

7-2017

## Assessment of Intercity Bus Services in Nebraska

Center for Public Affairs Research (CPAR)  
*University of Nebraska at Omaha*

Follow this and additional works at: <https://digitalcommons.unomaha.edu/cparpublications>

 Part of the [Public Affairs Commons](#)

Please take our feedback survey at: [https://unomaha.az1.qualtrics.com/jfe/form/SV\\_8cchtFmpDyGfBLE](https://unomaha.az1.qualtrics.com/jfe/form/SV_8cchtFmpDyGfBLE)

---

### Recommended Citation

(CPAR), Center for Public Affairs Research, "Assessment of Intercity Bus Services in Nebraska" (2017).  
*Publications since 2000*. 66.  
<https://digitalcommons.unomaha.edu/cparpublications/66>

This Report is brought to you for free and open access by the Center for Public Affairs Research at DigitalCommons@UNO. It has been accepted for inclusion in Publications since 2000 by an authorized administrator of DigitalCommons@UNO. For more information, please contact [unodigitalcommons@unomaha.edu](mailto:unodigitalcommons@unomaha.edu).



# Assessment of Intercity Bus Services in Nebraska

**UNO Center for Public  
Affairs Research**

**On behalf of**

**Nebraska Department  
of Transportation**

**July 2017**

## Get to Know Advance

Advance is an innovative partnership between the Nebraska Department of Transportation, the Nebraska Safety Center at the University of Nebraska at Kearney College of Business and Technology, and the Center for Public Affairs Research at the University of Nebraska at Omaha College of Public Affairs and Community Service.

Since its inception in 2013, Advance has been on a mission to support, promote, and enhance public transportation statewide. The first partnership of its kind in Nebraska, Advance combines experts in business, safety, technology, research, and public policy under a key objective—to improve public transportation for all Nebraskans. In particular, Advance focuses on the unique mobility challenges faced by many of the state's rural residents.

The current five-year initiative includes a diverse portfolio of projects:

- Mobility Management.
- Transit Technology for FTA Compliance and Oversight.
- Transit System Training.
- The Impact of Transportation on Nebraska.
- FTA Safety Planning and Oversight.
- FTA Civil Rights Compliance and Enhancements.
- Public Outreach in Support of Public Transit.

Together, we are creating a safer, more efficient, more reliable public transportation system for all Nebraskans.

Learn more at [nebraskatransit.com](http://nebraskatransit.com)



The University of Nebraska does not discriminate based on race, color, ethnicity, national origin, sex, pregnancy, sexual orientation, gender identity, religion, disability, age, genetic information, veteran status, marital status, and/or political affiliation in its programs, activities, or employment.

## Table of Contents

I.	Introduction .....	5
II.	Subsidized Intercity Bus Services Providers .....	5
III.	Current Intercity Bus Services Available in Nebraska .....	5
IV.	Intercity Bus Services Provider Interviews.....	10
V.	Public Information Open Houses .....	13
VI.	Use of Intercity Bus Services Survey .....	16
VII.	Vehicle Access .....	19
VIII.	Summary and Conclusions.....	23
IX.	Appendices.....	25



## I. Introduction

The Federal Transit Administration (FTA) defines intercity bus service as “regularly scheduled bus service for the general public that operates with limited stops over fixed routes connecting two or more urban areas not in close proximity, that has the capacity for transporting baggage carried by passengers and that makes meaningful connections with scheduled intercity bus service to more distance points, if such service is available.”

In rural states like Nebraska, intercity bus services are used most often to connect rural areas with larger urbanized areas.

The Nebraska Department of Transportation (NDOT) partnered with the Advance team to conduct an assessment of statewide intercity bus services. The objectives of this assessment include the following:

1. Identify existing intercity bus services.
2. Interview intercity bus services providers.
3. Conduct public information open houses.
4. Gather public input to identify gaps in services.
5. Summarize the information gathered.
6. Develop an action plan to address intercity bus services needs.
7. Share the study findings with the transportation community and the general public.

## II. Subsidized Intercity Bus Services Providers

Currently, NDOT subsidizes four intercity bus services providers with FTA Section 5311 funds: Burlington Trailways, Express Arrow, Panhandle Trails, and K & S Express. The providers who request funding are required to submit an operating assistance application annually. Approved applicants submit monthly invoices for reimbursement. NDOT reimburses the operating deficit using 50% federal and 50% state funds.

## III. Current Intercity Bus Services Available in Nebraska

There are seven intercity bus services providers currently providing services on various routes across Nebraska. As per the FTA definition, these intercity bus services providers conduct regularly scheduled bus services for the general public with limited stops over a fixed route, connecting to other services, if available.

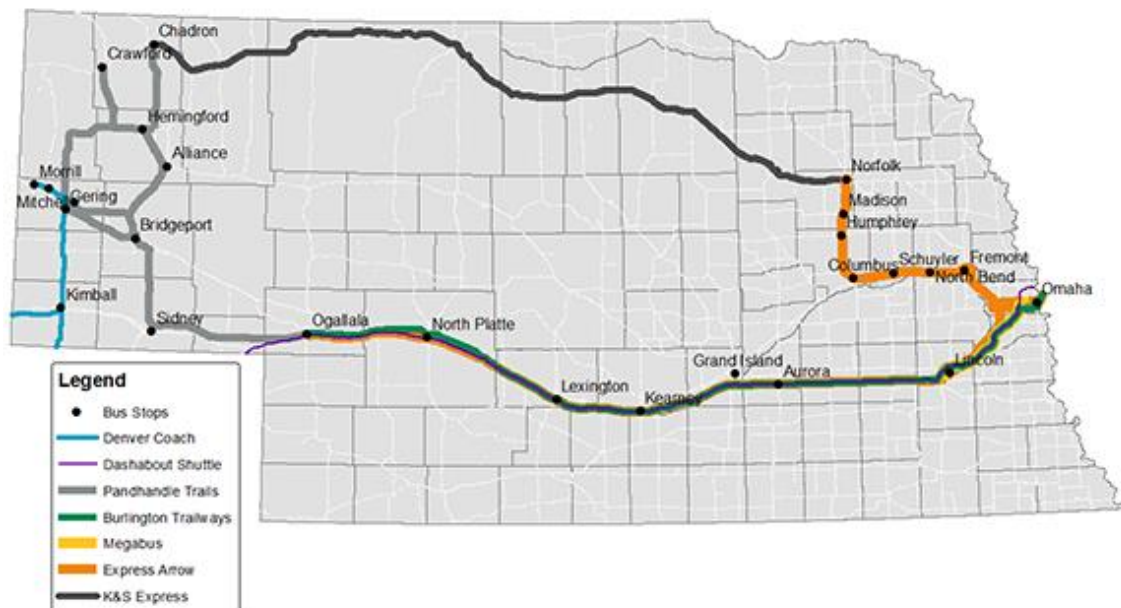
In addition to the scheduled stops listed for each provider, several of the providers also offer on-demand services along the same route. However, since these stops are not covered under the FTA definition of intercity bus services, information for these stops is not included in the tables nor in the demographic data presented and calculated in this report.

