

Current State of Intercity Bus

Missouri Department of Transportation

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1. Introduction

Intercity bus service plays a critical role in Missouri's transportation system by providing long-distance travel options that connect rural communities to regional and national destinations. For many Missourians, particularly those living in rural areas, individuals with limited access to private vehicles, older adults, students, and people traveling for medical, employment, or family reasons, intercity bus service offers one of the few affordable and practical means of traveling beyond their immediate community. These services also serve as an important complement to other modes of transportation, including local transit, passenger rail, and air travel, helping to create a more connected and resilient statewide mobility network.

The Missouri Department of Transportation (MoDOT) supports intercity bus service primarily through the Federal Transit Administration's (FTA) Section 5311(f) Intercity Bus Program. This program requires states to dedicate a portion of their federal rural transit funding to address intercity bus needs, unless those needs are formally certified as being met. In Missouri, these funds are used to sustain existing services, maintain connections between rural and urban areas, and support limited capital, marketing, and system enhancement activities. Because Missouri does not have a dedicated state funding program for intercity bus service, federal Section 5311(f) funding serves as the backbone of the state's intercity bus network.

Over the past two decades, intercity bus service in Missouri has undergone substantial change. Route consolidations, service reductions, and the exit of some providers have reduced geographic coverage and service frequency in many parts of the state, even as demand for long-distance travel among certain populations has remained strong. At the same time, rising operating costs, fleet replacement needs, and fluctuating state and federal funding levels have increased financial pressure on both private carriers and public transit providers involved in intercity travel. These dynamics underscore the importance of periodically assessing the current state of intercity bus service, funding commitments, and unmet needs.

This report documents the current state of intercity bus service in Missouri, focusing on existing services, funding availability, and MoDOT's current Section 5311(f) commitments. The report draws on a review of prior studies and plans, analysis of existing intercity bus routes and facilities, examination of funding trends and obligations, and input from stakeholders and the public. Together, these elements provide a snapshot of how intercity

bus service is functioning today, where gaps exist, and how current funding practices align with identified needs.

This report aims to establish a clear, up-to-date baseline of intercity bus services operating in Missouri, including both private fixed-route services and publicly operated intercity transit services. The report also attempts to explain how intercity bus services are currently funded, with particular emphasis on Section 5311(f) resources, recent emergency funding programs, and the broader fiscal environment affecting transit statewide, and to identify key challenges and considerations that will inform future planning, coordination, and investment decisions related to intercity bus service.

This report is intended to support MoDOT, intercity bus providers, transit agencies, policymakers, and stakeholders in understanding the current intercity bus landscape and the constraints under which it operates. The findings presented here are intended to inform future discussions about sustaining essential connections, improving coordination among modes, and ensuring that Missouri's intercity bus network continues to serve the needs of residents across the state.



2. Previous Plan Review

2.1. Missouri Plans

The following summarizes plans conducted in Missouri over the past two decades that have implications for intercity bus services and can be used to inform the assessment of current intercity bus service in the state.

2.1.1. Impact of Declining Intercity Bus Service in Missouri (2006)

In the mid-2000s, Greyhound eliminated routes and reduced the number of bus stops (from 50 to 39) in Missouri. In response to this service reduction, MoDOT conducted a study to determine ridership levels at bus stops and to assess the needs, characteristics, and perceptions of Missouri riders. This study was unique in that it included extensive field research, with surveys collected directly from bus passengers and at bus stops. At the time of the study, there were 16 intercity bus routes within the state, operated by three companies: Burlington Trailways (two routes), Jefferson Lines (six routes), and Greyhound (eight routes).

Some conclusions from this study included:

- Access to stops in urban areas was much better than stops in rural areas, as urban stops were often co-located with local transit routes and also offered more amenities, such as enclosed shelters, bathrooms, and waiting areas.
- Many riders of intercity bus service in Missouri are interstate travelers and are typically going to or from one of the state's major cities, such as St. Louis, Kansas City, and Springfield.
- Certain populations rely more on intercity bus travel than other populations, including people from Amish settlements, people of Hispanic origin, college students, military personnel, and people recently released from jail.
- Riders are generally satisfied with the level of service; however, some raised concerns about safety and bus stop amenities.
- Greyhound's route elimination and stop closures were based on business needs; the stops and routes that were closed and eliminated were not generating enough revenue to sustain them.

The study also developed recommendations to enhance intercity bus access:

- Create a webpage for intercity bus service on MoDOT's website
- Conduct outreach activities that target market segments

- Place signs along routes to direct citizens to bus stops
- Partner with local communities to use their facilities as bus stops
- Continue to develop and maintain feeder service from rural areas
- Ensure adequate lighting is provided at bus stops.

2.1.2. Missouri Intercity Bus Study (2010)

The 2010 Missouri Intercity Bus Study assessed the state of existing intercity bus service, identified potential areas of unserved rural demand, and developed strategies to enhance rural service and partner with providers. In 2010, the system covered about 1,200 miles and had a capacity of over 444,000 seat-miles per day, serving 42 stops within the state. Four intercity bus providers operated service - Burlington Trailways, Jefferson Lines, Greyhound, and Megabus. Target ridership markets identified by the study included low-income, elderly, the Hispanic community, students, Amish, prisons, military, people with disabilities, and individuals with medical conditions.

The study noted that intercity bus services were well coordinated with urbanized transit systems in Columbia, Springfield, and Kansas City, but that coordination with rural systems was more challenging. Specific challenges for rural communities included the times the intercity bus serviced the stop (often late at night), the fact that many routes provided by rural transit systems do not operate daily, the demand-response nature of rural transit, and the reservation-less model of the intercity bus industry.

Recommendations identified through this study included:

- Improving coordination between intercity bus and other transit providers.
- Subsidizing intercity bus vehicle purchases.
- Improving stops and stations to increase comfort and safety.
- Creating a desired intercity network and allowing public and private providers to submit creative bids to serve all or part of it.
- Partnering with commercial franchises for stops, agents, and marketing.
- Including advertising needs as part of contracts.
- Continuing to allow competitive grant proposals to increase services to/from ICB service areas (as opposed to other 5311(f) allocation methods).
- Creating brochures with ICB information for rural locations served by ICB.
- Developing press releases when a new service is introduced.
- Providing subsidies and usage guarantees to increase total services.

2.1.3. MoDOT 2014 Long Range Transportation Plan

MoDOT's 2014 Long Range Transportation Plan (LRTP) addresses how the agency will meet the state's transportation needs over the coming 20 years. The plan identifies changing travel trends, assesses the current state of the transportation system, addresses MoDOT's financial situation, and lays out four main transportation goals that prioritize state of good repair, safety, economic growth, and mode choice.

Intercity bus is briefly mentioned in the plan, and a map of existing ICB services, including stops served by various providers, is included. The plan notes that the cost of maintaining existing transit services across the state will likely increase, and state funding for transit declined significantly in the last decade. The plan also cites transit as a way to give Missourians more choices for how they travel and calls for increased investments in public transportation services statewide.

2.1.4. MoDOT 2018 Long Range Transportation Plan

MoDOT's 2018 Long Range Transportation Plan (LRTP) provides strategic direction to align transportation investment decisions made in the state with performance outcomes. The 2018 LRTP developed five technical memorandums:

- Goals, Objectives, and Performance Measures – established indicators to feed into MoDOT's performance management tool
- Transportation System – described the components that make up the transportation system in Missouri.
- Transportation Trends – examples of transportation implications to population and employment projections
- Autonomous and Connected Vehicle Technology – documents efforts in Missouri to adopt autonomous and connected vehicles.
- Transportation Funding and Research – documents MoDOT's 25-year modal needs and a financial forecast

Intercity bus is only briefly mentioned in the LRTP, including listing the current ICB operators (Burlington Trailways, Greyhound, Jefferson Lines, OATS, and SMTS) and ridership in 2016 (80,024). The LRTP broadly mentions public transit in a few sections and recommends prioritizing and modernizing transit vehicles, specifically by adopting policies that advance autonomous and connected vehicle technologies for the transit industry.

This plan is currently being updated.

2.1.5. 2022 State Freight & Rail Plan

The 2022 Missouri State Freight and Rail Plan is the first integrated statewide blueprint developed by MoDOT to guide investments in Missouri's multimodal freight and passenger rail network. The plan documents the current state of the freight and rail network, including highways, rail, cargo, and ports, and notes how vital this network is to Missouri's economy.

