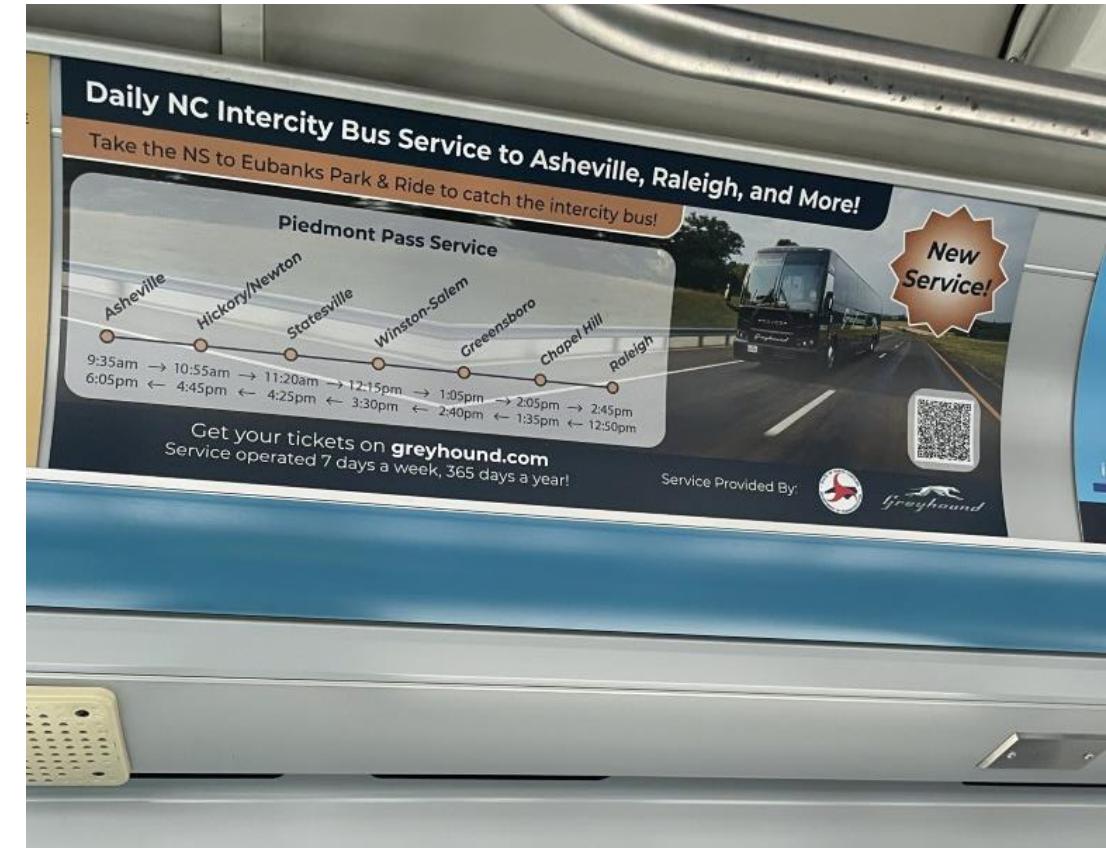
### Adults Without Access to a Vehicle



# 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

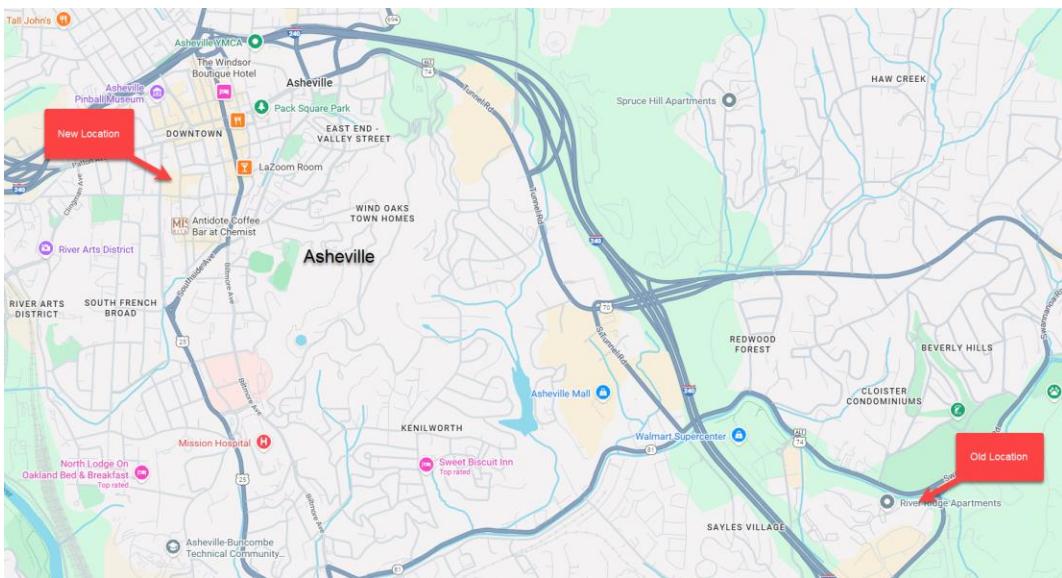


**BUS STOP DESTROYED BY HELENE**

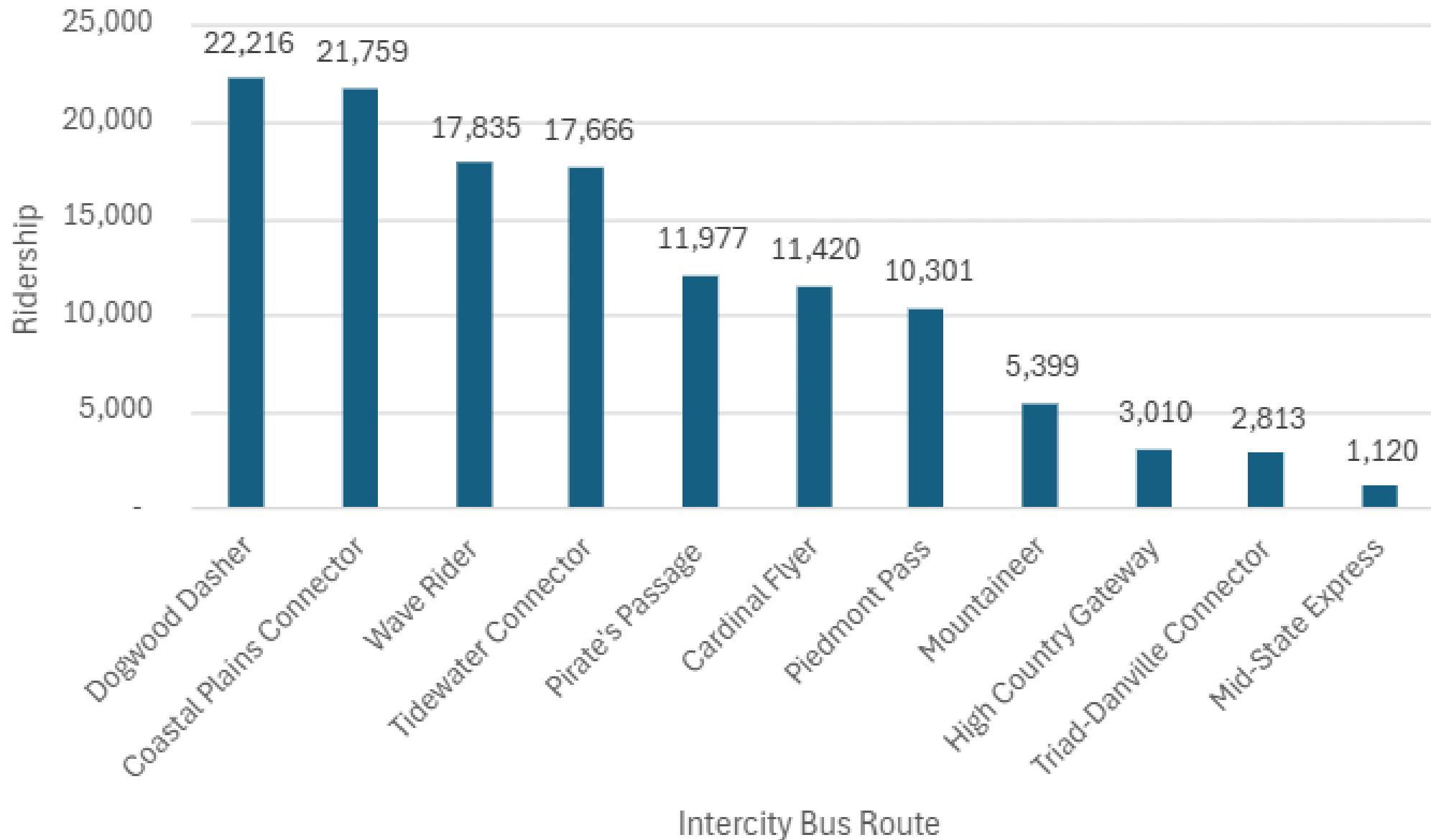