**Table 1. Intercity bus services, Nebraska: 2017**

<b>Services provider</b>	<b>Frequency</b>	<b>Scheduled route and scheduled stops in Nebraska</b>	<b>Direct connections to intercity bus services</b>	<b>Direct connections to other services</b>	<b>Number of counties with scheduled stops</b>
<b>Burlington Trailways</b>	daily roundtrip	Omaha, Lincoln, Grand Island, Kearney, Lexington, North Platte, Ogallala	Greyhound (west); Jefferson Lines (north and south); Bus lines in Omaha (east)	OMA	7
<b>Express Arrow</b>	daily roundtrip	Omaha, Lincoln, Grand Island, Kearney, Lexington, North Platte, Ogallala	Bus lines in Omaha (east); Greyhound (west)	None known	7
<b>Express Arrow</b>	weekday daily roundtrip	Omaha, Omaha Eppley Airport, Fremont, North Bend, Schuyler, Columbus, Humphrey, Madison, Norfolk	Greyhound (west); Bus lines in Omaha (east)	OMA	5
<b>Megabus</b>	daily roundtrip	Omaha, Lincoln	None known	None known	2
<b>Dashabout Shuttle</b>	T-F roundtrip	North Platte, Lincoln, Omaha	None known	OMA	3
<b>Dashabout Shuttle</b>	W-TH-F-Sat roundtrip	North Platte	None known	DEN	1
<b>Panhandle Trails</b>	M-W-F roundtrip	Alliance (3 stops), Scottsbluff (4 stops), Gering	Greyhound; Denver Coach (west)	AIA BFF	2
<b>Panhandle Trails</b>	T-TH roundtrip	Alliance (3 stops), Chadron (4 stops), Hemingford, Bridgeport, Sidney, Ogallala	Express Arrow, Burlington Trailways; Dashabout (west and east)	AIA BFF	6
<b>Panhandle Trails</b>	T-TH roundtrip	Crawford, Hemingford, Scottsbluff (2 stops), Gering, Bridgeport	Greyhound; Denver Coach (west)	CDR AIA	4
<b>Denver Coach</b>	M-W-Sat roundtrip	Mitchell, Morrill	None known	DEN; Amtrak DEN	1
<b>Denver Coach</b>	T-TH-F-Sun Roundtrip	Kimball	None known	DEN; Amtrak DEN	1
<b>K &amp; S Express</b>	weekly roundtrip	Norfolk, Chadron	None known	CDR	2

OMA – Omaha Eppley Airfield; DEN – Denver International Airport; AIA – Alliance Municipal Airport; CDR – Chadron Municipal Airport; BFF – Western Nebraska Regional Airport; Amtrak DEN – Amtrak Denver Union Station

**Figure 1. Intercity bus services routes, Nebraska: 2017**



Intercity bus services within Nebraska’s central area along Interstate 80 have stops in seven counties, with high-frequency routes connecting east and west with other intercity and interstate bus services and air travel. For instance, Express Arrow and Burlington Trailways cover the Omaha-Ogallala corridor, providing daily service and allowing, in combination, same-day roundtrips. Additionally, Megabus daily service overlaps these routes from Lincoln to Omaha. Dashabout Shuttle’s route originating from North Platte overlaps with these routes, extending them further west to Denver four times a week and to Omaha two times a week. All of these providers connect to other bus routes and connect to air travel at Omaha Eppley Airfield or Denver International Airport.

In western Nebraska, two providers cover seven counties, with services ranging from two to four times a week and connections to air travel as well as other intercity bus lines toward the east and west. Panhandle Trails covers six counties with several stops in Alliance (3), Scottsbluff (4), and Chadron (3). These stops include the municipal airports in these counties, as well as bus stations. The route to Ogallala operates two times a week connecting to other intercity bus services travelling further east. Dashabout Shuttle and Denver Coach provide connections to air travel at Denver International Airport and rail travel at Denver Union Station.

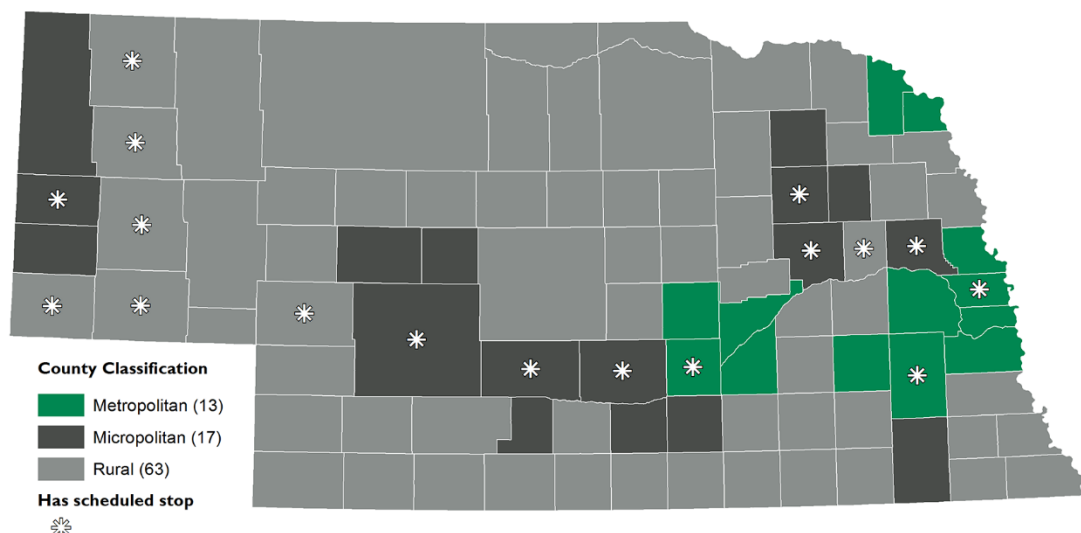
Northeast Nebraska receives services through one route covering five counties five times per week. Express Arrow connects these counties through a route that goes from Omaha to Norfolk. This service connects users to further ground travel east and west at the Interline Bus Terminal in Omaha and air travel at Omaha Eppley Airfield.

K & S Express is the only intercity bus services provider that connects northeast and northwest Nebraska from Norfolk to Chadron with no stops in-between. This service runs once a week.

Table I lists the intercity bus services providers, routes, frequency, counties served, and number of stops. Figure 1 shows the routes of each provider and names the scheduled stops.



**Figure 2. Counties with scheduled intercity bus service stops and classification, Nebraska: 2017**



Source: 2013 Metropolitan and Micropolitan Definitions, Office of Management and Budget, released 2-28-13<sup>1</sup>

There are scheduled stops in 25 municipalities. One-half (50.0%) of the metropolitan, primary or first class cities in Nebraska have intercity bus services.

There are scheduled stops in 3 of the 13 metropolitan counties (23.1%): Douglas, Lancaster, and Hall; and in 7 of the 17 micropolitan counties (41.2%): Buffalo, Dawson, Lincoln, Dodge, Madison, Platte, and Scotts Bluff. These counties contain 64.7% of Nebraska's total population.

Figure 2 shows which counties have scheduled intercity bus stops and the county classification. Table 2 lists the population of each county with intercity bus stops, grouped by county classification, along with showing which counties each provider serves.

### Areas lacking services

Over one-half (53%) of Nebraska's first class cities do not have a scheduled intercity bus stop.

There are 10 metropolitan counties without a scheduled stop (76.9%): Cass, Dakota, Dixon, Hamilton, Howard, Merrick, Sarpy, Saunders, Seward, and Washington. There are 10 micropolitan counties without a scheduled stop (58.8%): Adams, Banner, Gage, Gosper, Kearney, Logan, McPherson, Pierce, Sioux, and Stanton

<sup>1</sup> A metropolitan county is a county within a Metropolitan Statistical Area. A Metropolitan Statistical Area is associated with at least one urbanized area that has a population of at least 50,000 and comprises the county or counties that contain the urbanized area plus adjacent outlying counties having a high degree of social and economic integration with the county or counties as measured through commuting. A micropolitan county is a county within a Micropolitan Statistical Area. A Micropolitan Statistical Area is associated with at least one urban cluster that has a population of at least 10,000 but less than 50,000 and comprises the county or counties containing the urban cluster, plus adjacent outlying counties having a high degree of social and economic integration with the central county or counties as measured through commuting.

**Table 2. Population of counties served by intercity bus services, Nebraska: 2017**

County classification County	BT	PT	EA	KS	DC	MB	DS	2016 estimated population*
<b>Metropolitan</b>								
Douglas	X		X			X	X	554,995
Lancaster	X		X			X		309,637
Hall	X		X					61,705
<b>Micropolitan</b>								
Buffalo	X		X					49,383
Dawson	X		X					23,640
Lincoln	X		X				X	35,550
Dodge			X					36,757
Madison			X	X				35,015
Platte			X					32,861
Scotts Bluff		X			X			36,422
<b>Rural</b>								
Keith		X	X					8,018
Dawes		X		X				8,979
Morrill		X						4,787
Cheyenne		X						10,051
Colfax			X					10,414
Box Butte		X						11,194
Kimball					X			3,679
<b>Total</b>								1,233,087

BT – Burlington Trailways; PT – Panhandle Trails; EA – Express Arrow; KS – K & S Express; DC – Denver Coach; MB – Megabus; DS – Dashabout Shuttle

\*Source: U.S. Census Bureau, Annual Estimates of the Resident Population, 2016 Population Estimates, released March 2017.