The plan establishes a vision for rail investment decision-making based on MoDOT's core values of safety, service, and stability. The plan calls for enhanced connectivity between passenger rail and other modes, supporting equity and environmental resiliency, and improving coordination among planning partners.

Three Amtrak routes provide passenger rail service in the state. Two of the routes are long-distance routes (Southwest Chief and Texas Eagle), and the third is a state-supported route called the Missouri River Runner. The Missouri River Runner operates two round-trip trains per day between St Louis and Kansas City, connecting the Southwest Chief and Texas Eagle routes. While this service provides significant economic benefits, it faces challenges due to modest state appropriations and a lack of dedicated funding. While ridership peaked in 2018, it has been rebounding post-pandemic and is expected to continue doing so.

This plan is currently being updated.

2.1.6. Missouri Statewide Transit Needs Assessment (2022)

The 2022 Missouri Statewide Transit Needs Assessment evaluated the state of public transportation in Missouri, with a focus on urban transit systems. While the study did not specifically address intercity bus needs, some broader themes identified during the study impact how the state addresses them.

- A Mobility Needs Index was developed as a composite indicator to predict transit demand. The Mobility Needs Index aligns closely with population density.
- Per capita transit funding in Missouri lags behind peer states, posing challenges for the state and providers in meeting transportation needs.
- There is a significant, unmet demand for transit services in Missouri, particularly in rural areas.
- Many transit vehicles in Missouri have exceeded their useful life, and additional funding for State of Good Repair needs will be required to improve vehicle conditions.

2.1.7. Missouri Statewide Transit Needs Assessment (2025)

The 2025 update to the Missouri Statewide Transit Needs Assessment refreshed the Transit Service Evaluation from the original 2022 study to utilize more recent data in the analysis. Of particular note to the ICB study, this updated plan conducted an analysis to identify areas of Missouri with unmet rural public transportation demand. Many areas of the state, particularly in the central and southern parts, have unmet service demand.

2.1.8. Key Findings

Intercity bus services in Missouri have changed significantly over time, and most of those changes have involved service reductions, including fewer routes, lower frequencies, and fewer stops served. These services provide critical connections for many Missourians, and active coordination between MoDOT, ICB providers, and transit agencies is necessary to ensure the system meets the needs of as many residents as possible. Many plans cite a need for additional investment in intercity bus and transit services across the state and call for enhanced communication with riders, as information about available services is not always readily available. Table 2-1 below summarizes the key findings from each study and plan reviewed.



Table 2-1: Key Findings from Related Studies and Plans

Study/Plan	Key Relevant Findings
Impact of Declining Intercity Bus in Missouri Study (2006)	- Conducted significant field research with passengers, offering a unique picture of rider sentiment at the time. - Intercity bus stops in the state were reduced from 50 to 39 during the early 2000s. - Access to stops in urban areas was much better than in rural areas.
Missouri Intercity Bus Study (2010)	- In 2010, the system covered about 1,200 miles and had a capacity of over 444,000 seat-miles per day, serving 42 stops within the state. - Bus services were well coordinated with urbanized transit systems in Columbia, Springfield, and Kansas City, but that coordination with rural systems was more challenging.
Missouri Statewide Transit Needs Assessment (2022)	- There is a significant, unmet demand for transit services in Missouri, particularly in rural areas. - A Mobility Needs Index was developed, offering a potential resource for the ICB study.
Missouri Statewide Transit Needs Assessment (2025 Update)	The assessment identified specific areas within the state where rural transit demand is unmet.
MoDOT Long Range Transportation Plan (2018)	In 2018, Burlington Trailways, Greyhound, Jefferson Lines, OATS, and SMTS were the ICB operators in the state, with a total annual ridership of 80,024 (2016).
Missouri State Freight and Rail Plan (2022)	- Three Amtrak routes provide passenger rail service in the state, including two long-distance routes (Southwest Chief and Texas Eagle). - The Missouri River Runner operates two round trips per day between St Louis and Kansas City, connecting the Southwest Chief and Texas Eagle routes.

2.2. Plans for Surrounding States

2.2.1. Arkansas

While Arkansas has not completed a statewide intercity bus study, the state prepared a **Statewide Transit Coordination Plan** in 2018. The plan did not specifically mention intercity bus service, but it identified insufficient funding as a major barrier to improving statewide transportation services. The plan also offered two recommendations that may be relevant to Missouri's intercity bus system, including identifying and engaging agencies that could address transportation gaps by supporting funding and service development, and coordinating partnerships between providers to offer free/reduced transfers between services.

2.2.2. Illinois

In 2020, the University of Illinois at Chicago (UIC) Metropolitan Transportation Initiative prepared an **Assessment of Intercity Bus Services in Illinois** for the National Center for Transit Research at the Center for Urban Transportation Research. The assessment evaluated potential demand for intercity bus routes, including connections to out-of-state destinations. Several routes serving Missouri were identified as having high interactivity potential, ranking within the top quartile of all routes analyzed:

- St. Louis MSA to Chicago-Naperville-Elgin Metropolitan Statistical Area (MSA),
- St. Louis MSA to Springfield MSA,
- and St. Louis MSA to Carbondale-Mario MSA

Since smaller cities often serve as markets for larger urban areas, the assessment found that the St. Louis MSA has the highest potential for interactivity with Red Bud, Centralia, Sparta, and Mount Vernon. Similarly, the Cape Girardeau MSA scores high interactivity potential with Metropolis and Anna.

In 2022, the UIC Urban Transportation Center prepared a **Statewide Intercity Passenger Transportation in Illinois** report for the Illinois Department of Transportation. The report identified several common goals shared by state departments of transportation, including:

- enhancing access to rural areas;
- encouraging and facilitating the most efficient use of Federal Transit Administration (FTA) Section 5311(f) funds;
- and improving intercity bus coordination efforts.

Overall, the plan concluded that the State of Illinois funding application process was too cumbersome to be practical and suggested that revenue from charter and tour services

could be used to offset capital investments and operating losses. In contrast, other states generally provide more direct support to intercity bus operators, in some cases supplying state-owned buses that are permitted for use in intercity service. Based on these findings, the plan offered several recommendations, including some that may be relevant to intercity bus service in Missouri:

- Increasing marketing and public awareness of the service
- Increasing funding for vehicles, passenger facilities, and amenities, and service expansion where feasible
- Improvements in intermodal connectivity by offering timed transfers for feeder services and intermodal trip discounts to transferring passengers
- Maintaining intercity bus coverage statewide

Similar to the 2018 assessment, the report evaluated the potential for interactivity between cities in Illinois and nearby states. Overall, cities in northern Illinois were found to have higher demand potential than those in central and southern Illinois. The following routes ranked within the top quartile for interactivity potential:

- Bloomington to St. Louis
- Belleville to St. Louis
- Carbondale to St. Louis
- Carbondale to Cape Girardeau
- Champaign to St. Louis
- Decatur to St. Louis
- Peoria to St. Louis
- Springfield to St. Louis

2.2.3. Iowa

In 2020, Iowa updated its **Public Transit 2050 Long Range Plan**. Iowa funds its intercity bus program through FTA Section 5311(f) funding, including some carryover funds. The order of priority for funding is:

1. Base level of support for existing services
2. Start-up support for new services
3. Support for the marketing of intercity bus services and interlined services
4. Support for intercity bus capital improvements

The plan also offered several recommendations that may be relevant to Missouri's intercity bus system:

- Examine the effects of offering fare-free statewide bus service
- Study how to implement transit bus systems in Iowa most effectively
- Partner with other government organizations to increase the number of transportation options for traveling long distances
- Examine alternative ways to fund public transit that do not rely solely on existing federal and state sources.
- Increase training for bus drivers to better serve mobility-impaired, hearing-impaired, and visually impaired riders, children, older adults, immigrants, and refugee populations.
- Improve bus transfers between regions and counties to support longer, more efficient trips across the state.

As of November 2025, Iowa's intercity bus services are provided by four carriers. Burlington Trailways discontinued service on September 27, 2025, affecting intercity bus service in six states, including Missouri. Jefferson Lines and Greyhound have since assumed operation of most of these routes, including adding service at Missouri stops previously served by Burlington Trailways (Bowling Green, Canton, Hannibal, Quincy, Troy).

2.2.4. Kansas

The Kansas Department of Transportation is currently finalizing its **Intercity Bus and Regional Routes Study**. The study should be completed before the end of 2026. The draft plan offered several recommendations that may be relevant to Missouri's intercity bus system:

- Strengthen existing intercity routes by improving schedules, supporting marketing, and coordinating with other modes to boost ridership.
- Implement pilot regional feeder services in high-priority corridors to demonstrate demand and guide future expansion.
- Pursue proposed longer distance routes when additional FTA Section 5311(f) funds become available.
- Leverage local champions to sustain momentum, as agency support will be critical to implementation. Routes with local champions should be prioritized for future implementation over routes without local champions.
- Plan for long-term funding by using pilot program results to inform state support.