**Ask 13?**

## The Return to Asheville

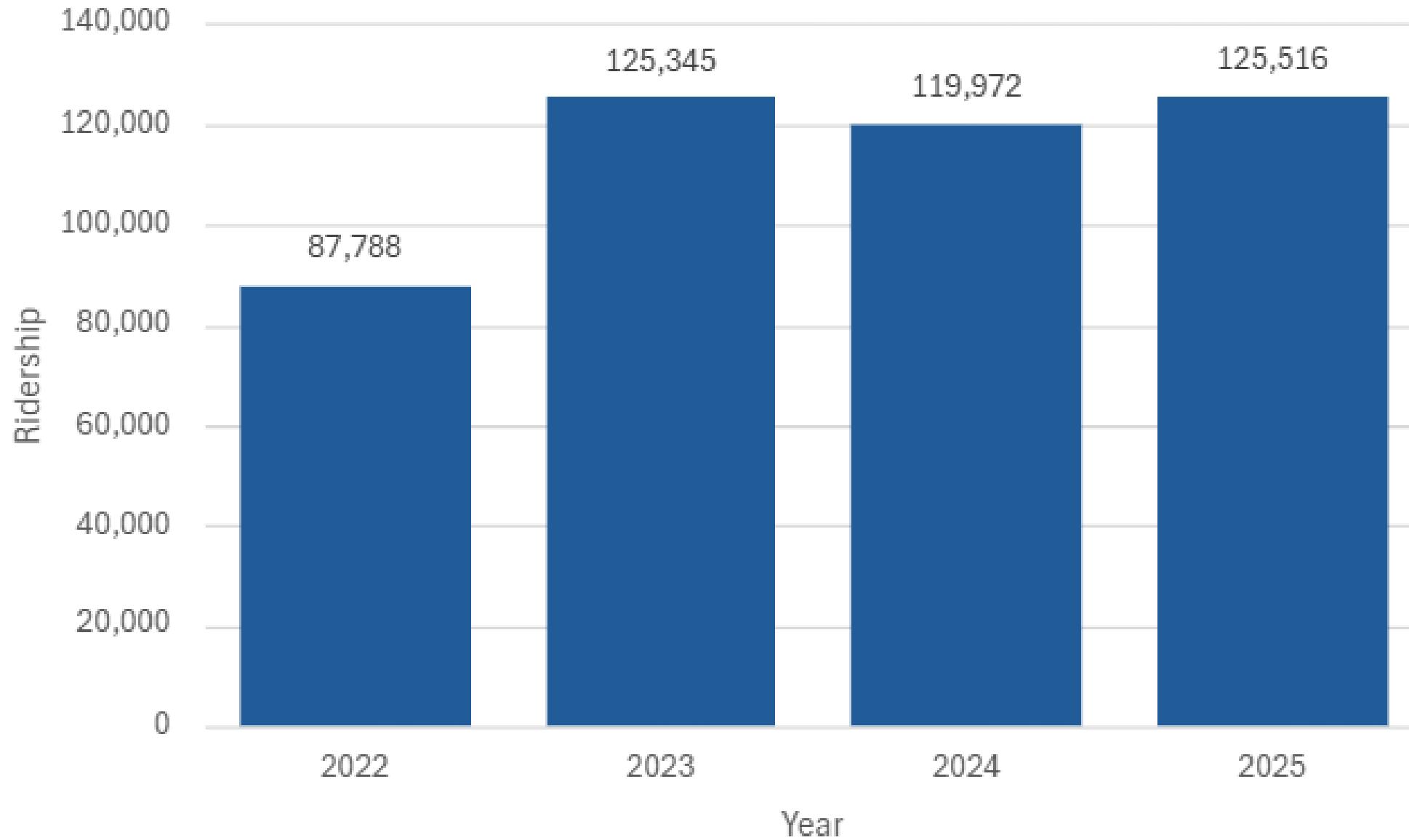
- NCDOT takes lead on conversation with City of Asheville
- Desire to locate downtown outside of transit center
- Major outreach campaign
- Community welcomed back intercity bus service
- Paying advertising costs on city buses for service
- Since August 1, 2025, over 6,700 riders
  - Riders have come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



