North Dakota DOT

Statewide Intercity Bus Plan

Final Report – June 2026







Submitted by

KFH GROUP

wba RESEARCH

NDSU UPPER GREAT PLAINS TRANSPORTATION INSTITUTE

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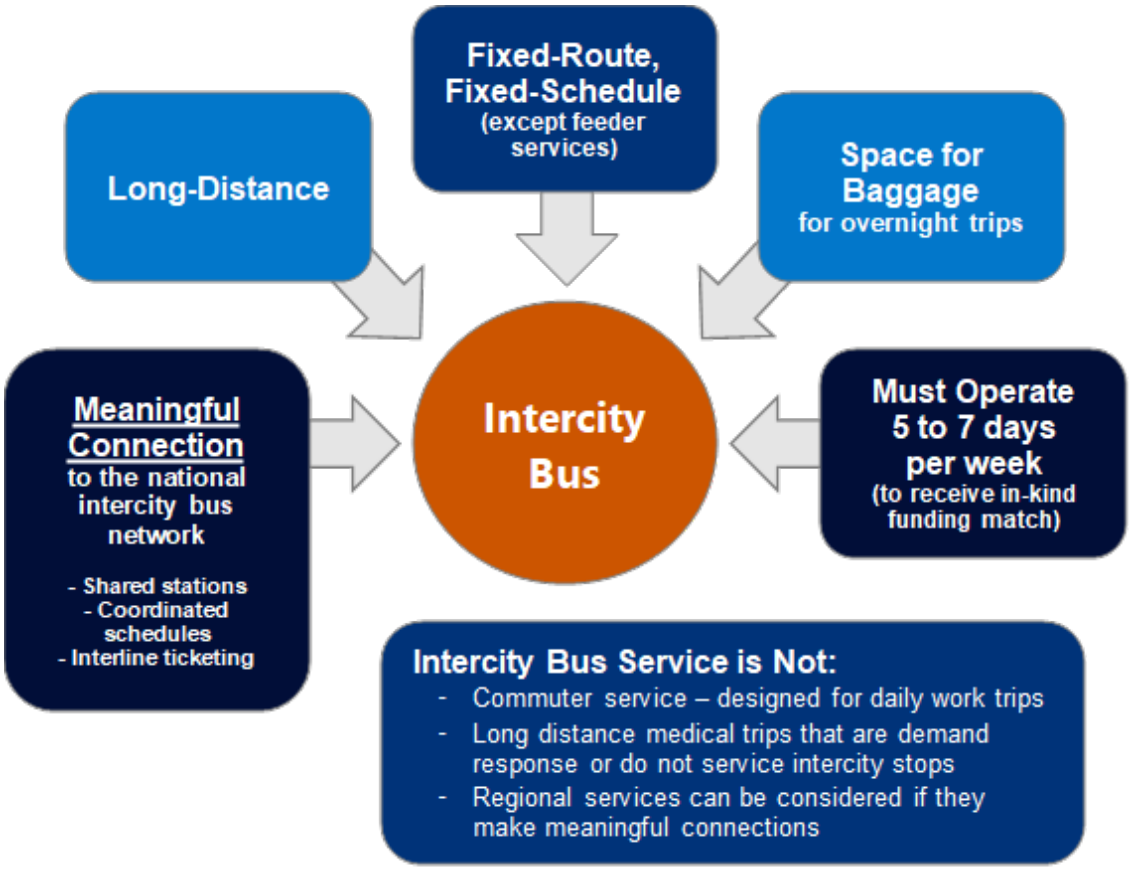
Executive Summary

The North Dakota Department of Transportation's (NDDOT) Transit Program has initiated this study to examine the current intercity bus services in the state, determine if there are other unmet intercity needs, and evaluate the current and potential strategies going forward. NDDOT is the recipient of federal funding for rural intercity bus transportation under the Federal Transit Administration's (FTA's) Section 5311(f) program, and so is responsible for overseeing this network and addressing current and unmet needs with the available funding.

What is Intercity Bus?

Intercity bus service is long-distance public transportation that carries passengers over significant distances between different cities, towns, and states. Unlike traditional public transit, which has frequent stops, intercity bus service generally has a limited number of stops in a city or town. Figure ES-1 presents an overview of the characteristics of intercity bus.

Figure ES-1: What is Intercity Bus?



Intercity Bus Program: Section 5311(f)

Section 5311(f) is the rural intercity assistance program that is included in the overall Federal Transit Administration's (FTA) Section 5311 program of assistance for rural public transportation. The North Dakota Department of Transportation (NDDOT) is the designated recipient of these funds for the state. Fifteen percent of each state's overall Section 5311 apportionment must be used for rural intercity projects unless the state certifies that all of its intercity needs are met.

In FY2026, North Dakota's 15 percent allocation for intercity bus is $1,170,385, which effectively sets a budget for the intercity bus program, as there is no state funding. North Dakota's State Management Plan for Section 5311 calls for the state to expend the full 15 percent allocation for intercity bus services. North Dakota's transit operators apply to the NDDOT Transit Program for Section 5311 funding, with the application allowing for allocation to the intercity program.

North Dakota's intercity bus program is a model in terms of the coordination of rural transit systems and a national intercity bus company (Jefferson Lines) to provide intercity bus access to much of the state using the available Section 5311(f) funding allocation. Souris Basin Transportation provides daily connections from Minot to the Jefferson stop in Bismarck, and Standing Rock Transit connects Mobridge, South Dakota and Fort Yates to the same stop in Bismarck, which is served by the main east-west Jefferson Lines services operating in the I-94 and I-29 corridors.