2.2.5. Nebraska

Nebraska's most recent intercity bus study was conducted in 2014. During the preparation of the **Assessment of Intercity Bus Services** report, a provider stated that they are

expanding services in Colorado and Wyoming, as those states were more helpful with administration and funding, suggesting that Missouri could gain more service through greater state support. The plan also offered several recommendations that may be relevant to Missouri's intercity bus system:

- A statewide marketing plan for public transportation with specific strategies for intercity bus service.
- Coordination with rural transit systems and metropolitan planning organizations to establish additional feeder routes that connect the rural population with transportation opportunities in urbanized areas.
- Increase awareness of available intercity bus funding and actively recruit other providers to participate.

In 2016, a technical memorandum titled "**Statewide Mobility Management Project: Intercity Bus Concept Plan for Nebraska's Department of Roads**" was prepared for the Nebraska Department of Roads. The memo detailed strategies for fully utilizing available FTA Section 5311(f) funding for a statewide intercity bus system. Some of the strategies that may be relevant to Missouri's intercity bus system include:

- A statewide network defined in terms of routes, frequencies, schedules, and connections based on a goal reflective of Nebraska's Expressway System, or, in other words, providing an intercity connection to every town over 5,000 that is not located within an Urbanized Area, and offering a trip to Omaha, Lincoln, or Denver with no more than one transfer.
- Use of Request for Proposals (RFP) and contracts to obtain qualified firms or agencies to operate specified routes/services, and issuing multiple RFPs to allow regional bidders.
- Providing for a discretionary grant program for rural intercity bus feeders focused on public and private nonprofit transit options linking to the defined statewide network.
- Capital funding for vehicles required to operate the defined network.

Finally, the 2023 report, **Intercity Bus Needs: Section 5311(f) Consultation**, recommended expanding the Jefferson Lines route, which currently runs from Fargo through Nebraska to Kansas City, to include Chadron-Rapid City in South Dakota and Norfolk-Sioux City in Iowa. This expansion would enhance Missouri's access to metropolitan areas in nearby states.

2.2.6. Oklahoma

Oklahoma completed an intercity bus assessment in 2025. The report identified several barriers to services that Missouri should consider in its assessment, including:

- A decline in the level of bus service in terms of daily trips over the last few decades
- A decrease in the number of cities and towns served by intercity bus service over the last few decades
- Inconvenient timetables
- Challenges with accessing facilities

The plan also offered several recommendations that may be relevant to Missouri's intercity bus system:

- Implement a state-coordinated intercity bus program
- Develop and implement a 5311(f) program management plan
- Establish a formal Intercity Bus Working Group
- Update and enhance public-facing information
- Broaden provider engagement

2.2.7. Tennessee

Tennessee completed an intercity bus assessment in 2024. The plan also offered several recommendations that may be relevant to Missouri's intercity bus system:

- Actively facilitate coordination between intercity bus operators, municipalities, and transit agencies, particularly regarding access to public facilities.
- Commission a study investigating a potential state-contracted intercity bus service.

3. Existing Intercity Service

MoDOT collected and analyzed existing data to document existing traditional intercity bus service and other intercity services provided.

3.1. Fixed-Route Intercity Bus Service

3.1.1. Existing Service

MoDOT examined routes and schedules on ICB providers' websites to determine the location of existing ICB stops and the frequency with which each provider serves each stop. MoDOT also assessed the stop locations with respect to MoDOT's 2010 Missouri Intercity Bus Study¹ to determine the degree to which stop locations have changed since the previous study was completed.

Figure 3-1 below visually summarizes the locations of existing fixed-route ICB stops, as well as the weekly number of arrivals and departures to and from each stop. A 25-mile catchment area is displayed around each stop to show the FTA-defined standard for reasonable access to an ICB stop. Table 3-1 provides the same information in tabular form. Service subsidized by MoDOT and unsubsidized service are differentiated.

Greyhound Lines and Jefferson Lines are the two providers that provide fixed-route ICB service in Missouri. Existing stops are primarily located along interstates and major US routes, with major stops and transfer points located in larger cities. These include Kansas City, Columbia, Jefferson City, St. Louis, and Joplin. These stops have the highest number of trips entering and departing, as they serve as primary transfer locations between routes and providers, as well as between larger population centers.

The availability of ICB services in relatively rural areas varies. The I-70 corridor between Kansas City and St. Louis has largely consistent access to ICB service, as Greyhound provides parallel service along US-50 to the south (via Warrensburg and La Monte). Likewise, services along US-61, I-49, US-71, and I-35 have consistent stop spacing, resulting in consistent coverage.

However, services along I-44 and I-55 have service gaps in rural areas. Along I-44, there is a considerable gap between Springfield and St. Louis (via Lebanon, Fort Leonard Wood, and Rolla). Likewise, Greyhound provides service from St. Louis south to Cape Girardeau. Each of these routes has stops that were discontinued since the previous study.

¹ <https://www.modot.org/sites/default/files/documents/multimodal/modoticbreport-final042710ch1-2.pdf>

Compared with urban stops, rural stops generally have fewer trips entering and leaving, since they have smaller populations and do not serve as major transfer hubs.

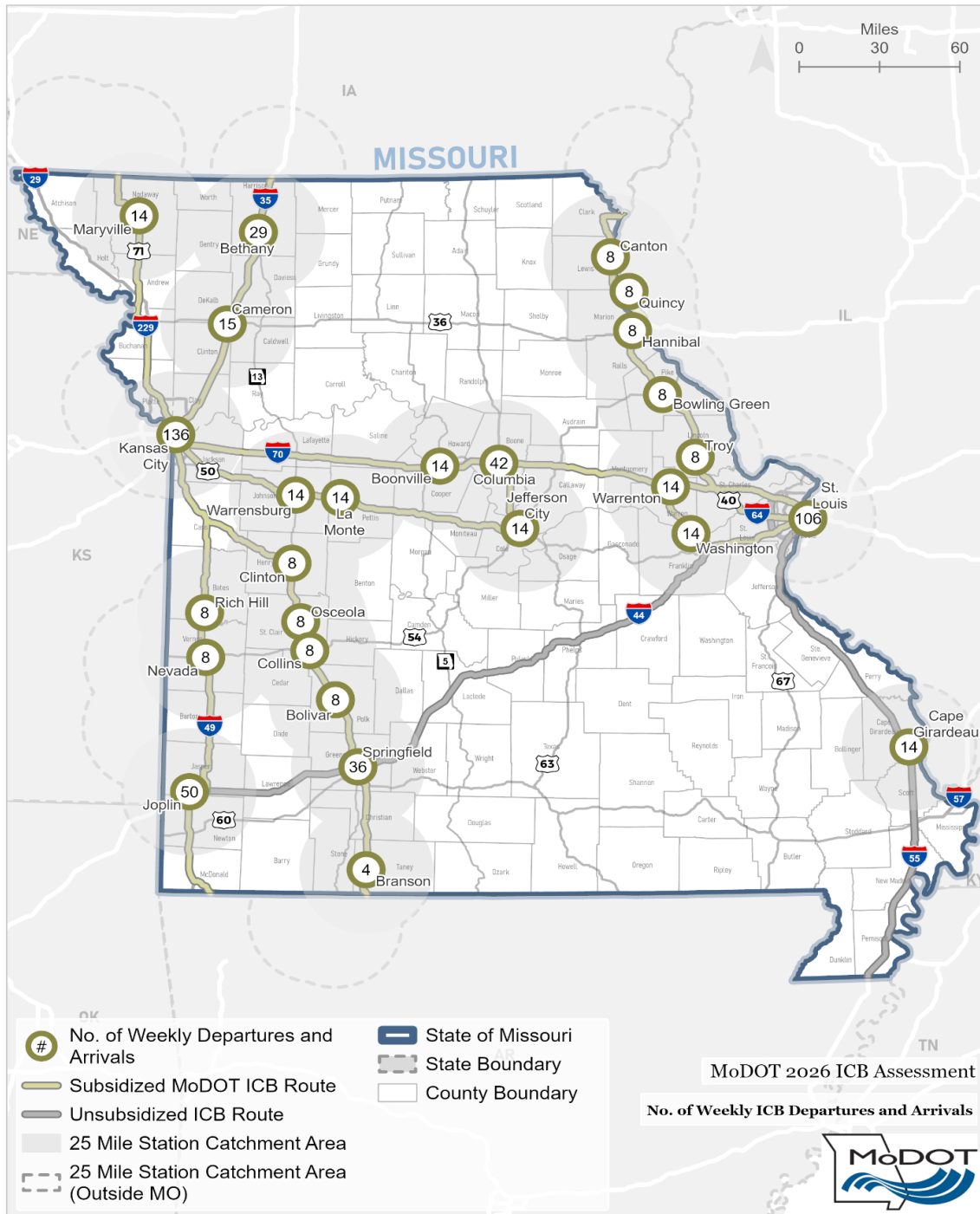


Figure 3-1: Existing ICB Stop Locations and Weekly No. of Departures/Arrivals

Note: Cities with multiple stops have been combined into one stop.