# 2025 Intercity Bus Ridership By Route



# Yearly Network Ridership





[amtrak.com](http://amtrak.com) | [www.ncbytrain.org](http://www.ncbytrain.org) | 1-800-BY-TRAIN  
Connects to the Piedmont, Carolinian, and Crescent



[ridetheart.com](http://ridetheart.com) | 828-259-5943  
Connects to all routes



[mychtransit.org](http://mychtransit.org) | (919)  
968-2743 Connects to Route: NS



[goraleigh.org](http://goraleigh.org) | 919-485-7433  
Connects to Route: 1



[mygreenway.org](http://mygreenway.org) | 828-464-9444  
Connects to the Catawba fixed route and demand response service



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



[partnc.org](http://partnc.org) | 336-883-7278  
Greensboro: Connects to Routes 2, 4, 9, and 10  
Winston-Salem: Connects to Routes 1 and 17



[wstransit.com](http://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](mailto: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](http://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](http://ncdot.gov/intercitybus)

# NC INTERCITY BUS PIEDMONT PASS

### Daily Bus Service:

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



## 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

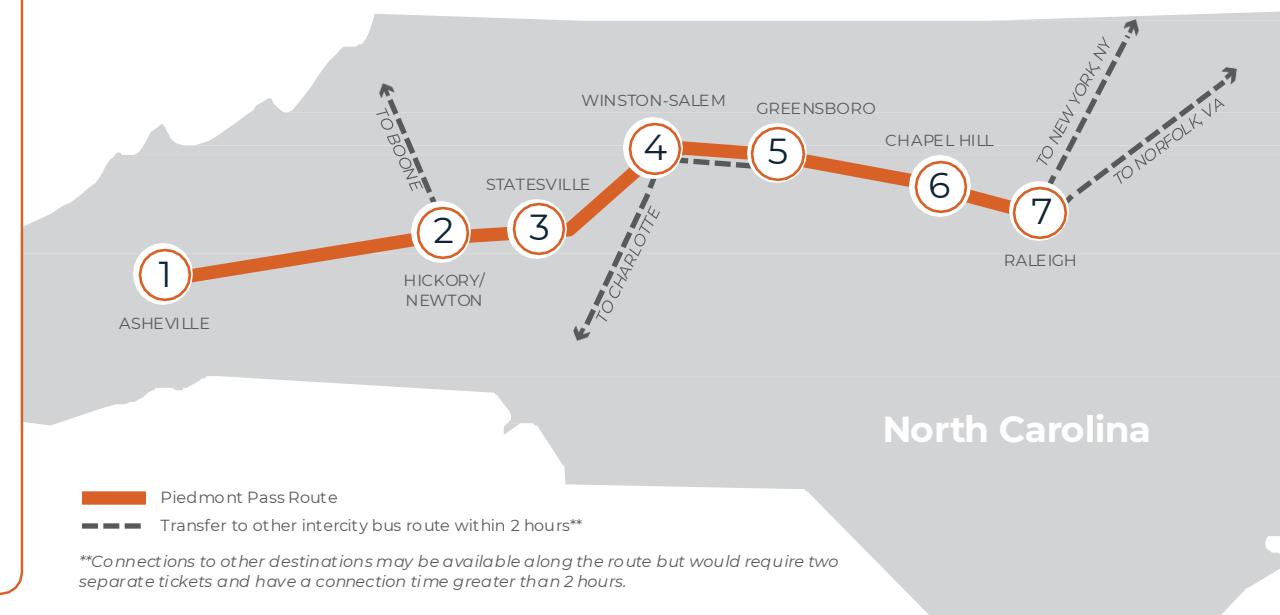


**Service  
operated 7  
days a week,  
365 days a  
year!**

\* Arrival time

\*\*\* Service temporarily suspended

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

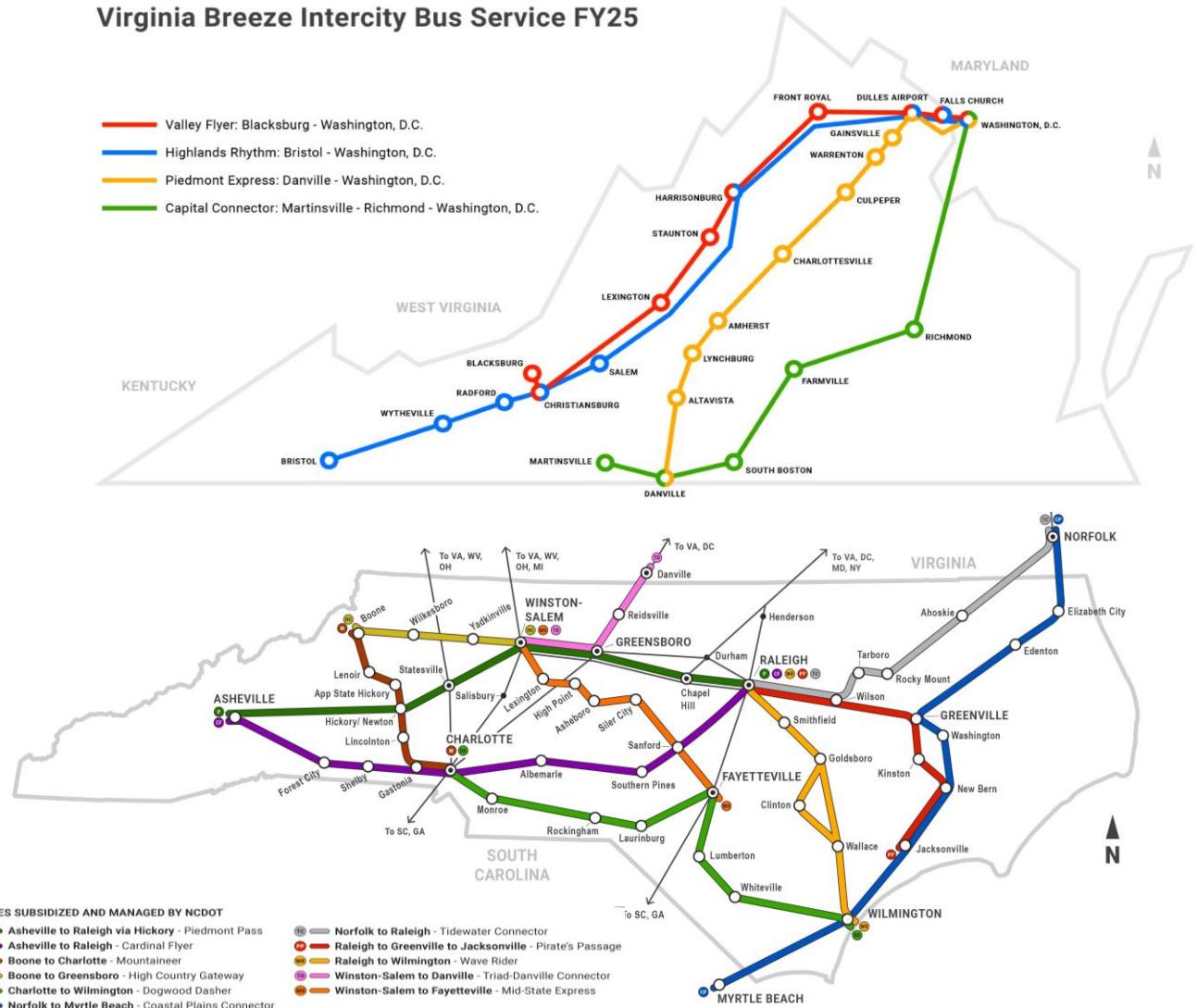


PURCHASE TICKETS AT [GREYHOUND.COM](http://GREYHOUND.COM)