All of these services are provided as part of the national interline intercity bus ticketing system known as Jefferson Lines routes, so a potential passenger can obtain information about services to and from any point on the Jefferson Lines routes or the rural feeder routes, and purchase a single ticket for their entire trip anywhere on the national network. The interline ticketing system also includes Greyhound and Flixbus networks, so tickets and information on all of North Dakota's intercity bus services are also available through their websites. Here is an overview of intercity bus service in North Dakota:

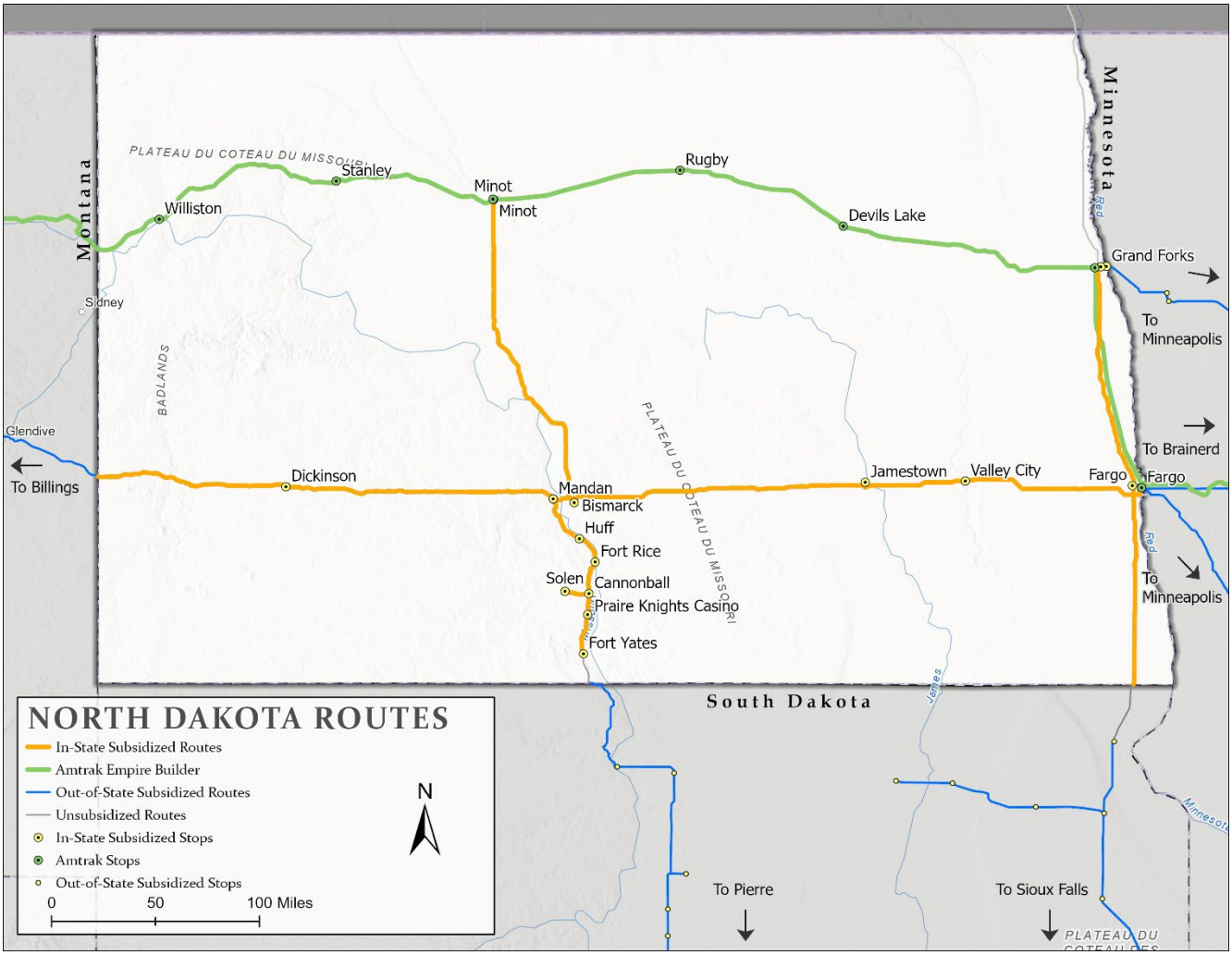
- **Jefferson Lines** – National intercity bus operator with three routes in North Dakota connecting to adjacent states, and a fourth route linking Fargo with Brainerd (minimal miles in North Dakota):
  - A North-South route from Fargo to Sioux Falls, SD
  - Another route on I-29 from Fargo to Grand Forks, continuing to/from Minneapolis
  - An East-West route from Fargo to Billings, MT (connecting to Spokane, WA) on I-94
  - A route from Fargo to Brainerd, MN

These are described in more detail below.

- **Souris Basin Transportation**– Provides intercity bus feeder service every day between Minot and Jefferson Line's bus stop in Bismarck, including local stops.
- **Standing Rock Transit** – Provides intercity bus feeder service to and from Mobridge, SD to Bismarck, ND, connecting to the Jefferson Lines service, but also provides additional local trips from Fort Yates to Bismarck.

Figure ES-2 presents a map of North Dakota's intercity network, including both the intercity bus services and the Amtrak rail passenger service. All of the current stops on both modes are presented on the map. The intercity bus routes are operated by Jefferson Lines, with feeder services marketed through Jefferson, but operated by Souris Basin Transportation and the Standing Rock Public Transit. These services are described in the following sections.

Figure ES-2: North Dakota's Intercity Bus Network



Population Served by Existing Intercity Bus Network

North Dakota's intercity bus network plays an important role in connecting residents across a large and geographically dispersed state. Like many Great Plains states, much of North Dakota's population is concentrated in a limited number of cities and towns, primarily east of the Missouri River.

North Dakota's population is estimated to be 783,926 (2023 ACS Estimate). The current intercity bus network, including the rural intercity feeders, serves the majority of the state's population. Over half (59%) of the state's population is within 10 miles of an intercity bus stop (see Figure ES-3). An even greater amount (68%) are within 25 miles of an intercity bus stop in North Dakota. Though schedule frequencies play a large role in the efficiency of the intercity bus network, this is already very broad coverage across a large state.

A demographic analysis was conducted to identify areas where residents may have a greater need for intercity transportation. The analysis focused on demographic indicators commonly associated with higher transit dependence and limited access to personal transportation including:

- Population/Population density
- Young adults (ages 18-24)
- Older adults (ages 65 and older)
- People living at or below the poverty line
- Households without access to a vehicle

Figure ES-4 presents a combined analysis of the location of the transit dependent population, showing that there are some areas in the state with unmet needs for intercity bus service, though the combined intercity bus and rail passenger network does offer access to most places with relatively high transit dependence and density that would support a stop.

The analysis considered major trip generators such as hospitals, colleges and universities, military installations, airports, correctional facilities, and major employers that may generate long-distance travel demand.