## Other Intercity Transportation Options

Other intercity transportation options for those who either do not drive or choose not to drive include being transported by relatives or neighbors, private for profit transportation services such as taxis and shuttles, Amtrak, and airline service.

## Amtrak

Amtrak operates one long-distance route through Nebraska, the California Zephyr, which runs one train in each direction daily. Amtrak has stations in Omaha, Lincoln, Hastings, Holdrege, and McCook. Table 3 lists the stops and show the number of passengers at each stop for FY 2012 through FY 2016.

**Table 3. Amtrak passengers by station, Nebraska: FY 2012-2016**

Station	FY 2012	FY 2013	FY 2014	FY 2015	FY 2016
Omaha	22,794	24,410	23,585	26,489	29,477
Lincoln	12,468	13,160	12,873	15,384	14,726
Hastings	5,358	5,865	5,601	5,433	5,104
Holdrege	2,296	2,335	2,247	2,345	2,237
McCook	3,540	3,638	3,414	3,342	3,049

Source: National Association of Railroad Passengers, Amtrak in Nebraska Fact Sheets.

## Airline Service

Nebraska has nine airports with scheduled airline service, six of which are in nonmetropolitan areas of the state. Table 4 lists the airports and the passenger enplanements for 2001 through 2015. Around 90% of all enplanements in Nebraska each year are at the airport in Omaha.

**Table 4. Passenger enplanements at airports with scheduled service, Nebraska: 2012-2016**

<b>Airport</b>	<b>2011</b>	<b>2012</b>	<b>2013</b>	<b>2014</b>	<b>2015</b>
Omaha	2,047,055	2,018,738	1,975,339	2,020,354	2,046,179
Lincoln	135,647	135,085	138,787	142,205	160,525
Grand Island	47,167	56,138	57,165	61,400	64,602
Scottsbluff	9,912	10,356	10,172	5,594	5,144
Kearney	11,079	12,480	13,096	8,384	4,543
North Platte	10,962	11,210	10,421	5,016	4,628
McCook	1,810	1,623	1,978	401	333
Chadron	1,980	2,037	2,244	777	1,715
Alliance	1,730	1,594	1,426	472	1,474

Source: Federal Aviation Administration, Passenger Boarding (Enplanement) and All-Cargo Data for U.S. Airports, 2012-2016.

## IV. Intercity Bus Services Provider Interviews

Advance and NDOT developed a questionnaire to gather information from the intercity bus services providers. The questionnaire was designed as a way to conduct consistent interviews with a representative of each provider. The questions are listed in Appendix A. NDOT supplied a list of ten intercity bus services providers to interview.

Each intercity bus services provider was contacted, and an interview was requested with someone familiar with the operation of the intercity bus services within Nebraska. The interviews were conducted between May 9 and June 7, 2017. Interviews were completed with eight providers.

Denver Coach and Dashabout Shuttle did not respond to any telephone or email requests for an interview.

During their interviews, Navigator Airport Express, Omalink, and Jefferson Lines responded that they are not an intercity bus services provider in Nebraska. Navigator Airport Express does not have any fixed routes. They are a charter operation. Omalink is reservation-based and does not have a fixed schedule or route. Jefferson Lines does not operate in Nebraska. They come into Nebraska only to connect with Burlington Trailways.

Information gathered from the five interviews with intercity bus services providers is summarized below.

### Primary Purpose for Travel

The providers were read a list of reasons why passengers use intercity bus services and were asked to identify how often their passengers have each reason. One provider did not respond to this question. The top four reasons for travel, at least sometimes, are for medical needs, going to the airport, for work, and to visit friends or family. The distribution of responses is shown on Table 5.

**Table 5. How often do your passengers have the following reasons for using intercity bus services? (n=4)**

<b>Reason for using intercity bus services</b>	<b>Commonly</b>	<b>Sometimes</b>	<b>Never</b>
Medical appointments or treatments	1	3	0
Going to the airport	0	4	0
Work related	1	3	0
School related	2	1	1
Shopping	1	2	1
Visiting friends or family	2	2	0
Sightseeing/tourism	0	3	1

The providers were asked how many riders, on average, use their intercity bus services each month. The numbers varied widely, from 1,220 riders and 725 riders on the high end to 24 riders and 7 riders on the low end. One provider would not share monthly ridership data.

### **Serving Limited English Proficiency Persons and Special Needs**

Booking travel with an intercity bus services provider can be done either through a website or phone call, depending on the provider.

Four of the five intercity bus services providers interviewed have a website. A review of the websites found that only one has the option to translate the website in a language other than English (Spanish or French), none have disabled-friendly features (e.g., read out loud), and three allow for requesting wheelchair access at booking.

Providers were asked how often they have received a request from non-English speakers. Three providers have received requests from non-English speakers “sometimes,” and two have received requests “rarely.” All of the providers have received request from Spanish speakers. One provider has received requests from Vietnamese and Chinese speakers. Two providers have received requests in other languages.

Each provider had a different approach to handling requests from non-English speakers. One provider had an interpreter on staff. One provider contacted a translator in another office or at Greyhound to assist. One provider used a translation service. One provider used Google Translate. One provider asked the client to have a friend or family member translate.

Requests from special needs passengers have been received at least “sometimes” by all but one provider who has received requests only “rarely.” Providers use different strategies to handle special needs. One provider requires 24-hour advanced notice to be able to provide ADA equipment. Another does not require users to give advanced notice since all personnel are trained, and all equipment meets the standards. One provider specifically inquires about special needs when a reservation is being made. One provider handles the requests on a one-by-one basis.

### **Market Potential**

Providers were asked a series of question about market potential and adding more frequent service.

Megabus has conducted a market study, but the person being interviewed did not have any details about the study. At the time of the study Megabus was considering adding more frequent service, and as a result of the study, did expand services in Nebraska this past year.

K & S Express has not conducted a market study, but they did consider and attempted to expand their services. The expanded service lost money due to lack of use, so it was discontinued.

Panhandle Trails has conducted a market study with a technical assistance grant from CTA. As a result, they expanded services with additional days and times for all routes. They are also considering expanding into other locations but are limited by funding for additional vehicles and staff.

Express Arrow has not conducted a market study but has considered adding more frequent service. They are working closely with another company but are unsure of potential volume due to competition from on-demand providers. They are constantly looking at different options for expansion but do not see the feasibility, especially when there are no intercity feeder routes.

Burlington Trailways has not conducted a market study nor thought about expanding services, due to lack of equipment and manpower.

## Intermodal Services

Providers were asked a series of questions about intermodal services and facilities.

All providers indicated their intercity bus routes connect with other intercity bus services and many connect with other kinds of services such as airports, train stations, and charters.

Most providers make information about their services available to the public through social media or websites, either their own or resellers. One provider relies exclusively on word of mouth.

Three providers indicated there is a need for an intermodal passenger facility in their area. One additional provider said it would be interesting to have intermodal stations in Omaha and Lincoln to connect taxi, local bus, trains, etc., but that it is not necessarily a need.

## Gaps in Services

Providers were asked a series of questions about gaps in services.

Megabus said there are no markets or groups needing more service and no unmet demand for intercity bus services to destinations they serve. They had no information about unmet needs. They were not aware of any services vulnerable to termination.

K & S Express said there are no markets or groups needing more service and no unmet demand for intercity bus services to destinations they serve. They were unaware of any unmet needs. They identified their own intercity bus services as being vulnerable to termination within the next year.

Panhandle Trails said people with disabilities, veterans, senior, and low income persons need more services. There is demand for more intercity bus services between several communities in the Panhandle area. They became aware of these demands from customers, service agencies, colleges, and veteran service offices. They suggested improvements are needed in the number of vehicles, better variety of vehicles, accessible and/or enclosed bus stops, interactive technology for trip planning, interline ticketing, improved marketing, and improved partnerships between transit agencies and social service organizations. They also identified the following issues: more scheduling options, ability of people to get to bus stops, affordability, and access to veteran services due to unmet regional transportation needs. They said many services are vulnerable to termination, including their own.

Express Arrow said there is some interest in a commuter service in western Nebraska but do not know of any other unmet demands. They suggested improvements are needed in assistance with marketing

and getting the information to the type of people who would use the services, for example, veterans need to know they can get from Norfolk to Omaha. They also suggested better connections with local public transportation in urban areas. They acknowledged that some communities may have a need, but that the need is so low that the service is not sustainable.