Table 3-1: Existing ICB Stops and No. of Weekly Departures/Arrivals by Provider

Stop*	# of Greyhound Departures and Arrivals per Week	# of Jefferson Departures and Arrivals per Week	Total # of Departures and Arrivals per Week
Bethany	-	29	29
Bolivar	-	8	8
Boonville	14	-	14
Bowling Green	-	8	8
Branson	-	8	8
Cameron	-	15	15
Canton	-	8	8
Cape Girardeau	14	-	14
<i>Subsidized</i>	-	-	-
<i>Unsubsidized</i>	14	-	14
Clinton	-	8	8
Collins	-	8	8
Columbia†	42	-	42
<i>Subsidized</i>	28	-	28
<i>Unsubsidized</i>	14	-	14
Hannibal	-	8	8
Jefferson City	14	-	14
Joplin†	28	22	50
<i>Subsidized</i>	-	22	22
<i>Unsubsidized</i>	28	-	28
Kansas City†	56	80	136
<i>Subsidized</i>	28	80	108
<i>Unsubsidized</i>	28	-	28
La Monte	14	-	14
Maryville	-	14	14
Nevada	-	8	8
Osceola	-	8	8
Quincy	-	8	8
Rich Hill	-	8	8
Springfield	28	8	36
<i>Subsidized</i>	-	8	8
<i>Unsubsidized</i>	28	-	28
St Louis†	98	8	106
<i>Subsidized</i>	42	8	50
<i>Unsubsidized</i>	56	-	56
Troy	-	8	8
Warrensburg	14	-	14
Warrenton	14	-	14
Washington	14	-	14
Total	350	272	622

* Service is subsidized unless otherwise noted.

† Cities with multiple stops have been combined into one stop.

3.1.1. Historic Service Changes

The ICB route structure in Missouri has undergone considerable change over the past 15 years. Figure 3-2 below visually summarizes the locations of current fixed-route ICB stops in Missouri and stops discontinued since the 2010 Intercity Bus Study, with

Table 3-2 summarizing this information per provider:

- Greyhound Lines:
 - Discontinued Stops: Anderson, Bethany, Bolivar, Bowling Green, Butler, Cameron, Clinton, Collins, Ft. Leonard Wood, Hannibal, Harrisonville, Humansville, Lebanon, Nevada, Osceola, Peculiar, Quincy (Illinois), Rich Hill, Rock Port, Rolla, Sikeston, St. Joseph
 - Added Stops: Boonville, Jefferson City, La Monte, Warrensburg, Warrenton
- Jefferson Lines:
 - Discontinued Stops: Anderson, Butler, Harrisonville, Humansville, Peculiar, Rock Port, St. Joseph, Warrensburg
 - Added Stops: Bethany, Bowling Green, Branson, Cameron, Canton, Hannibal, Maryville, Quincy (Illinois), St. Louis, Troy
- Burlington Trailways: ceased Missouri operations completely
- Megabus: ceased Missouri operations completely

Across all providers, Missouri experienced a net loss of 26 stops, decreasing from 57 individual stops to 31.

Routes have generally maintained consistent access along most of their alignment through a combination of maintaining existing stops and adding new stops. Although some communities now have less direct access to ICB service due to stops being closed, a nearby stop has been maintained or added. This reflects similar challenges in local fixed-route service, where trade-offs exist between the number of stops along a route and travel time.

The Greyhound Lines route along I-44 is an exception, having lost the Lebanon, Fort Leonard Wood, and Rolla stops since the previous study. As a result, an approximately 200-mile section of I-44 between Springfield and St. Louis has effectively no intercity bus access.

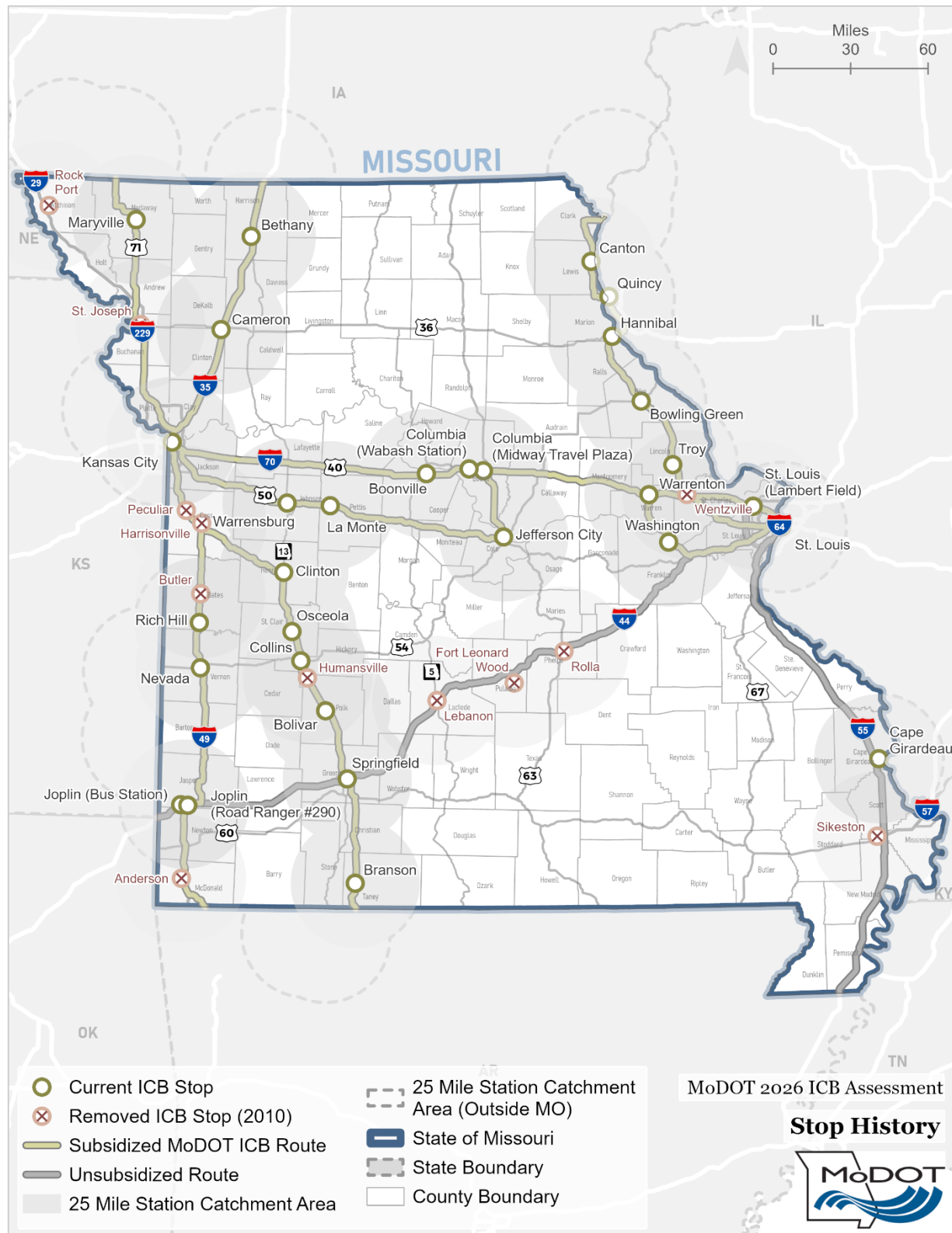


Figure 3-2: Existing ICB Stop and Removed ICB Stops since 2010

Table 3-2: Bus Stop Comparison by Provider, 2010 vs. 2026

Stop	Served in 2010				Served in 2026	
	Greyhound	Jefferson	Burlington	Megabus	Greyhound	Jefferson
Anderson						
Bethany						
Bolivar						
Boonville						
Bowling Green						
Branson						
Butler						
Cameron						
Canton						
Cape Girardeau						
Clinton						
Collins						
Columbia						
Ft. Leonard Wood						
Hannibal						
Harrisonville						
Humansville						
Jefferson City						
Joplin						
Kansas City						
La Monte						
Lebanon						
Maryville						
Nevada						
Osceola						
Peculiar						
Quincy, IL						
Rich Hill						
Rock Port						
Rolla						
Sikeston						
Springfield						
St. Joseph						
St. Louis						
Troy						
Warrensburg						
Warrenton						
Washington						
Wentzville						
Total Stops, by Provider	30	17	7	3	12	19
Total Stops, all Providers	57				31	