Figure ES-3: North Dakota Population Percentage by Proximity to Intercity Bus Stop

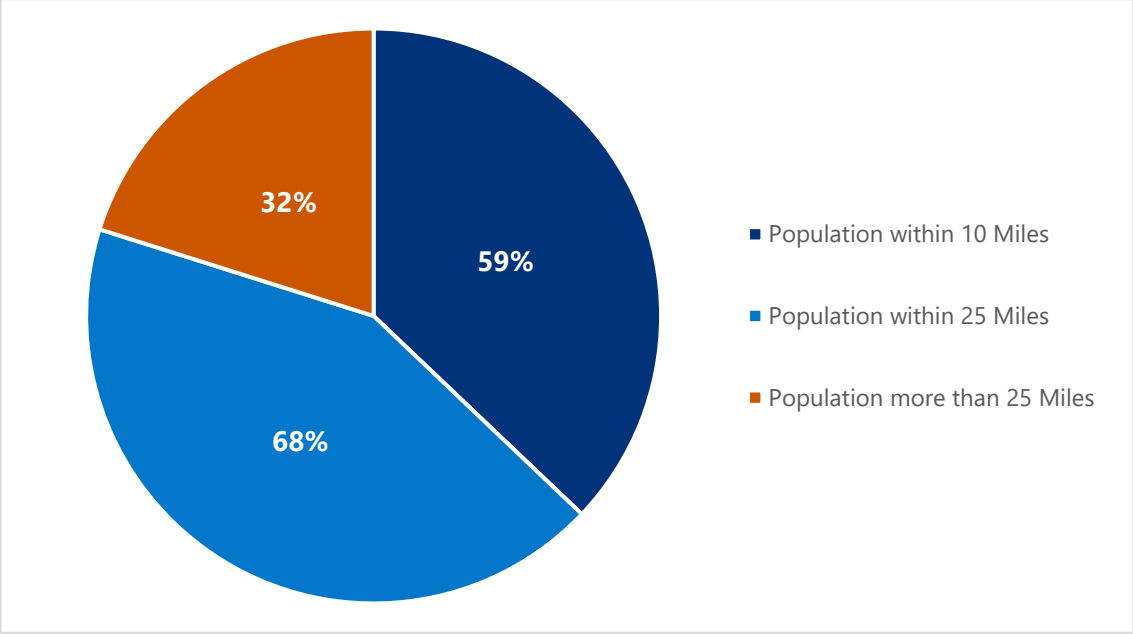
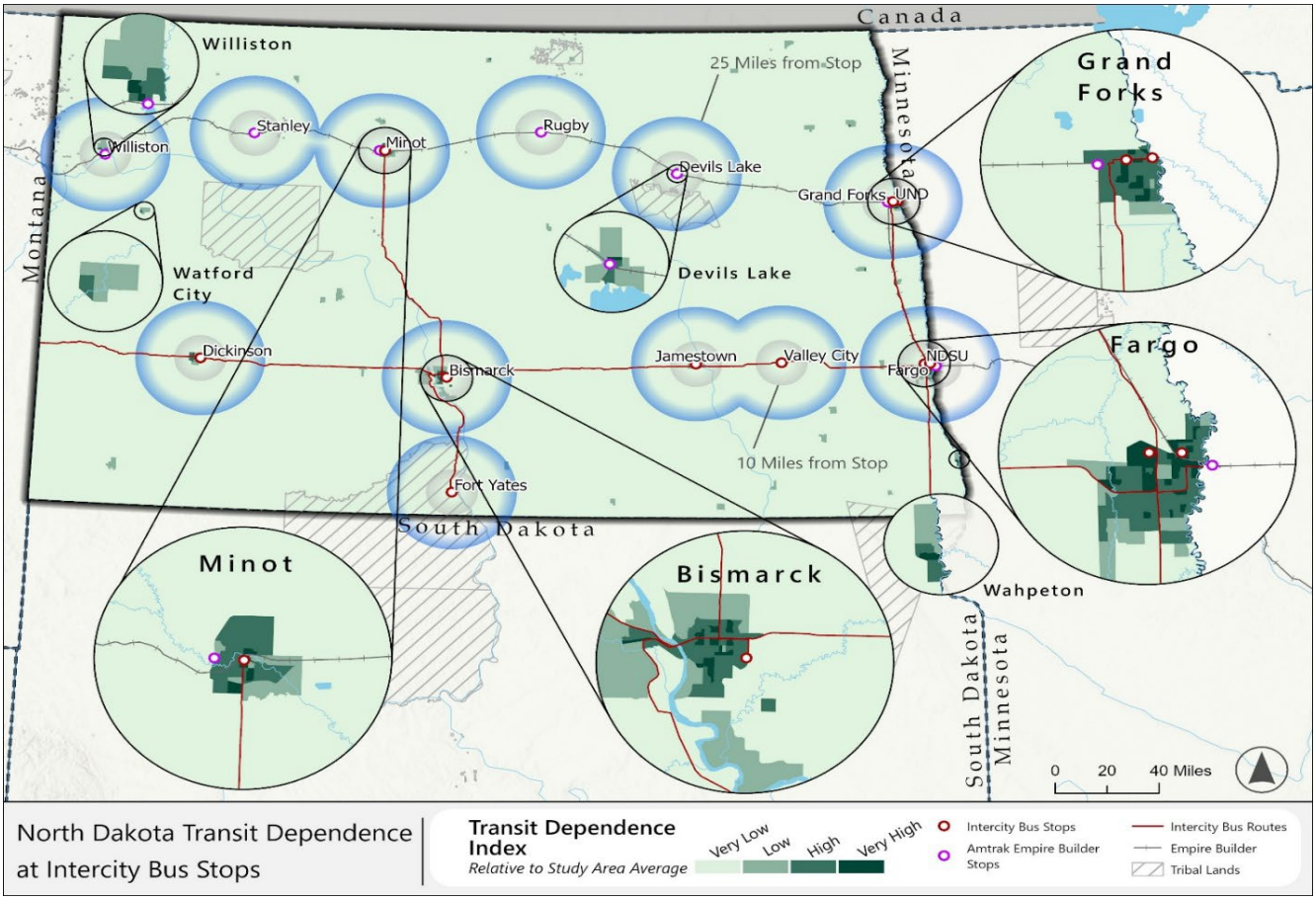


Figure ES-4: Transit Dependence by Census Block Groups Near Intercity Bus Stops



Unmet Needs for Connectivity

In addition to geographic service gaps, the analysis identified connectivity challenges within the existing intercity transportation network. North Dakota's intercity bus network includes several locations where local transit services connect directly with intercity bus routes. These connections help support first-mile and last-mile access and create opportunities for coordinated passenger information, transfers, and waiting facilities. There are other locations where similar coordination does not exist; in addition stakeholder outreach identified a need for improved passenger information and ticketing assistance.