Burlington Trailways said there is unmet need and demand in rural Nebraska, which they are aware of because of customers and local colleges and universities. There is also a need to improve the connections between the intercity bus services and local public transportation, for example, with an intermodal facility in Omaha.

## Include in Discussion

Most providers did not identify specific entities to include in the discussion of intercity bus services in the area. One provider said it is unbelievable how many meetings about rural transportation there are held each year and gave a long list of those who should be involved in the discussion, including government entities, churches, schools, and non-profit service organizations. They also suggested that meetings should be better publicized, especially in the Panhandle area.

## V. Public Information Open Houses

Eight public information open houses were held in April 2017 to gather input about intercity bus services in Nebraska. The open house format allowed the public to come at any time during the advertised hours, gather pertinent information, speak one-on-one with study personnel, and leave as they wish.

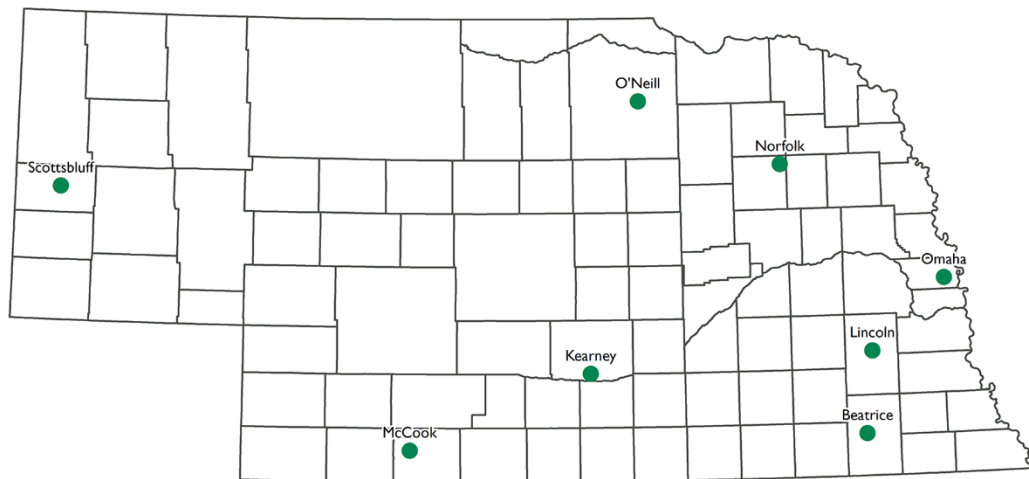
The dates and locations were selected in consultation with NDOT. Marketing of the open houses was conducted through public notices in local newspapers, the NDOT website, the nebraskatransit.com website, contact with intercity bus services providers and rural transit providers, Facebook posts, and a mailing and email blasts to organizations, businesses, and individuals in the areas near the open house sites.

Public notices were published in Spanish for the Omaha and Lincoln meetings, including on buenasdiasnebraska.com. Information on how to use LanguageLine translation services and iSpeak cards was provided to meeting facilitators to assist with gathering input from LEP participants. All sites were ADA accessible and contact information was provided on the invitation for participants to request other accommodations. Sign-language interpreters were provided at the Lincoln open house in response to a request.

**Table 6. Locations of and number of participants at public information open houses, Nebraska: April 2017**

Location	Date	Meeting site	Number of participants
Beatrice	April 10	Beatrice Public Library	3
Lincoln	April 12	Jack J. Huck Continuing Education Center	7
Omaha	April 13	Weitz Community Engagement Center	12
Norfolk	April 18	Norfolk Public Library	1
O'Neill	April 19	O'Neill Public Library Conference Room	0
Scottsbluff	April 25	Lied Scottsbluff Public Library	9
McCook	April 26	McCook Public Library	2
Kearney	April 27	Kearney Public Library	4

**Figure 3. Locations of public information open houses, Nebraska: April 2017**



Meeting facilitators gathered participant contact information and distributed materials that included a fact sheet (Appendix B), a road map of Nebraska, and the Use of Intercity Bus Services and Public Transportation Survey questionnaire (Appendix C). Participants were asked to complete the survey and to highlight needed intercity bus routes on the map. Participants were also given a promotional pen and a bus-shaped stress ball.

A series of questions was used to guide either a group discussion or a one-on-one conversation with a participant. The discussion questions can be found in Appendix D.

Table 6 lists the locations of and number of participants at each of the open houses. Figure 3 shows the distribution of the open house locations throughout the state. Summaries of the meetings are presented below. Results of the survey are presented in the next section.

### **Beatrice, April 10**

The three participants at this meeting were employees of the local rural transit provider. Since none were users of the services, and since the transit agency does not provide intercity bus services as defined by FTA, there were no insights gathered at this open house.

### **Lincoln, April 12**

The seven participants at this meeting represented rural transit providers and citizen advocacy organizations.

An interview with two rural transit providers uncovered that they provide some limited intercity bus services with scheduled runs from Seward to the VA hospitals in Lincoln and Omaha. They suggested that Omalink should make additional stops along Interstate 80.

An interview with a representative of Citizens for Improved Transit, a group advocating improved public transportation in Lincoln, highlighted the need for connectivity between train stations and other public transportation, such as intercity bus services.

An interview with two representatives from the Federation of the Blind of Nebraska revealed the concern that intercity bus services do not connect with each other, and they do not connect with local public transit. They requested services from Lincoln to Nebraska City and from Lincoln to Elmwood. They pointed out that a map may show that these routes are already available, but they do not originate in Lincoln and a round trip requires an overnight stay. While some rural transit organizations provide transportation from Nebraska City to Lincoln and from Elmwood to Lincoln, they often will not accept a request for transportation from someone outside their area so the travel cannot originate in Lincoln.

A representative of the Nebraska Commission for the Deaf and Hard of Hearing came prepared with a list of accessibility concerns for all public transportation providers but no specific input about intercity bus routes, services, or accessibility.

### **Omaha, April 13**

There were 12 participants at this open house. Most were interested citizens. There were also representatives of a transit agency, a planning agency, and a railroad advocacy group. Interviews were conducted with four of the participants. The remaining participants completed the survey and map but did not participate in a discussion.

Two of those interviewed were familiar with intercity bus services in the area and have used it to travel to Chicago, Lincoln, and northeast Nebraska. The others indicated they would do an Internet search if the information was needed, but that their car would have to break-down, and the service would have to go exactly where they needed to go before they would use intercity bus services.

The following origin/destination pairs were drawn on maps: Lincoln to Omaha (9), Omaha to Nebraska City (3), Omaha to Kansas City (2), Omaha to Valentine (1); Omaha to Kearney, via Lincoln and Grand Island (1); Omaha to Columbus, via Fremont (1); Omaha to Sioux City (1); Omaha to Norfolk (1); and Grand Island to Kearney (1).

### **Norfolk, April 18**

Only one participant, a representative of a local transit provider, attended this open house. She stated that it is unlikely that people in Norfolk are informed about intercity bus services options—or lack thereof—in the community. Her agency is in the process of coordinating with Ponca Express, another local transit agency that serves Norfolk, but which also travels to other communities.

### **O'Neill, April 19**

There were no participants at this open house.

### **Scottsbluff, April 25**

There were nine participants at this open house representing providers of public transit or agencies whose clients are likely to use public transit. A group discussion was conducted.

Because of the remote nature of the Panhandle, access to intercity bus services is sparse and expensive. Subsidy of transit services is critical but often limited, and its future unknown.

Some of the participants were familiar with Denver Coach and Dashabout Shuttle. It was suggested that a regular schedule to Lincoln might generate some interest among those in the Panhandle. There is a special need to connect Panhandle residents to regional airports in Nebraska, as well as Denver.



Many users in this area need transportation to veteran medical facilities in Hot Springs, South Dakota, and Cheyenne, Wyoming. The challenge is that medical services are available only on certain days and transportation services are available only on certain days, but these are not always on the same days. Better coordination between the medical community and transportation providers is needed.

The following origin/destination pairs were drawn on maps: Scottsbluff to Lincoln, via North Platte, Kearney and Grand Island; Scottsbluff to Alliance; Scottsbluff to Sidney; Scottsbluff to North Platte; Scottsbluff to Valentine, via Harrison and Chadron; Scottsbluff to points in Colorado; Alliance to Hyannis; North Platte to McCook; Chadron to Rapid City; Valentine to Pine Ridge Reservation.