Served by Greyhound	Served by Jefferson	Served by Burlington	Served by Megabus
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3.1.2. Existing ICB Facilities

There are 30 individual intercity bus stops or stations in Missouri serving 27 cities, including cities with multiple stops (Kansas City, Springfield, St. Louis). Greyhound's stop typology is used to classify stops, as described in Figure 3-3 and Table 3-3 below. Stops are classified as either Bus Stops or Bus Stations:

- **Bus Stops:** Curbside signs or basic waiting areas inside businesses. These stops generally do not sell tickets, nor do they have staff to assist passengers.
- **Bus Stations:** Stations operated by an ICB provider or a paid agent acting on behalf of the ICB provider. Tickets can generally be purchased at these stations.

Of the 30 intercity bus stops, five are bus stations, and 25 are bus stops. The five bus stations are located in Columbia, Joplin, Kansas City, St. Louis, and Warrensburg. Each bus station is either served solely by Greyhound Lines or by both Greyhound Lines and Jefferson Lines. The amenities available at each bus station vary. The Columbia and Joplin bus stations are operated out of gas stations. The Kansas City and St. Louis bus stations are operated out of the Kansas City Jefferson Lines bus depot and the Gateway Transportation Center, respectively. The Warrensburg bus station is located at the Warrensburg Chamber of Commerce.

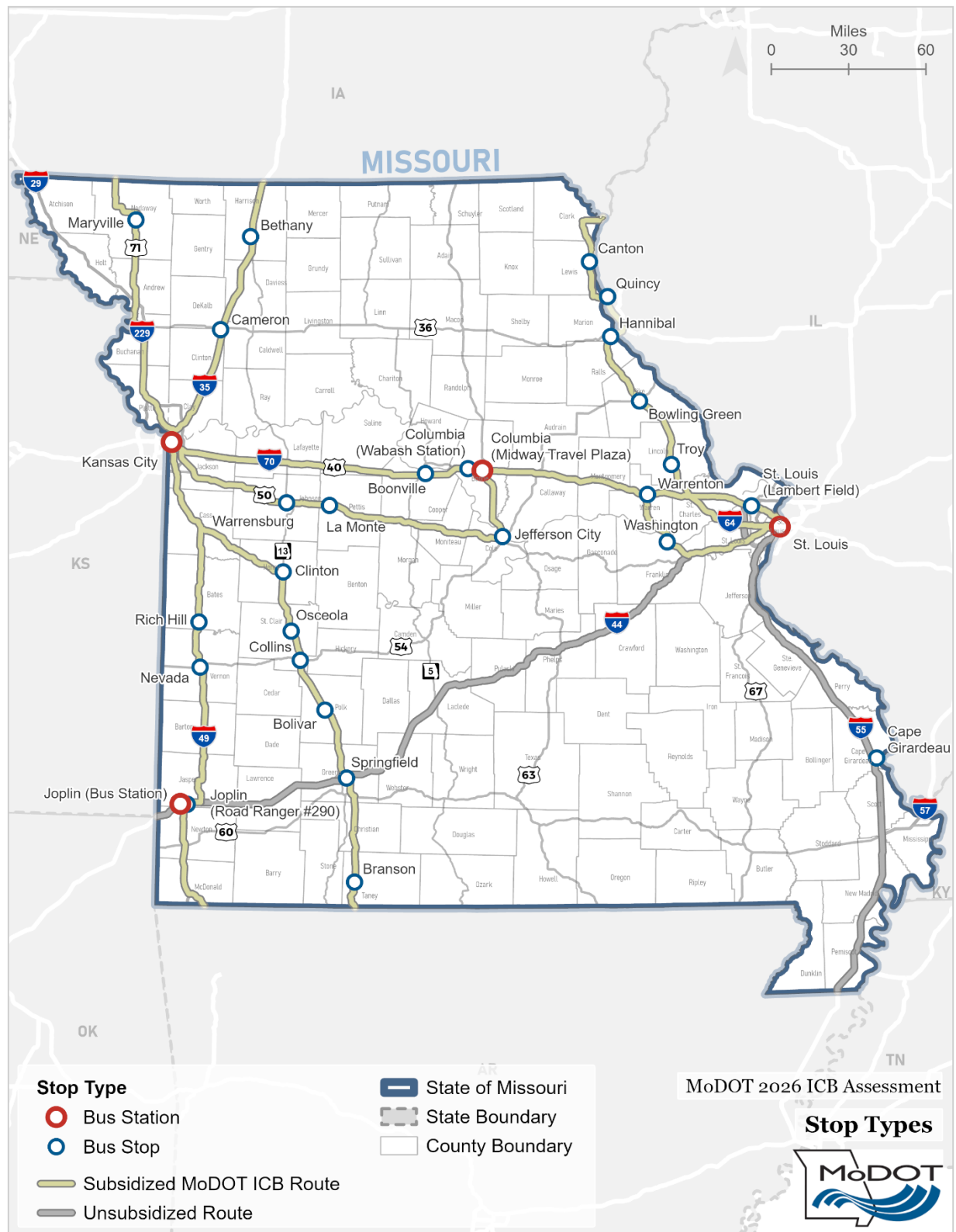


Figure 3-3: Existing ICB Stop Locations by Stop Type

Table 3-3: Bus Station and Bus Stop Amenities

Stop	Providers	Address	Type	Amenities	Business Hours	Ticketing Hours
Bethany	Jefferson	4126 Miller St. Bethany, MO 64424	Bus Stop	Gas Station, Restaurant, Convenience Store	Su-Sa: 6:00 AM-10:30 PM	Tickets sold, hours not provided
Bolivar	Jefferson	1342 State Hwy U Bolivar, MO 65613	Bus Stop	Gas Station, Restaurant, Store	Su: 6:00 AM -10:30 PM Mo-Th: 5:00 AM - 10:30 PM Fr: 5:00 AM -11 PM Sa: 6:00 AM - 11:00 PM	N/A
Boonville	Greyhound	2441 Pioneer Blvd Boonville, MO 65233	Bus Stop	Gas Station, Restaurant	N/A	N/A
Bowling Green	Jefferson	18048 MO-161 Bowling Green, MO 63334	Bus Stop	Gas Station, Restaurant, Convenience Store	24/7	N/A
Branson	Jefferson	220 Branson Hills Parkway Branson, MO 65616	Bus Stop	Gas Station, Store	Su-Sa: 5:30 AM - 10:30 AM	N/A
Cameron	Jefferson	1514 Bob Griffin Rd. Cameron, MO 64429	Bus Stop	Gas Station, Restaurant	24/7	N/A
Canton	Jefferson	1700 Oak St. Canton, MO 63435	Bus Stop	Gas Station, Restaurant	24/7	N/A
Cape Girardeau	Greyhound	49 Leming Ln Cape Girardeau, MO 63701	Bus Stop	Gas Station	Su-Sa: 6:00 AM - 10:00 PM	N/A
Clinton	Jefferson	217 NW Hwy 7 Clinton, MO 64735	Bus Stop	Gas Station, Convenience Store	24/7	N/A
Collins	Jefferson	9890 SE Missouri 13 Collins, MO 64738	Bus Stop	Gas Station, Restaurant	24/7	N/A
Columbia (Midway Travel Plaza)	Greyhound	6401 Hwy 40 West Columbia, MO 65202 United States	Bus Station	Gas Station, Restaurant	24/7	Su-Sa: 5:00 AM - 9:00 PM
Columbia (Wabash Station)	Greyhound	126 N 10Th St Columbia, MO 65201 United States	Bus Stop	Transportation Center	Mo - Fr: 7:00 AM - 6:00 PM Sa: 10:00 AM - 6:00 PM Su: Closed	N/A
Hannibal	Jefferson	4811 McMasters Ave. Hannibal, MO 63401	Bus Stop	Restaurant	24/7	N/A
Jefferson City	Greyhound	701 Eastland Dr Jefferson City, MO 65101 United States	Bus Stop	Gas Station, Convenience Store	Su-Sa: 6:00 AM - 10:30 PM	N/A
Joplin (Bus Station)	Greyhound	2307 W 7th St Joplin, MO 64801 United States	Bus Station	Gas Station	24/7	Su-Sa: 6:00 AM - 10:00 PM
Joplin (Road Ranger #290)	Jefferson	2101 S Prigmore Ave Joplin, MO 64804	Bus Stop	Gas Station	24/7	N/A
Kansas City	Greyhound, Jefferson	1101 Troost Ave Kansas City, MO 64106	Bus Station	Bus Station	Su-Sa: 1:00 AM - 10:00 AM, 1:00 PM - 12:00 AM	