Perceptions of Intercity Bus Service in North Dakota

To gain insights on the perception of existing intercity bus services, an outreach process was developed through close coordination with NDDOT. This process included several elements: a series of open houses/regional meetings across the state, interviews with intercity bus providers, surveys of the transit providers, surveys of the regional economic development agencies, stakeholder surveys, onboard user

surveys, and finally, a general community survey aimed at non-users (or at least people not in the act of taking a trip). Surveys for transit providers and stakeholders were made available with the announcements for the open houses.

Summary Regarding Rider Characteristics and Perceptions

Survey findings indicate that intercity bus services in North Dakota serve a variety of trip purposes and user groups, though overall usage remains relatively limited compared to personal vehicle travel. Among residents who reported using intercity bus services, the most common trip purposes included visiting friends and relatives, medical or healthcare trips, shopping and errands, and access to grocery stores or markets. Younger residents were more likely to use intercity bus services for a wider variety of purposes, including work-related trips, while medical travel remained an important purpose across all age groups. Affordability, convenience, and necessity were the most cited reasons for choosing intercity bus transportation.

Survey responses also indicate that many residents recognize the importance of intercity bus service even if they do not personally use it. A substantial majority of respondents indicated that it is important for intercity bus service to be available for those who need it, and many residents expressed support for additional or improved service. At the same time, barriers including limited service availability, lack of awareness, scheduling limitations, and the convenience of personal vehicles continue to affect ridership. Public perceptions suggest that intercity bus service plays an important mobility role for rural residents, lower-income populations, seniors, individuals with disabilities, and others who may have limited transportation options.

Conclusions Regarding Perceptions of Intercity Bus Service in North Dakota

Public outreach, stakeholder meetings, provider discussions, and statewide survey results indicate that intercity bus service remains an important component of North Dakota's transportation network, particularly for rural communities and residents without access to reliable personal transportation. While relatively few residents reported recently using intercity bus services, many respondents recognized the importance of maintaining and improving service availability to support mobility, access to healthcare, regional connectivity, and long-distance travel opportunities. Medical travel emerged as one of the most consistent themes throughout the outreach process, particularly for residents traveling from rural communities to regional service centers.

The outreach process also identified several recurring challenges affecting intercity bus usage and perceptions. Limited service frequency, lack of feeder connections, first- and last-mile access issues, driver shortages, and limited public awareness were identified across multiple regions. Participants frequently emphasized the importance of coordinated feeder services connecting smaller communities

with the existing intercity network, particularly along major gaps in the US 2 and Highway 85 corridors. Survey findings and stakeholder input further suggest that improved information sharing, marketing, schedule coordination, and regional connectivity could help strengthen the effectiveness and visibility of intercity bus services throughout North Dakota.

Need for Maintaining and Improving Intercity Bus Services

Overall, stakeholder input, transit provider discussions, and public survey findings indicate continued support for maintaining and improving intercity bus service throughout North Dakota. While transportation needs and travel patterns vary by region, common themes emerged related to the importance of regional connectivity, access to medical and essential services, coordination between local and intercity transportation providers, and the need for reliable long-distance travel options for residents without consistent access to personal vehicles. Survey findings also suggest that many residents recognize the value of intercity transportation services even if they do not currently use them themselves. Together, these findings highlight the ongoing role of intercity bus service in supporting mobility, connectivity, and access to opportunities across rural and urban areas of the state.

Summary and Conclusions

Responding to the input from stakeholders, carriers and the public, the five-year vision for North Dakota's intercity bus services focuses on:

- Maintaining the existing services
- Improving coordination with local transit systems
- Ensuring that information, ticketing and passenger support services are available, and
- Expanding the network only as funding permits and is sustainable.

Maintaining Services

The existing intercity routes operated by Jefferson Lines and the two rural feeder operators Souris Basin Transportation and Standing Rock Transit provide a high level of coverage to the state, particularly when combined with the Amtrak service on the "Empire Builder". These intercity bus services do require ongoing funding for operations, administration, and capital. North Dakota relies on the Federal Transit Administration's Section 5311 funding for rural public transportation to fund the operating deficit of these services, utilizing the 15% Section 5311(f) set-aside from its overall allocation. For FY2026, this 15% allocation is $1,170,385. The non-federal share or local match is paid by Jefferson Lines for its routes in the state, and with local funds for the Souris Basin and Standing Rock routes. Although North Dakota does provide funding for public transit, this funding is allocated to each county on a formula basis, and there is no state funding of the non-federal share of the statewide intercity bus service.

The available Section 5311(f) funding is fully utilized in FY 2026, and there is likely to be a shortfall in FY 2027 to maintain these services, though this depends on fare revenue on Jefferson Lines and potential increases in the FTA funding.

Maintaining these services also requires capital investment in vehicles, and North Dakota has used federal Section 5339 capital funding to replace Jefferson coaches or rebuild them. Again, the local match is paid by Jefferson or the feeder carriers. Capital investment in vehicles is in addition, and projections of vehicle replacement needs call for a new coach every other year and a rebuild in between for Jefferson, and periodic replacements of the smaller buses used by Souris Basin and Standing Rock on their intercity feeder routes. It is estimated that over the next five years these needs would be approximately $650,000 per year in federal funds.

Improving Coordination

Intercity bus stop locations are important to customers who need a safe, sheltered place to wait for the bus or a ride. Locating these stops at a place where local transit also stops has the effect of spreading access to the intercity network to persons who do not have access to a personal vehicle or a ride. In North Dakota the Jefferson stop is co-located with transit in Bismarck and in Grand Forks, but in the largest city in the state it is located far from local transit in an industrial park lacking pedestrian access as well. As planning goes forward in Fargo there is a need to identify issues in co-locating intercity bus and local transit and finding a means to address this issue, which was identified by stakeholders in the outreach process. Other opportunities may exist for either co-locating stops, or providing some administrative funding to local transit to operate as an intercity bus agent, providing information and ticketing assistance (for example in Minot) even if the stop location needs to be at a 24-facility near the interstate.