## North Carolina and Virginia Collaboration- Across State Lines

Virginia Breeze Intercity Bus Service FY25

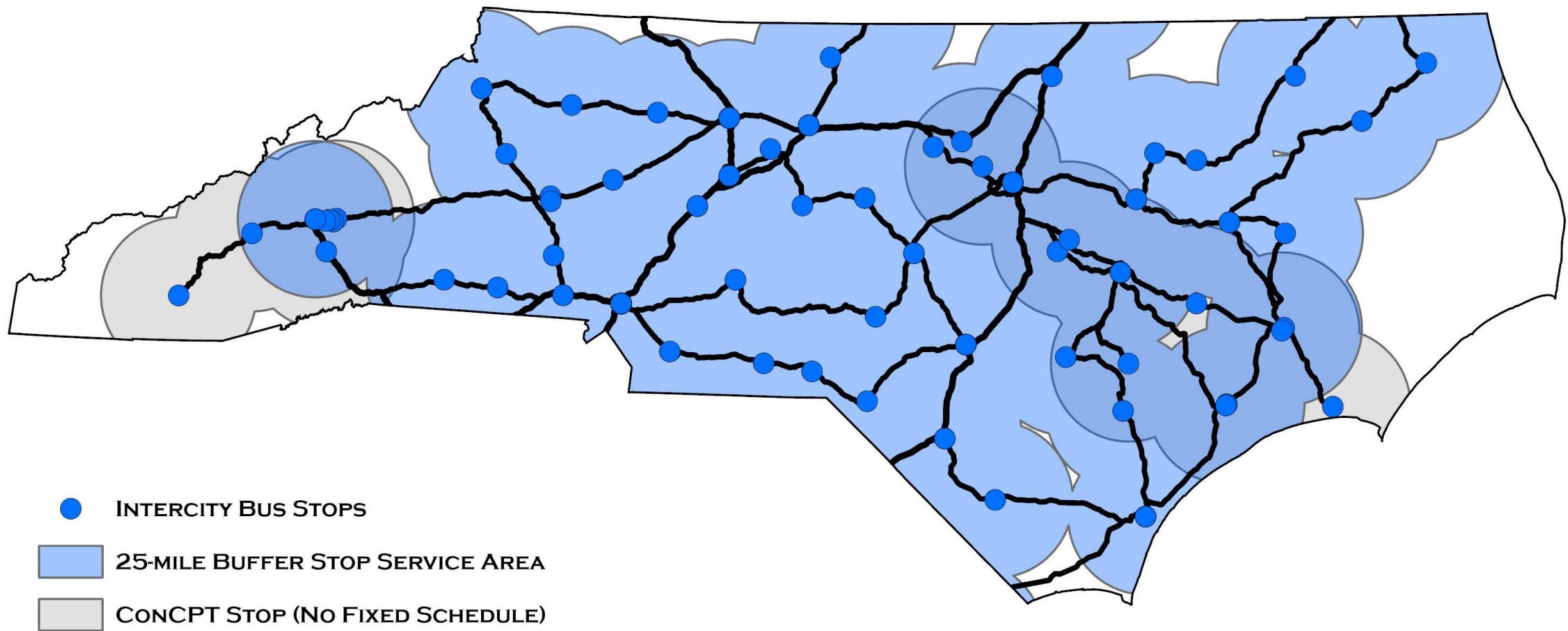


## Interstate Communication and Collaboration

- 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

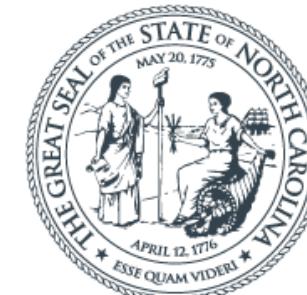


# Intercity Bus Stop Coverage



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

# Contact Us

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919-707-2610

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# Thank you!

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