Current State of ICB



La Monte	Greyhound	16500 US-50 La Monte, MO 65337	Bus Stop	Gas Station, Convenience Store	Su-Th: 6:00 AM - 9:00 PM Fr-Sa: 6:00 AM - 10:00 PM	N/A
Maryville	Jefferson	1719 East 1st St. Maryville, MO 64468	Bus Stop	Gas Station	24/7	N/A
Nevada	Jefferson	2500 E. Austin Blvd. Nevada, MO 64772	Bus Stop	Restaurant	Su - Mo: Closed Tu-Sa: 11:00 AM - 9:00 AM	N/A
Osceola	Jefferson	3649 Hwy 13 N Osceola, MO 64776	Bus Stop	Gas Station, Restaurant, Convenience Store	24/7	N/A
Quincy	Jefferson	Intersection of Jersey St. & S 7th St. Quincy, IL 62301	Bus Stop	Parking Lot	24/7	N/A
Rich Hill	Jefferson	208 N 14th St. Rich Hill, MO 64779	Bus Stop	Gas Station, Convenience Store	24/7	N/A
Springfield (CU Transit Center)	Greyhound, Jefferson	211 N Main Ave Springfield, MO 65806	Bus Stop	Transit Center	Su: 8:00 AM - 5:10 PM Mo-Sa: 6:00 AM - 10:10 PM	N/A
St Louis (Bus Station)	Greyhound, Jefferson	430 S 15th St St Louis, MO 63103	Bus Station	Transportation Center	24/7	
St. Louis (Lambert Field)	Greyhound	10985 Lambert Intl Blvd St Louis, MO 63044	Bus Stop	Airport	24/7	N/A
Troy	Jefferson	231 State HWY 47, Troy, MO 63379	Bus Stop	Restaurant	24/7	
Warrensburg	Greyhound	100 S Holden St Warrensburg, MO 64093	Bus Station	Chamber of Commerce	Mo-Fr: 8:00 AM - 5:00 PM	
Warrenton	Greyhound	1010 State Hwy 47 Warrenton, MO 63383	Bus Stop	Gas Station, Convenience Store	24/7	N/A
Washington	Greyhound	E 14th St Washington, MO 63090	Bus Stop	Parking Lot	N/A	N/A

3.2. Intercity Public Transit Service

Intercity public transit service is a critical component of Missouri's rural public transportation network. These services connect rural residents to larger regional and statewide transportation networks, giving them access to essential services and other opportunities outside their immediate area. OATS Transit and Southeast Missouri Transportation Services (SMTS) are the two major intercity public transportation providers in Missouri.

3.2.1. OATS Transit

OATS Transit is a nonprofit public transit service provider with service to 87 counties. OATS provides scheduled intercity services through a network of deviated fixed routes. Service between specific rural areas and cities is provided on set days, with passengers expected to schedule their rides at least 24 hours in advance. Deviations of up to three or five miles are permitted along the primary corridor, depending on the route, creating a door-to-door service model across Missouri. This statewide connective network complements local, regional, and national transit and intercity providers. The following are OATS's intercity corridors:

- Northeast Missouri Intercity Routes – connects Northeast Missouri to communities including Columbia, Kirksville, St. Louis, St. Charles, and Quincy, Illinois.
- Northwest Missouri to St. Joseph & Kansas City Routes – connects smaller communities in Northwest Missouri to St. Joseph and Kansas City.
- Southwest Missouri to Springfield Routes – connects rural counties to Springfield, Missouri.

Table 3-4 details the origin and destination for OATS intercity services subsidized by MoDOT.

Table 3-4: OATS Intercity Public Transit Services, Origin-Destination Matrix (Subsidized by MoDOT)

Origin	Destination									
	Columbia	St. Louis	St. Charles	Kirkville	Quincy, IL	Joplin	Springfield	Branson	St. Joseph	Kansas City
Atlanta & Clark County										
Baring										
Bethany										
Blue Eye (Southern Stone County)										
Bowling Green										
Brashear										
Cameron										
Canton										
Chillicothe										
Clarence										
Clark										
Crane										
Downing										
Edina										
Eolia										
Gallatin										
Galt										
Greentop										
Hamilton										
Hannibal										
Hollister										
Hurdland										
McDonald/Newton Counties										
Jonesburg										
Kahoka										
Kirkville										
La Grange										
LaPlata										
Lampe-Kimberling City area (Stone County)										
Lancaster										
Liberty										
Louisiana										
Macon										
Memphis										
Memphis & Clark										
Moberly										
Monroe City										
Montgomery City										
Moscow Mills										
Mountain Grove area (Wright County)										
Neosho-Monett area (Newton/Barry Counties)										
New Florence										
New London										
Palmyra										
Paris										
Queen City										
Shelbina										
Shelbyville										
Trenton										
Troy										
Warrenton										
Wayland										
Wright City										

Southeast Missouri Transportation Service (SMTS)

Southeast Missouri Transportation Service (SMTS) provides public transit across 21 counties in southeast Missouri, primarily operating as a county-based, door-to-door intercity transit provider. Service is structured as locally scheduled trips and operates as shared rides. SMTS long-distance services connect rural counties to regional destinations such as St. Louis, Cape Girardeau, Springfield, Sikeston, and Poplar Bluff.

SMTS also operates three deviated fixed-route circulators in higher-demand population centers, including Poplar Bluff, Farmington, and Rolla, to complement its broader demand-response network.

Table 3-5 details the SMTS long-distance county-to-county service network operating across Southeast Missouri, including both subsidized and unsubsidized services.

Table 3-5: SMTS Intercity Public Transit Services, Origin-Destination Matrix

Origin County	Destination County or City												
	St. Louis	Cape Girardeau	Springfield	Sikeston	Poplar Bluff	Columbia	Rolla	Festus	Festus Area	Farmington and Park Hills	Perryville	St. Francois County	Jefferson County
Bollinger													
Butler													
Carter													
Crawford													
Dent													
Howell													
Iron													
Madison													
New Madrid													
Oregon													
Pemiscot													
Perry													
Phelps													
Reynolds													
Shannon													
St. Francois													
Ste. Genevieve													
Stoddard													
Texas													
Washington													
Wayne													

3.3. Intermodal Connections

Intermodal connections are transfer points between two or more modes of transportation. These connections are essential to a functional, customer-centered intercity bus network because travelers rarely use a single mode of transportation. An intercity bus trip is just one segment of a larger journey in which passengers also move as pedestrians, bicyclists, local transit riders, train passengers, or airline travelers. Ensuring these modes are well coordinated through aligned schedules, intuitive wayfinding, seamless transfers, and shared facilities creates a system that is more reliable, efficient, and accessible. When intercity bus services effectively connect with airports, Amtrak stations, local transit, and other mobility options, they strengthen the overall transportation network, reduce barriers to long-distance travel, and support broader regional mobility and multimodal connectivity goals.

3.3.1. Amtrak Connections

In Missouri, the following cities have connections between Amtrak and intercity bus stops:

- Kansas City: ICB and Amtrak stations are not co-located but connected via local transit (*Amtrak station address: Union Station, 30 W Pershing Rd, Kansas City, MO 64108*)
- Warrensburg: ICB and Amtrak stations are co-located (*Amtrak station address: 100 S Holden St, Warrensburg, MO 64093*)
- Jefferson City: ICB and Amtrak stations are not co-located but connected via local transit (*Amtrak station address: 101 Jefferson St, Jefferson City, MO 65101*)
- Washington: ICB and Amtrak stations are not co-located, and no local transit connection is available (*Amtrak station address: 301 W Front St, Washington, MO 63090*)
- St. Louis: ICB and Amtrak stations are co-located (*Amtrak station address: 430 S 15th St, St. Louis, MO 63103*)

Five additional Missouri Amtrak stations are within the 25-mile catchment area of ICB stops, including Hermann, Independence, Kirkwood, Lee's Summit, and Sedalia.