Improving Information

The stakeholder input identified a need to provide more information about intercity services and how they can work together to provide more access, and to provide more support to potential users in navigating ticket purchases, luggage and wheelchair access. The survey of the public revealed that there is much less awareness of intercity bus services as compared to Amtrak rail service.

Currently intercity bus information is provided primarily through the Jefferson Lines website, which is comprehensive and easy to use. Many people may not be able to find it, and some lack mobile phone or computer access. One recommendation from both this study and the separate Human Service-Public Transportation Coordinated Transportation Plan is that NDDOT create and maintain a more comprehensive web site with transportation information, one that could be used not only by the public but by those assisting potential riders such as mobility managers, local public transit, and human service agency staff. Intercity bus services should be included in any such efforts, with more information that simply a link to the Jefferson site.

As noted above with coordination needs, at the local level there is a need for improved support for passengers, and a possible means of doing this is to provide administrative funding and training to allow transit agencies at intercity bus stops function as bus agents—providing schedule information, selling tickets, etc.

Sustainable Expansion

Input provided by stakeholders and from the public survey identified a need for more coverage of the intercity network. With the limited federal funding and the requirement that Jefferson Lines provide its own non-federal match, expansion of the Jefferson Lines services is not likely. However, the Souris Basin and Standing Rock feeder services provide a model for expanding coverage through connecting feeder services which also meet regional travel needs. Several options for expanded coverage were developed, and the most feasible from a cost and service perspective is a connection from Devils Lake to Jamestown.

However, implementing such feeder services is dependent of the willingness and ability of the local transit system to provide the local match, the vehicle and the staff to operate such a service. Souris Basin has funding to provide a link from Williston to Minot but has not been able to recruit staff to operate it, illustrating the issues. Other potential feeder routes include Devils Lake to Grand Forks (with a potential expansion to Fargo), and Williston to Dickinson. Any implementation of additional feeder routes should be considered only if the funding is available to support them on an ongoing basis—potentially if there are increases in the federal funding under new federal transportation authorization programs or if state operating assistance for intercity services became available. There is scope for an expanded network—but at present the resources are limited.

North Dakota's intercity bus network provides intercity access to 68 % of the state's population, and if the additional access provided by Amtrak is included, intercity surface access expanded to 77% of the population. The intercity services operated by Jefferson Lines and rural feeder operators Souris Basin Transportation and Standing Rock Transit together provide just under 56,000 rides per year. The Jefferson Lines services cover 50% of their costs from fare revenue, which is the most cost-effective transit service in the state. NDDOT should continue its policies of supporting these services through its administration of federal funds, and work to increase the mobility provided by this network through coordination with local transit and additional public information.

Chapter 1
Introduction

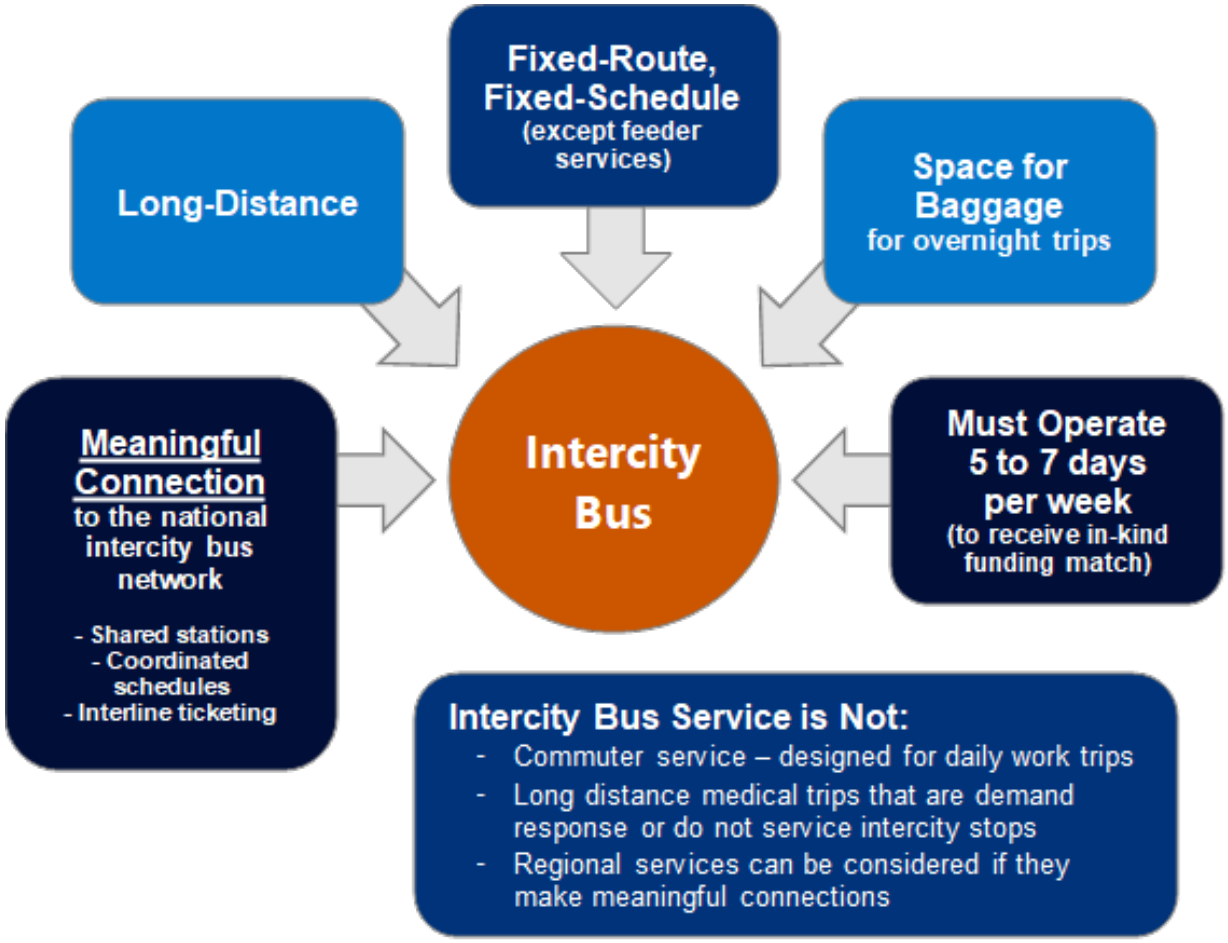
The North Dakota Department of Transportation's (NDDOT) Transit Program has initiated this study to examine the current intercity bus services in the state, determine if there are other unmet intercity needs, and evaluate the current and potential strategies going forward. NDDOT is the recipient of federal funding for rural intercity bus transportation under the Federal Transit Administration's (FTA's) Section 5311(f) program, and so is responsible for overseeing this network and addressing current and unmet needs with the available funding.