### **McCook, April 26**

There were two participants at this open house. One was a local taxi company owner looking for information on subsidies. The other was a representative of a local public transit provider who dropped off 14 Use of Intercity Bus Services and Public Transportation Survey questionnaires completed by residents of a local senior center. She indicated that Dashabout Shuttle used to provide intercity bus services but now does not. During the discussion and on a map, she suggested the following origin/destination pairs: McCook to Omaha; McCook to Denver; McCook to North Platte; McCook to Kearney, via Cambridge and Holdrege; Imperial to Omaha, via Lincoln; Imperial to Denver.

### **Kearney, April 27**

There were four participants at this open house. Two were a user of public transit and her mother, one was the manager of the local rural transit provider, and one was a Nebraska state senator. An individual discussion was conducted with each participant.

The local transit provider representative was aware of a couple of intercity bus services providers that go through the area, but stated it is hard to find information about them and the routes and that the busses do not stop at the locations listed on the websites. His clients have requested routes from Kearney or Grand Island to Valentine and from Kearney to airports. He commented that it would be better if intercity bus services coordinated and connected with local transit routes

The user of public transit was not familiar with or interested in intercity bus services, and attended the meeting exclusively to talk about local public transit. Her mother was familiar with Navigator Express but would not be interested in using the service unless it was an emergency and affordable.

The state senator indicated he would not mind using intercity bus services if the timing worked for his schedule but that he often has to haul items which cannot be done on a bus.

The following origin/destination pairs were drawn on maps: Kearney to Omaha; Kearney to Lincoln; Kearney to Wayne; Kearney to Ord; Kearney to Columbus, via Ravenna and Grand Island; Kearney to Valentine, via Ravenna and Thedford; Kearney to Chadron, via Ravenna, Thedford, and Alliance; North Platte to McCook; North Platte to Valentine, via Thedford; Ogallala to Chadron, via Bridgeport and Alliance.

## **VI. Use of Intercity Bus Services Survey**

Each attendee at a public information open house was given a brief questionnaire that asked about his or her use of intercity bus services and public transportation. A copy of the questionnaire can be found in Appendix D. This section summarizes the results from that survey.

A total of 50 questionnaire were completed. This is more than the total number of persons who attended the public information open houses because some questionnaires were completed by persons who did not attend an open house. Table 7 lists the number of completed surveys received at each open house.

**Table 7. Survey respondents by location of public information open house**

<b>Location</b>	<b>Number of surveys</b>	<b>Percent of total</b>
Beatrice	0	0.0
Lincoln	7	14.0
Omaha	14	28.0
Norfolk	1	2.0
O'Neill	0	0.0
Scottsbluff	9	18.0
McCook	15	30.0
Kearney	4	8.0
Total	50	100.0

**Table 8. Awareness and use of intercity bus services for all respondents**

<b>Question</b>	<b>Percent of all respondents</b>	
	<b>Yes</b>	<b>No</b>
Aware of intercity bus service in area	78.0	22.0
Take trips of more than 50 miles	84.0	16.0
Take more than 6 trips of more than 50 miles per year	54.0	46.0
Used an intercity bus service in last 5 years	28.0	72.0

**Table 9. Mode and reason for travel for respondents who take trips of more than 50 miles per year**

<b>Mode of travel</b>	<b>Percent of respondents who take trips of more than 50 miles per year</b>	
	<b>Yes</b>	<b>No</b>
Automobile	97.6	2.4
Airplane	54.8	45.2
Train	11.9	88.1
Bus	21.4	78.6

<b>Reason for travel</b>		
Visit friends or family	73.8	26.2
Business trip	61.9	38.1
Vacation	61.9	38.1
Access medical services	38.1	61.9
Shop	35.7	64.3

The instructions on the survey provided a definition of intercity bus services to clarify for the respondents the difference between intercity bus services and local public transportation services.

As shown on Table 8, over three-fourths (78.0%) of the respondents are aware of intercity bus services in their area. Almost one-fifth (16.0%) of the respondents do not take trips of more than 50 miles. Over one-half (54.0%) take more than 6 trips of more than 50 miles per year.

As shown on Table 9, of those who take one or more trips of more than 50 miles per year, most travel by automobile (97.6%) and less frequently by airplane (54.8%), train (11.9%), or bus (21.4%). The top five reasons for traveling more than 50 miles are to visit friends or family (73.8%), attend business trip (61.9%), vacation (61.9%), access medical services (38.1%), and shop (35.7%). The other purposes listed were selected less than 25.0% of the time.

About one-quarter (28.0%) of the respondents used intercity bus services in the last five years. Of these, one-half (50.0%) travelled 25 miles or more to get on the intercity bus and most travelled by automobile (28.5%) to where they got on the intercity bus. These respondents were asked to list their reasons for using intercity bus services. The most common reasons given were convenience, ease of use, cost, made sense logistically, and comfort.

Respondents who had not used intercity bus services in the last five years were asked to list the requirements needed for them to use one. As listed on Table 10, the most common reasons given were convenient schedule, affordability, lack of vehicle, and inability to drive.

**Table 10. Reasons to use intercity bus services**

<b>Why did you use an intercity bus service for your travel over 50 miles (asked of those who have used intercity bus services in last 5 years)</b>	<b>What would it take for you to use an intercity bus service (asked of those who have not used intercity bus services in last 5 years)</b>
Convenience	Convenient schedule
Cost	Affordability
Made sense logically	No vehicle available
Comfort	Inability to drive
Ease of use	

## Demographics

The final set of questions measured demographic characteristics of the respondents. The age and race or ethnicity data is presented on Table 11. All age groups were represented, but almost one-half (44.0%) of the respondents were aged 65 years or older. This is due to the large number of surveys completed by residents of a care facility near one of the public information open house locations.

**Table 11. Survey respondent demographics**

<b>Age group</b>	<b>Number</b>	<b>Percent</b>
19-34 years	11	22.0
35-49 years	3	6.0
50-64 years	13	26.0
65 years or older	22	44.0
Unknown	1	2.0

<b>Race or Ethnicity*</b>	<b>Number</b>	<b>Percent</b>
White	45	90.0
American Indian or Alaska Native	1	2.0
Asian	3	6.0
Black or African American	0	0.0
Native Hawaiian or Pacific Islander	0	0.0
Other race	0	0.0
Hispanic/Latino	3	6.0

\*Respondents could select more than one category.