3.3.2. Airport Connections

The following Missouri ICB stops have a public airport within their 25-mile catchment area:

- Kansas City (Kansas City International Airport and Wheeler Field Airport)
- Boonville (Jesse Viertel Memorial Airport)
- Columbia (Columbia Regional Airport)

- St. Louis (Lambert-St. Louis International and Spirit of St. Louis Airport)
- Cape Girardeau (Cape Girardeau Regional Airport)
- Springfield (Springfield-Branson National Airport)
- Joplin (Joplin Regional Airport)

The Burlington, Iowa (Southeast Iowa - Burlington Regional Airport) and Quincy, Illinois (Quincy Regional Airport) airports are within the 25-mile catchment areas of Missouri ICB stops, despite being located in neighboring states.



4. Funding Availability and Commitments

4.1. Current Intercity Bus Funding Sources

Missouri's intercity bus (ICB) service funding relies exclusively on the Federal Transit Administration's (FTA) Section 5311(f) Intercity Bus Program, which requires states to allocate 15% of their annual non-urbanized area formula apportionment to support the needs of intercity bus, unless a state certifies that intercity bus needs are being adequately met. This funding serves as the backbone of Missouri's ICB network and is used to sustain existing services, support new route start-ups, support marketing and public information efforts, and fund capital improvements when feasible. Surrounding states, such as Iowa, similarly prioritize these uses, dedicating Section 5311(f) resources to operating support, service expansion, marketing, and capital enhancement activities, demonstrating a common national framework for sustaining rural intercity connectivity.

Funding under Section 5311(f) is especially critical because it addresses service gaps not served by private-sector carriers and helps ensure that rural communities maintain meaningful connections to regional and national transportation networks. However, as demonstrated in peer state assessments, the viability of federally supported ICB service often depends on a combination of federal dollars, available matching funds from carriers, and reliable state participation.

In addition to federal sources, Missouri's ICB network indirectly benefits from broader statewide public transit funding streams. Missouri does not provide dedicated funds solely for ICB services, and state funding fluctuates with appropriations and legislative priorities. Coordination among transit agencies, ICB operators, and the state's public transportation office is therefore essential to ensuring adequate support for services connecting rural communities to regional and national transportation networks.

4.1.1. Federal Public Transit Funding History

Federal Section 5311 funding remains the primary source of Missouri's support for rural and intercity bus service, and the state's annual apportionments illustrate both the stability and the constraints inherent in relying heavily on federal formula funding. Between Federal Fiscal Years (FFY) 2018 and 2025, Missouri's combined Section 5311 rural apportionments rose from \$18.68 million in 2018 to \$25.67 million in 2025², illustrated in Figure 4-1. Although this represents a 37% increase over eight years, the gains are modest when viewed against the cumulative inflation that occurred during the same period, especially

² Federal Transit Administration. "Archived Apportionments." Accessed at <https://www.transit.dot.gov/funding/apportionments/archived-apportionments>.

the period of rapid cost escalation during and after the COVID-19 pandemic. In real terms, rising operating costs, driver wages, insurance, fuel, and vehicle prices have significantly eroded the purchasing power of these federal dollars.

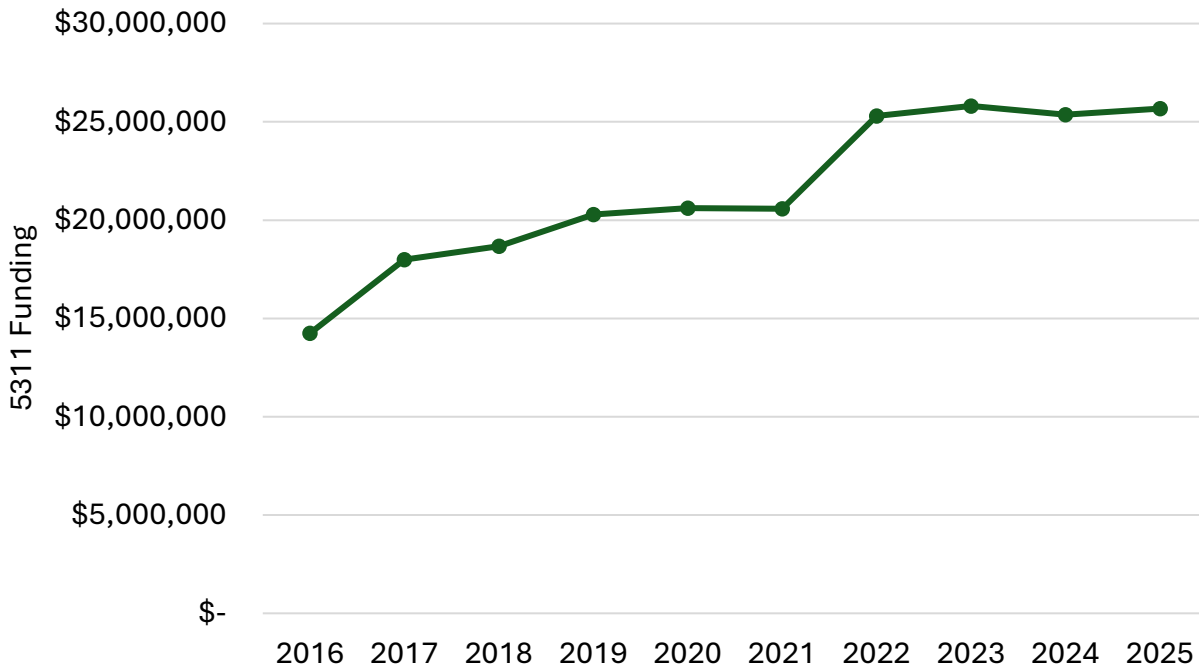


Figure 4-1: 5311 Funding History

This trend is particularly important because the 15% minimum Intercity Bus (5311(f)) set-aside, which Missouri has historically programmed rather than certified, moves in direct proportion to the federal apportionment. Even as total apportionments grew incrementally, the minimum ICB set-aside increased only from roughly \$2.8 million (2018) to \$3.85 million (2025). This increase does not keep pace with the inflationary pressures affecting both intercity carriers and rural transit agencies, many of which face higher per-mile operating costs, difficulty maintaining service levels, and challenges absorbing market-driven cost increases (particularly labor, fuel, fleet overhauls, and insurance). When inflation is considered, the purchasing power of Missouri’s FFY2025 apportionment is closer to that of FFY2018 than the nominal figures suggest.³ In practical terms, this means Missouri’s federal support has not kept pace with the cost of maintaining existing routes, let alone expanding service to address new or emerging needs. Meanwhile, Missouri’s operators

³ According to U.S. inflation data, cumulative inflation from 2018 to 2025 is approximately 27.79%, meaning \$1 in 2018 has the purchasing power of only about \$1.28 in 2025.

continue to rely on these federal set-asides to maintain essential interstate connectivity and subsidize routes.

The trajectory of Missouri's Federal Section 5311 funding suggests steady nominal growth, but persistent inflation has significantly eroded the real value of these increases. For Missouri's ICB network, which depends on the federally mandated 15% set-aside, this erosion in purchasing power has substantial implications. Rising costs for fuel, insurance, driver wages, maintenance, and, in particular, heavy-duty coach replacements have outpaced the growth in federal funding, forcing ICB providers to stretch federal dollars further just to maintain existing service levels. At the same time, private sector consolidation and post-pandemic ridership declines have increased reliance on 5311(f) subsidies to sustain routes. As a result, Missouri's intercity bus network faces intensified pressure. The FTA Section 5311 program remains essential and stable, but its real capacity to preserve service coverage and frequency is weakening. This heightens the risk of future service reductions, reduced geographic coverage, and diminished connectivity for rural residents who rely most on long-distance bus travel.

4.1.2. State Public Transit Funding History

Missouri's state transit funding has experienced pronounced volatility in recent years, culminating in a 42% reduction in State Transit Assistance for Fiscal Year 2026. This action reduced the Transit Operating Investment from \$11.7 million to \$6.7 million, removing \$5 million in General Revenue relative to the previous level and reversing the sustained growth in state transit funding observed between 2021 and 2024, as illustrated in Figure 4-2 .