The timing of this project and its emphases are significant. The intercity bus industry has undergone significant changes since the COVID-19 pandemic. During the pandemic, ridership declined as much as 80 percent, and many previously unsubsidized services had to be supported. Ridership has still not fully recovered, and intercity service providers serving smaller population centers separated by long distances still need subsidies to maintain the routes that existed in 2019. In the wake of the pandemic a lack of drivers has also affected service, but conditions are improving. The pandemic also led to a restructuring of the national intercity bus network. In October 2021, Greyhound was purchased by Flix Mobility, operators of Flixbus services. Flixbus implemented its own new ticketing system, which exists alongside the national ticketing system provided by Transcor Data Systems (TDS), which is primarily used by Jefferson Lines, North Dakota's main intercity carrier. Both systems can sell tickets on Jefferson Lines and other interline partners, but the previous arrangements affecting ticket sales have been changed.

What is Intercity Bus?

Intercity bus service is long-distance public transportation that carries passengers over significant distances between different cities, towns, and states. Unlike traditional public transit, which has frequent stops, intercity bus service generally has a limited number of stops in a city or town.

Figure 1-1: What is Intercity Bus?



Intercity Bus Program: Section 5311(f)

Section 5311(f) is the rural intercity assistance program that is included in the overall Federal Transit Administration's (FTA) Section 5311 program of assistance for rural public transportation. The North Dakota Department of Transportation (NDDOT) is the designated recipient of these funds for the state. Fifteen percent of each state's overall Section 5311 apportionment must be used for rural intercity projects unless the state certifies that all of its intercity needs are met. If a state certifies that its intercity needs are met, this funding can be used for other rural public transportation projects. The certification must be made after the state conducts a consultation process (involving the intercity carriers and other stakeholders) to determine if there are unmet intercity needs—and it must document how it determines that needs are met to support its certification. A partial certification can also be made by a state if it determines that there are needs, but they would require less than the full 15 percent. The consultation process often includes a needs assessment or study, as well as the participation of the intercity providers and other stakeholders. This consultation process must be conducted every four years, so this study for NDDOT will serve as an important element in future certification decisions.

To qualify for funding under the Section 5311(f) intercity assistance program, intercity bus service must provide long-distance trips, fixed route and schedule, space for baggage, and a meaningful connection to the national intercity bus network. A meaningful connection includes shared stations, coordinated schedules, and interline ticketing if appropriate. The Section 5311(f) program also provides support for rural intercity feeder services, which may not use the same type of vehicle or service model, but also provides connections to the national intercity network from rural areas. Such services may be demand-response or route deviation and operate only on particular days or times.

It is important to note that intercity bus service does not include commuter services (designed for work trips) or long-distance demand-response services. Recent federal guidance about the eligibility of funding under the Section 5311(f) program defines commuter service as those services on which more than 50 percent of the riders go to work and return on the same day over the course of a year. Section 5311(f) funding cannot be used for charter or school bus services.

The Section 5311(f) funding can be used for operations, capital (such as buses or terminals), administration and planning, but does not cover the full costs. There are requirements for matching funding from non-federal sources, such as state, local or carrier funds. For operating projects the federal share cannot exceed 50 percent of the net operating deficit, and for capital and administrative projects the federal share cannot exceed 80 percent. In North Dakota, the state funding for public transit is allocated to each of the counties under an allocation formula (they can use it to match federal transit funds), but there is no state funding for the non-federal share of intercity bus projects.

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The next chapter presents a more detailed look at the current intercity bus network in North Dakota, based on the data obtained from current intercity bus providers. Chapter 3 presents an overview of the perceptions of intercity services and the need for it. Chapter 4 examines the current intercity passenger (bus and rail) networks in relation to the demographic characteristics of the state and the locations served to identify unmet needs. Chapter 5 presents a summary of potential strategies to address the needs.

Chapter 2
Existing Intercity Bus Services

North Dakota's Intercity Bus Network

There are currently three intercity bus operators in North Dakota. Jefferson Lines is the state's only national intercity bus operator with passenger service depots in Fargo and Bismarck, and additional stops at other locations. Two local public transit providers (Souris Basin Transportation and Standing Rock Transit) operate intercity bus feeder services that connect with Jefferson Lines in Bismarck.

All of these services are provided as part of the national interline intercity bus ticketing system known as Jefferson Lines routes, so a potential passenger can obtain information about services to and from any point on the Jefferson Lines routes or the rural feeder routes, and purchase a single ticket for their entire trip anywhere on the national network. The interline ticketing system also includes Greyhound and Flixbus networks, so tickets and information on all of North Dakota's intercity bus services are also available through their websites. Here is an overview of intercity bus service in North Dakota:

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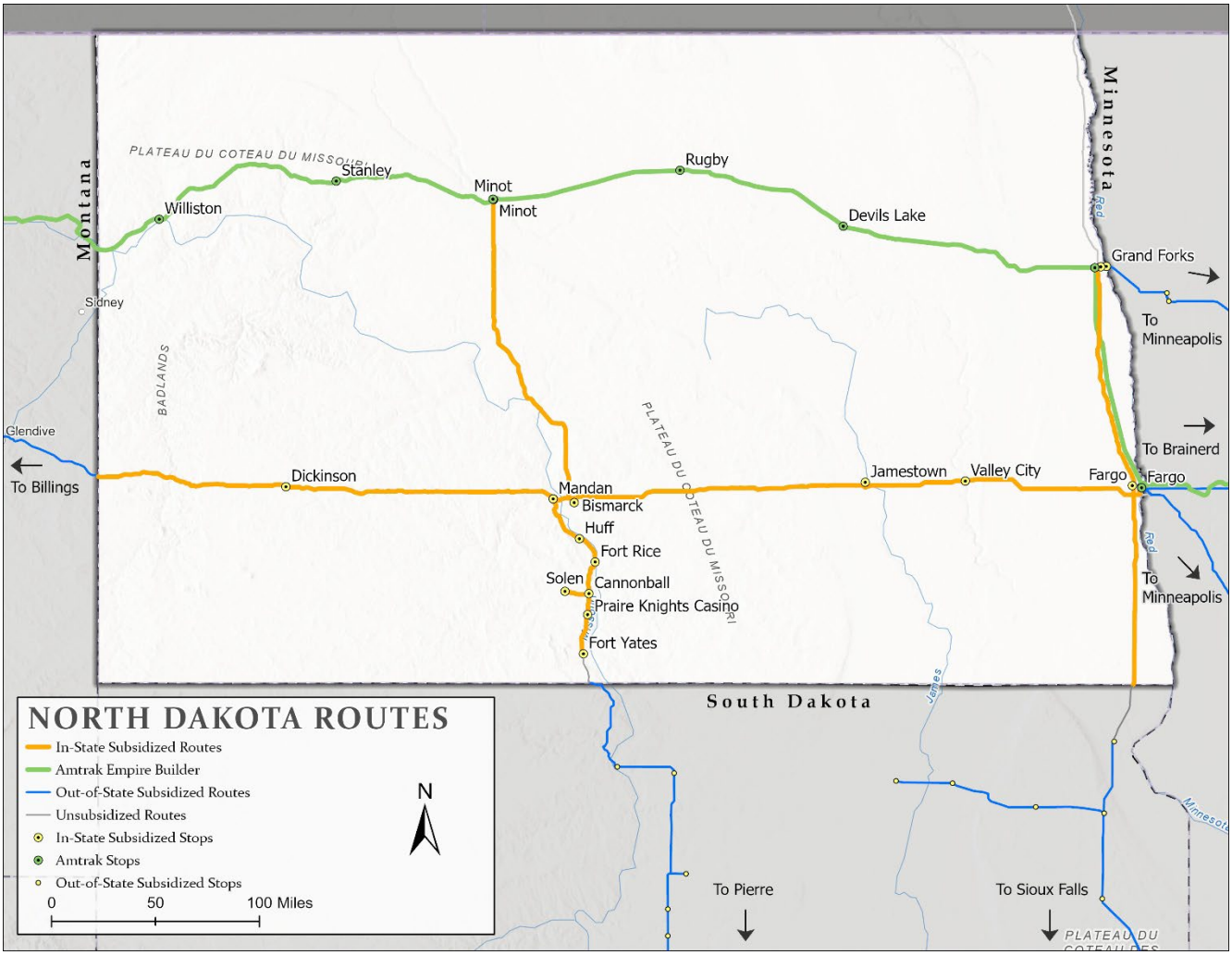
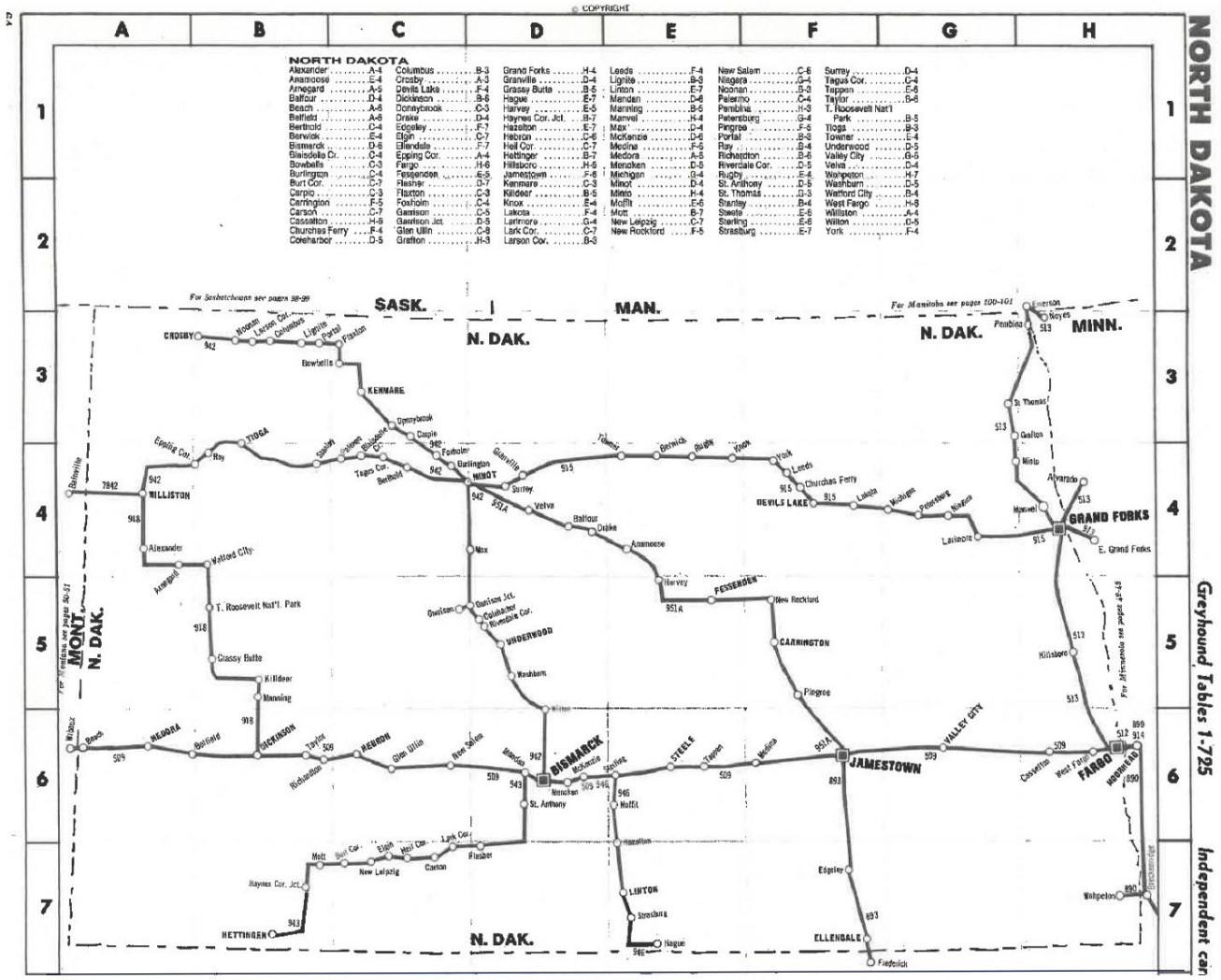