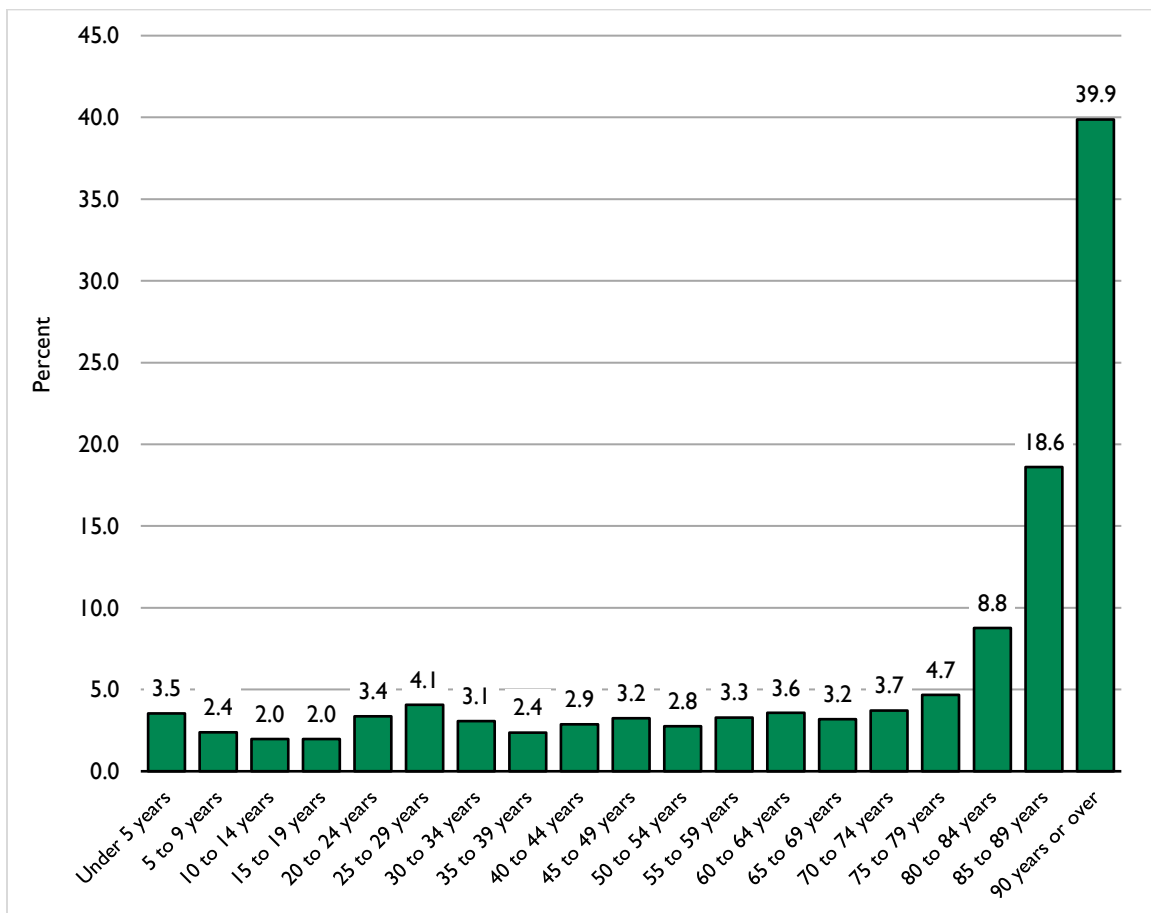
Respondents could select multiple categories of race and ethnicity. The race and ethnicity of the respondents are not representative of the state as a whole. Only 12.0% of the respondents identified as something besides White, non-Hispanic. In Nebraska, 20.2% of the population identifies as something besides White, non-Hispanic, according to the 2016 population estimates from the U.S. Census Bureau.

## VII. Vehicle Access

The 2011-2015 American Community Survey shows that statewide about 5.7% of households have no vehicle available. The rate varies considerably by age of people living in households. Until about age 80 years, the percentage of people with no vehicle available in his or her household varies between 4.7% and 2.0%. After age 80 years, the percentage increases rapidly. For persons aged 90 years and over, the percentage with no vehicle available is almost 40.0%.

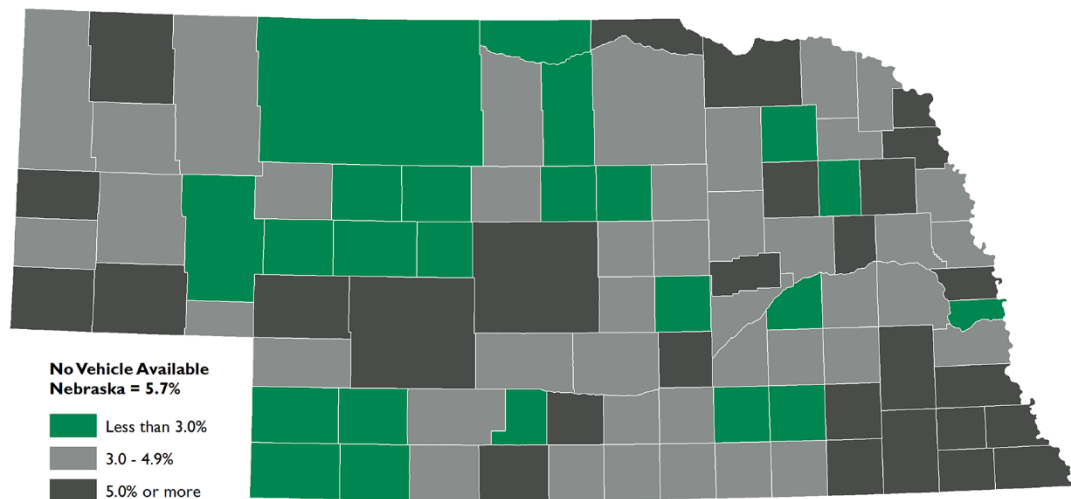
Figure 4 shows the percentages of persons living in household with no vehicle available by age group. Figures 5 and 6 show the percentage of households with no vehicle available by county for all households and for households with householder aged 65 years or older, respectively. Table 12 lists this same data.

**Figure 4. Persons living in households with no vehicle available by age, Nebraska: 2011-2015**



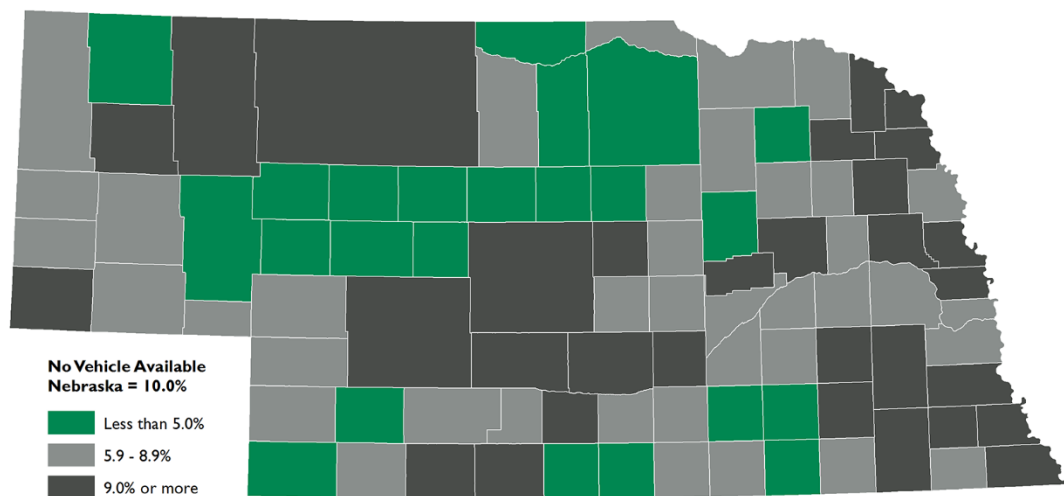
Source: U.S. Census Bureau, 2011-2015 American Community Survey.

**Figure 5. Households with no vehicle available, Nebraska: 2011-2015**



Source: U.S. Census Bureau, 2011-2015 American Community Survey.

**Figure 6. Households with householder aged 65 years or older with no vehicle available, Nebraska: 2011-2015**



Source: U.S. Census Bureau, 2011-2015 American Community Survey.

**Table 12. Households with no vehicle available, Nebraska Counties: 2011-2015**

County	All households			Households with householder age 65+		
	Total Number	No vehicle available Number	Percent	Total Number	No vehicle available Number	Percent
<b>Nebraska</b>	<b>736,613</b>	<b>41,957</b>	<b>5.7</b>	<b>168,702</b>	<b>16,803</b>	<b>10.0</b>
Adams	12,670	610	4.8	3,335	232	7.0
Antelope	2,821	115	4.1	910	75	8.2
Arthur	180	0	0.0	63	0	0.0
Banner	339	13	3.8	90	8	8.9
Blaine	231	9	3.9	54	0	0.0
Boone	2,227	77	3.5	723	34	4.7
Box Butte	4,805	158	3.3	1,179	117	9.9
Boyd	935	49	5.2	355	27	7.6
Brown	1,511	74	4.9	510	38	7.5
Buffalo	18,352	835	4.5	3,773	357	9.5
Burt	2,801	134	4.8	996	68	6.8
Butler	3,577	115	3.2	1,033	57	5.5
Cass	9,756	388	4.0	2,433	169	6.9
Cedar	3,575	119	3.3	1,191	66	5.5
Chase	1,701	41	2.4	538	27	5.0
Cherry	2,639	79	3.0	813	75	9.2
Cheyenne	4,393	221	5.0	1,081	81	7.5
Clay	2,617	53	2.0	716	27	3.8
Colfax	3,634	201	5.5	869	48	5.5
Cuming	3,699	206	5.6	1,216	142	11.7
Custer	4,745	265	5.6	1,470	150	10.2
Dakota	7,290	403	5.5	1,579	193	12.2
Dawes	3,611	217	6.0	1,019	21	2.1
Dawson	8,755	428	4.9	2,235	203	9.1
Deuel	822	35	4.3	305	26	8.5
Dixon	2,305	105	4.6	698	76	10.9
Dodge	15,110	733	4.9	4,285	407	9.5
Douglas	208,541	15,948	7.6	39,485	5,235	13.3
Dundy	900	24	2.7	293	6	2.0
Fillmore	2,464	49	2.0	764	23	3.0
Franklin	1,409	46	3.3	483	20	4.1
Frontier	1,084	36	3.3	347	24	6.9
Furnas	2,276	156	6.9	778	86	11.1
Gage	9,240	509	5.5	2,795	286	10.2
Garden	845	18	2.1	304	11	3.6
Garfield	903	27	3.0	359	16	4.5
Gosper	789	17	2.2	211	14	6.6
Grant	299	10	3.3	112	1	0.9
Greeley	995	32	3.2	359	28	7.8
Hall	22,433	1,373	6.1	5,020	480	9.6
Hamilton	3,649	115	3.2	948	57	6.0
Harlan	1,555	56	3.6	533	19	3.6
Hayes	482	14	2.9	159	0	0.0
Hitchcock	1,342	40	3.0	451	35	7.8
Holt	4,520	152	3.4	1,346	64	4.8
Hooker	312	0	0.0	141	0	0.0
Howard	2,560	76	3.0	888	58	6.5
Jefferson	3,359	193	5.7	1,099	84	7.6
Johnson	1,886	134	7.1	590	60	10.2