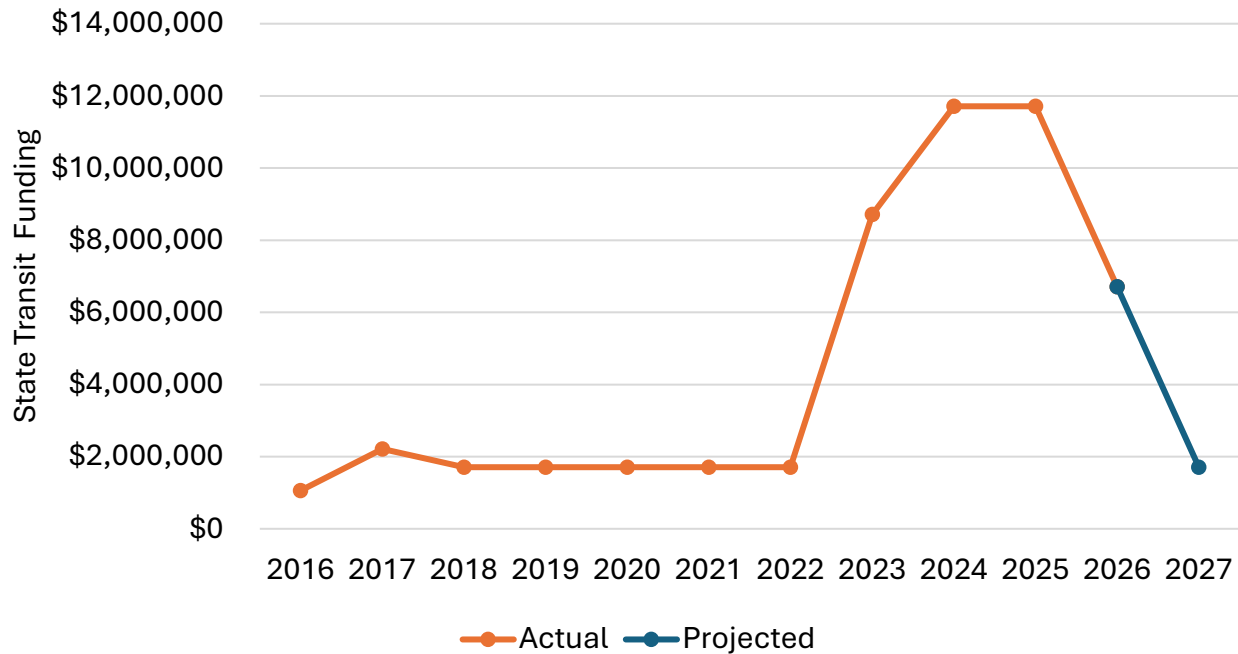


Figure 4-2: State Public Transit Funding History

The FY26 reduction followed a period in which the Missouri General Assembly had recommended maintaining higher investment levels. Conference Committee recommendations for FY25 included \$10 million in General Revenue and \$1.7 million from the State Transportation Fund, representing a 580% increase from 2021 levels and reflecting the state's interest in rebuilding transit funding. However, the governor's vetoes and restrictions in FY26 reversed some of that progress, resulting in a notable drop in per capita-transit spending—from \$1.89 to \$1.08—and limiting the ability of Missouri's 30 transit providers to meet federal matching requirements, which are essential to drawing down federal dollars.⁴

The implications of these cuts are consequential. According to transit stakeholders, the loss of state funding directly reduces agencies' capacity to maintain service levels, staff appropriately, and invest in essential community-facing amenities. State transit funding is particularly important for rural providers, who rely on it to match federal 5311(f) and other federal grants. Reduced state support limits transit agencies' ability to access the

⁴ Citizens for Modern Transit. "MO Governor Slashes Transit Funding by 42%." June 30, 2025. Describes the FY26 reduction in State Transit Assistance funding from \$11.7M to \$6.7M, removal of \$5M in General Revenue, the resulting 42% cut, and impacts on Missouri's 30 transit providers.

substantial federal resources available under the Infrastructure Investment and Jobs Act, which requires a 50:50 match for operations and an 80:20 match for capital programming.

Missouri's public transit network is also facing additional state funding reductions. The fiscal year 2027 state budget, as proposed, would cut an additional \$5 million in General Revenue funding for FY27, a 42% reduction from fiscal year 2026, and would leave only \$1.7 million available for distribution among 30 transit providers statewide. This decline follows prior reductions and would represent an 85% decrease in state transit funding since 2024. These cuts could diminish operational capacity and jeopardize agencies' ability to secure essential federal funds that require local matching funds. With public transit systems delivering nearly 40 million rides annually, the proposed reductions would disproportionately affect seniors, individuals with disabilities, low-income residents, and rural communities, all of whom depend on reliable transportation for employment, healthcare, and other essential travel.⁵

4.2. Funding Commitments

4.2.1. Current Commitments

MoDOT's current Section 5311(f) commitments represent an ongoing, multi-year investment in sustaining and enhancing intercity bus service statewide. Funding is concentrated among a limited number of established providers and targeted project types. These commitments are managed through grant agreements that collectively support operational continuity, fleet replacement, and limited marketing activities.

Currently, MoDOT's 5311(f) funding is concentrated among four intercity bus providers: Greyhound, Jefferson Lines, OATS, and Southeast Missouri Transportation Service (SMTS). Rather than isolated one-time awards, most commitments are grouped under a small number of project numbers spanning multiple years and funding actions. This structure demonstrates that MoDOT manages 5311(f) funding programmatically, layering new contracts and amendments onto existing projects as service needs and federal funding sources change.

4.2.2. Primary Types of Projects Funded

Operating assistance constitutes the primary use of 5311(f) funds in MoDOT's current commitments. Most agreements support daily intercity bus operations, often over multiple

⁵ "'Catastrophic loss:' Missouri transit groups raise serious concerns about impact of proposed funding cuts," News-Press NOW, February 3, 2026.

years. These operating projects rely heavily on local and in-kind (Greyhound) matches, in accordance with federal program rules for rural and intercity operating assistance.

Although fewer in number, capital investments account for a significant portion of total federal funding. These projects primarily involve procuring over-the-road (OTR) coaches, including both single-vehicle purchases and multi-bus replacements. Such investments are typically associated with Jefferson Lines and Greyhound and require matching funds, consistent with standard federal capital cost-sharing requirements.

Marketing and advertising activities represent a smaller yet recurring component of MoDOT's 5311(f) commitments. These projects support promotional efforts to increase awareness and ridership for intercity bus services. Marketing awards are typically modest in size, limited in duration, and sometimes do not require a local match.

4.2.3. Role of CARES Act and ARPA Funding

MoDOT's current commitments also include a substantial Coronavirus Aid, Relief, and Economic Security Act (CARES)-funded executive agreement under Section 5311, administered for OATS. This agreement constitutes the largest federal commitment in the portfolio and provides extended operating assistance over multiple years. Unlike standard 5311(f) operating awards, this CARES-funded project does not require a local match, in line with federal emergency relief provisions. Additionally, MoDOT has administered a limited number of American Rescue Plan Act (ARPA)-funded 5311 projects, including capital investments such as multi-vehicle procurements. These ARPA commitments supplement baseline 5311(f) funding and are clearly distinguished from traditional formula funds.

4.2.4. Interpretation of Current Commitments

MoDOT's current Section 5311(f) commitments prioritize maintaining intercity bus service continuity, primarily through sustained operating assistance to established carriers. Capital investments are applied selectively to preserve fleet condition and ensure service reliability, while marketing projects serve a limited, supporting function. The funding mix is appropriately aligned with project types and program objectives.

5. Stakeholder Perceptions

Between December 2025 and February 2026, MoDOT surveyed stakeholders and the public. The survey received 290 responses, with a majority indicating they were private citizens (241), followed by those representing a nonprofit organization (17) or local government (12). Respondents cited a variety of reasons for using intercity buses. The most common reasons included visiting family and friends (99), tourism (71), medical appointments (70), and going to the airport (70). A significant number of respondents also do not use intercity bus services at all (110). The most common reasons for not using intercity bus include non-existent service (139), service not available at the required time or day (80), and the schedule being unavailable (45). When asked how much value intercity bus service provides to the community, a majority of respondents (56%) stated that these services provide “high value.”

Based on these survey results, it is clear that intercity bus services are critical to many Missourians, helping them access medical appointments and visit friends and family. These services are highly valued but often do not meet the needs of everyone in the state. Many areas of the state are currently inaccessible by intercity bus and/or there are not enough trips operated on certain routes to meet the scheduling needs of potential customers. A majority of survey respondents would like to see more service and more cities served by intercity buses.