County	All households			Households with householder age 65+		
	Total Number	No vehicle available Number	Percent	Total Number	No vehicle available Number	Percent
Kearney	2,767	99	3.6	770	65	8.4
Keith	3,905	279	7.1	1,240	107	8.6
Keya Paha	343	3	0.9	107	3	2.8
Kimball	1,574	99	6.3	589	71	12.1
Knox	3,716	224	6.0	1,213	94	7.7
Lancaster	117,667	7,578	6.4	22,578	2,706	12.0
Lincoln	15,010	957	6.4	3,959	400	10.1
Logan	365	5	1.4	118	2	1.7
Loup	258	3	1.2	85	3	3.5
Madison	14,007	766	5.5	3,221	213	6.6
McPherson	197	2	1.0	62	0	0.0
Merrick	3,325	136	4.1	961	63	6.6
Morrill	1,981	73	3.7	566	45	8.0
Nance	1,548	83	5.4	428	50	11.7
Nemaha	2,877	185	6.4	880	108	12.3
Nuckolls	2,068	90	4.4	771	51	6.6
Otoe	6,447	377	5.8	1,966	249	12.7
Pawnee	1,261	99	7.9	461	31	6.7
Perkins	1,243	43	3.5	373	28	7.5
Phelps	3,728	211	5.7	1,088	120	11.0
Pierce	2,940	59	2.0	775	30	3.9
Platte	12,707	617	4.9	3,320	322	9.7
Polk	2,179	61	2.8	616	36	5.8
Red Willow	4,651	200	4.3	1,373	133	9.7
Richardson	3,761	251	6.7	1,253	163	13.0
Rock	690	5	0.7	225	4	1.8
Saline	5,104	262	5.1	1,242	160	12.9
Sarpy	61,983	1,626	2.6	10,391	775	7.5
Saunders	8,055	318	3.9	2,241	162	7.2
Scotts Bluff	14,755	793	5.4	4,094	301	7.4
Seward	6,348	249	3.9	1,696	163	9.6
Sheridan	2,259	112	5.0	845	95	11.2
Sherman	1,377	52	3.8	468	36	7.7
Sioux	549	22	4.0	184	11	6.0
Stanton	2,323	67	2.9	574	44	7.7
Thayer	2,341	89	3.8	860	41	4.8
Thomas	300	2	0.7	76	2	2.6
Thurston	2,084	220	10.6	540	55	10.2
Valley	1,897	92	4.8	690	66	9.6
Washington	8,034	364	4.5	1,911	181	9.5
Wayne	3,500	136	3.9	794	103	13.0
Webster	1,552	68	4.4	513	34	6.6
Wheeler	389	16	4.1	121	9	7.4
York	5,604	256	4.6	1,530	137	9.0

Source: U.S. Census Bureau, 2011-2015 American Community Survey

## VIII. Summary and Conclusions

Intercity bus services in Nebraska is limited by a low population density, lack of providers, and the distance between meaningful connections to the national intercity bus network and other modes of transportation. NDOT is committed to supporting an accessible, cost effective public transportation system across the state. This system must include an intercity bus network to connect the rural population with urbanized areas and intermodal transportation. NDOT will continue to seek out, identify, and support intercity bus providers.

Since the last intercity bus assessment in 2014, NDOT has facilitated or supported the following:

1. A new provider, Panhandle Trails, now operates in the northwest corner of the state making connections with regional airports and other intercity bus services. NDOT has provided funding and technical assistance in support of this new service.
2. Following a request from NDOT, the Nebraska State Legislature increased funding for intercity bus service from \$95,000 to \$500,000 annually. These funds provide partial local match for the Federal Section 5311(f) program.
3. Burlington Trailways, the largest intercity bus provider in the state, applied to NDOT for federal funding in 2015 and continues to receive support through the Federal Section 5311(f) program.
4. As part of the statewide mobility management project, NDOT procured the services of KFH Group, Inc. to produce an Intercity Bus Concept Plan (September 2016) which identifies gaps and the potential for increased service.

NDOT has identified several strategies moving forward. Below are current and future action items:

1. NDOT will release a request for proposal (RFP) to solicit additional intercity bus providers and expand routes. Currently, KFH Group is developing the RFP to be released late in 2017.
2. NDOT is working with SRF Consulting and the University of Nebraska to expand and improve transportation options through a statewide mobility management project. Transit staff from NDOT, SRF, and the University met with FTA Region VII staff in May 2017 to discuss the project and specifically the availability of intercity bus service in Nebraska. The meeting clarified the federal definition of intercity bus services and provided insight into how service can be expanded. SRF Consulting has been tasked with identifying potential routes that be defined as intercity bus service and therefore eligible for future state and federal subsidies.
3. A statewide transit marketing campaign is currently being developed. Both SRF Consulting and the University of Nebraska will provide technical assistance and resources to NDOT to launch the campaign that will market all forms of transportation in the state.



4. Public transportation options between Lincoln and Omaha have been limited since Greyhound discontinued service decades ago. NDOT is currently researching the feasibility of adding a transportation option between the urban areas by expanding service currently provided by the University of Nebraska College of Engineering. The service is currently only available to students and is subsidized by student fees. The expansion to the general public would require additional stops in Lincoln and Omaha to connect with city and intercity bus services.
5. Liberty Mobility Now is a unique ride-sharing transportation option currently operating in the state. This Uber-like service could provide a vital first mile/last mile connection to intercity bus providers. NDOT will continue to explore all opportunities to support and promote Liberty in Nebraska.
6. In addition, NDOT will continue to dialogue with private, public, and not-for-profit transportation providers to identify opportunities to expand all modes of transportation service in the state.

## IX. Appendices

### Appendix A. Intercity Bus Services Provider Questions

#### Current Intercity Bus Services

The first series of questions are about the current intercity bus services your company provides in Nebraska.

*Intercity bus service is defined as: Regularly scheduled bus service for the general public which operates with limited stops over fixed routes connecting two or more urban areas not in close proximity, which has the capacity for transporting baggage carried by passengers, and which makes meaningful connections with scheduled intercity bus service to more distant points, if such service is available.*

Based on the definition of intercity bus services I just read, do you operate any scheduled intercity bus services in Nebraska? ☐ Yes ☐ No

If no -> Why do you think your company does not meet the definition of intercity bus services?

How can I get an updated and/or complete schedule, including routes, locations, and times, of your intercity bus services?

People use intercity bus services for a variety of reasons. How often do your passengers have the following reasons?

	Often	Sometimes	Never
Medical appointments or treatments			
Going to the airport			
Work related			
School related			
Shopping			
Visiting friends or family			
Sightseeing/tourism			

How far in advance should a rider make a reservation to use your intercity bus services?

How often do you receive a request from non-English speakers?

☐ Very frequently ☐ Often ☐ Sometimes ☐ Rarely ☐ Never

(If anything except never) In which of the following languages have you received a request?

Spanish ☐ Yes ☐ No  
Vietnamese ☐ Yes ☐ No  
Arabic ☐ Yes ☐ No  
Farsi ☐ Yes ☐ No  
Other ☐ Yes ☐ No If yes, what other languages \_\_\_\_\_

Describe how your company handles requests from callers that are non-English speakers?

How often do you receive a request from a person with special needs?

☐ Very frequently ☐ Often ☐ Sometimes ☐ Rarely ☐ Never

Describe how your company handles requests from passengers that have special needs?

What is the average monthly ridership on your intercity bus routes in Nebraska?

Have you conducted a study of market potential? ☐ Yes ☐ No

If yes, please describe the study.

Have you ever considered adding more frequent services? ☐ Yes ☐ No  
If yes, please describe what has been considered.

Do you have future plans to expand or create additional routes? ☐ Yes ☐ No  
If yes, please specify the new routes and the cities they would include.

What, if anything, has prevented you from implementing new services?

### **Intermodal Services**

*The next series of questions are about how your intercity bus services connect with other services.*

Do your intercity bus routes connect with other intercity bus services on either or both sides of the route?  
☐ Yes ☐ No If yes, please describe how they connect.

Do you operate any other kinds of services in Nebraska, such as connections to airports or train stations, charter, or tour services? ☐ Yes ☐ No If yes, please describe the connections.

How and where do you make information of these services available to the public? (e.g., websites, brochures, posted scheduled, etc.)

Do you presently have a need in your area for intermodal passenger facilities that could allow connections between local public transportation and intercity bus services? ☐ Yes ☐ No

### **Needs**

*This last series of questions are about gaps in services.*

Are there particular markets or groups that you see needing more service? ☐ Yes ☐ No  
If yes, please identify the markets or groups.

Is there a demand for intercity bus services to destinations that you do not currently serve?

☐ Yes ☐ No

If yes, please identify route(s) by origin/destination pairs that could benefit most from the provision or improvement of services.

If yes, how did you become aware of this demand? (Check all that apply.)

☐ Customers ☐ Social service agencies ☐ Colleges/Universities  
☐ Military installations ☐ Other

Please offer any comments regarding other aspects of intercity bus services that you see as needing improvement, such as vehicles, condition of bus facilities, schedule information, wheelchair accessibility, marketing, etc.

Including the need for intercity bus services (as defined above), what are the greatest unmet public transportation needs in your rural or regional area of Nebraska, beginning with the need with the highest priority?

Are there existing intercity and public transportation services that are vulnerable to termination in your area of Nebraska? ☐ Yes ☐ No If yes, please explain.

What other county or regional entities could benefit from being included in the discussion of intercity bus services in the area of Nebraska you serve?

Please describe any intercity bus needs that you have not addressed in an earlier question.

## Appendix B. Fact sheet distributed at public information open houses



### Intercity Bus Usage Study in Nebraska Fact Sheet

The Nebraska Department of Roads (NDOR) in collaboration with the University of Nebraska at Omaha (UNO) will hold a state-wide series of public information open house meetings to provide information and to gather input from the community to assess needs in intercity bus and public transportation services. The information received from the meetings and surveys will be compiled and used in an overall study of intercity bus usage and other related projects.

**Intercity Bus Service** is defined as: regularly scheduled bus service for the general public which operates with limited stops over fixed routes connecting two or more communities not in close proximity. These buses have the capacity for transporting bags carried by passengers and make meaningful connections with scheduled intercity bus service to more distant points, if such service is available.

**Public Transportation Service** is the operation of a vehicle that provides general or special service to the public on a regular and continuing basis. Sometimes it is called public transit.

Limited intercity bus service is available in 45 of Nebraska's 93 counties. Those 45 counties contain more than 86% of Nebraska's total population.

Nebraska has 10 intercity bus providers currently providing service on various routes across the state. Those providers are:

- Burlington Trailways
- Dashabout Shuttle
- Denver Coach
- Express Arrow/Black Hills Stage
- Jefferson Lines
- K&S Express
- Megabus
- Navigator
- Omalink
- Panhandle Trails

Public transportation in rural areas of Nebraska is provided by 57 transit systems. Lincoln and Omaha are served by StarTran and Metro, respectively.

The information gathered at these meetings will be summarized in a report on Intercity Bus Usage and available on [nebraskatransit.com](http://nebraskatransit.com) after June 1.

## Appendix C. Use of intercity bus services and public transportation survey questionnaire

### Use of Intercity Bus Service and Public Transportation Survey

April 2017

This first set of questions is about intercity bus service. **Intercity bus service** is defined as: regularly scheduled bus service for the general public which operates with limited stops over fixed routes connecting two or more communities not in close proximity. These buses have the capacity for transporting bags carried by passengers and make meaningful connections with scheduled intercity bus service to more distant points, if such service is available.

1. Using the definition above, are you aware of any Intercity Bus Service in your area? ☐ Yes ☐ No

2. In a year, how often do you take trips of more than 50 miles? Select one.

- ☐ Never → Go to Question 5  
☐ 1-2 times ☐ 3-6 times ☐ More than 6 times

3. What methods of transportation do you use for trips of more than 50 miles? Select all that apply.

- ☐ Automobile ☐ Airplane  
☐ Train ☐ Bus  
☐ Other, please specify \_\_\_\_\_

4. Which of the following best describes your reasons for traveling more than 50 miles. Select all that apply.

- ☐ Commuting to/from work  
☐ Going to/from a business trip (meeting, convention, training, etc.)  
☐ Going to/from school/university/college  
☐ Accessing medical services  
☐ Going to/from entertainment (theater, concert, sports, etc.)  
☐ Visiting friends/family/relations  
☐ Shopping  
☐ Personal business  
☐ Moving/relocating  
☐ Vacation  
☐ Other, please specify \_\_\_\_\_

5. Have you used an Intercity Bus Service in the last 5 years? ☐ Yes ☐ No → Go to Question 9

If yes, please answer the next 4 questions as they relate to your most recent use of an Intercity Bus Service.

6. How far did you travel from home to where you got on the Intercity Bus? Select one.

- ☐ Less than 5 miles ☐ 5 to 9 miles  
☐ 10 to 24 miles ☐ 25 miles or more



7. How did you travel to where you got on the Intercity Bus? Select one.

- ☐ Private vehicle ☐ Local bus service  
☐ Taxi/shuttle service ☐ Bicycle/Walk  
☐ Amtrak train  
☐ Other, please specify \_\_\_\_\_

8. Why did you use an Intercity Bus Service for your travel over 50 miles?

9. If you do not travel by Intercity Bus Service, what would it take for you to use an Intercity Bus Service?

This next set of questions is about public transportation services. **Public Transportation Service** is the operation of a vehicle that provides general or special service to the public on a regular and continuing basis.

10. Are you aware of any public transportation service in your area? ☐ Yes ☐ No

11. Have you used a public transportation system in the last year? ☐ Yes ☐ No → Go to Question 14

If yes, please answer the next 2 questions as they relate to your most recent use of a public transportation service.

12. Where did you go? \_\_\_\_\_

13. Why did you use a public transportation service?

14. If no, what would it take for you to use a public transportation service?

This final set of questions is about you.

15. What is your age? Select one.

- ☐ 19-34 years ☐ 35-49 years  
☐ 50-64 years ☐ 65 years or older

16. What is your race or ethnicity? Select all that apply.

- ☐ White ☐ American Indian or Alaska Native  
☐ Asian ☐ Black or African American  
☐ Other race ☐ Native Hawaiian or Pacific Islander  
☐ Hispanic/Latino

**Thank you for participating in this survey.**

## **Appendix D. Questions for public information open house discussions**

Tell us a little about yourself and about your motivation for being here.

### **Intercity Bus Services**

Are you aware of any intercity bus services in your area?

Do you know how to purchase a seat on the bus?

Do you know where the bus stops in your community?

Do you know when the bus stops in your community?

For those who have traveled by bus, why did you use the bus?

For those who have not traveled by bus, what would it take for you to use a bus?

We have some maps for you to show us where you would like an intercity bus to run in Nebraska.

### **Public Transportation**

Are you aware of any public transportation services in your area?

Have you ever used public transportation services?

For those who have used public transportation services, why did you use public transportation services?

For those who have not used public transportation services, what would it take for you to use public transportation services?