In terms of historical context, prior to the impacts of intercity bus deregulation, the state's intercity bus network provided a great deal more coverage, as can be seen in **Exhibit 2-1**. This map is from Russell's Official National Motor Coach Guide from June 1, 1983. While the date is after the enactment of the Bus Regulatory Reform Act in 1982, the impacts of the act are not yet evident. However, by August 2007, the state's intercity bus network was down to one round-trip per day from Minot to Bismarck, and one round-trip from Minot to Grand Forks, both operated by Minot-Bismarck Bus Service.

In that sense, the coverage offered today, while nowhere near the peak, is a considerable improvement over the 2007 service level.

Exhibit 2-1: June 1, 1983, North Dakota Intercity Bus Network



Jefferson Lines: North Dakota's National Intercity Bus Service

Jefferson Lines is currently North Dakota's only national intercity bus service with three routes across two corridors in the state, and connections to other states. As seen in **Figure 2-2**, Jefferson Lines includes North Dakota's intercity bus feeder services on their network map to promote these connections and services.

- **Billings – Bismarck – Fargo – Minneapolis** (Schedule 938/931) runs one eastbound and one westbound trip per day.
- **Fargo – Grand Forks – Minneapolis** (Schedule 928/927) runs one eastbound and one westbound trip per day.
- **Fargo – Sioux Falls** (Schedule 704/703) runs one northbound and one southbound trip every Sunday, Monday, Thursday, Friday, and Saturday.
- **Fargo – Brainerd** (Schedule 830/829) runs one eastbound and one westbound trip per day connecting Fargo with Brainerd, MN

Figure 2-2: Jefferson Line's North Dakota Route Map (as presented on the website)



SOURCE: HTTPS://WWW.JEFFERSONLINES.COM/PLAN-YOUR-TRIP/ROUTE-MAPS/ (RETRIEVED 12/14/2025)

Billings – Bismarck – Fargo – Minneapolis (Schedules 931 and 938)

Jefferson Lines currently operates a daily service on their Billings – Bismarck – Fargo – Minneapolis bus route. As shown in **Table 2-1**, scheduled service in North Dakota runs during daytime hours. Layovers are scheduled in Dickinson and Fargo. Souris Basin Transit and Standing Rock Transit both run feeder services that connect with this route at Bismarck, and they are described in more detail in separate sections of the report

Table 2-1: Jefferson Line's Billings – Bismarck – Fargo – Minneapolis Schedules 938 and 931

Stop Location	Arrival	Departure
Eastbound Service		
Billings, MT		6:00am
Dickinson, ND	11:20am	11:35am
Bismarck, ND	1:00pm	1:05pm
Connection with Feeder Services		
Jamestown, ND	2:40pm	2:40pm
Valley City, ND	3:20pm	3:20pm
Fargo, ND	4:20pm	4:40pm
Moorhead, MN	5:00pm	5:00pm
St. Cloud West, MN	8:05pm	8:05pm
Minneapolis, MN	9:10pm	
Westbound Service		
Minneapolis, MN	10:35am	
St. Cloud West, MN	11:45am	11:45am
Moorhead, MN	2:45pm	2:45pm
Fargo, ND	2:55pm	3:15pm
Valley City, ND	4:05pm	4:05pm
Jamestown, ND	4:50pm	4:50pm
Bismarck, ND	6:20pm	6:30pm
Connection with Feeder Services		
Dickinson, ND	8:30pm	8:45pm
Billings, MT		1:40am

SOURCE: JEFFERSON LINES SYSTEM TIMETABLE, EFFECTIVE DATE: 9/28/2025

NOTE: ALL TIMES SHOWN ARE LOCAL TIME, ONLY MAJOR STOPS OUTSIDE OF NORTH DAKOTA ARE LISTED.

Fargo – Grand Forks – Minneapolis (Schedules 927/928)

Jefferson Lines provides daily service on their Fargo – Grand Forks – Minneapolis service. As seen in **Table 2-2**, scheduled service in North Dakota runs mostly during daytime hours on the eastbound service, and in the evening on the westbound service. The schedule includes a short layover in Brainerd.

Table 2-2: Jefferson Line's Fargo – Grand Forks – Minneapolis Schedule

Stop Location	Arrival	Departure
Eastbound Service		
Fargo (NDSU), ND		7:50am
Grand Forks (UND), ND	9:05am	9:05am
Grand Forks, ND	9:15am	9:20am
Bemidji, MN	11:45am	11:45am
Brainerd, MN	2:15pm	2:30pm
St. Cloud, MN	3:50pm	4:00pm
Minneapolis, MN	5:35pm	
Westbound Service		
Minneapolis, MN		11:35am
St. Cloud, MN	1:00pm	1:05pm
Brainerd, MN	2:15pm	2:30pm
Bemidji, MN	4:50pm	4:55pm
Grand Forks, ND	7:30pm	7:35pm
Grand Forks (UND), ND	7:45pm	7:45pm
Fargo (NDSU), ND	9:00pm	

SOURCE: JEFFERSON LINES SYSTEM TIMETABLE, EFFECTIVE DATE: 7/29/2025

NOTE: ALL TIMES SHOWN ARE LOCAL TIME, ONLY MAJOR STOPS OUTSIDE OF NORTH DAKOTA ARE LISTED.

Fargo – Sioux Falls (Schedules 703/704)

Jefferson Lines provides service on their Fargo – Sioux Falls service five days of the week. As seen in **Table 2-3**, the northbound bus arrives at Fargo at 2:05 p.m., and the southbound service leaves 15 minutes later at 2:20 p.m.

Table 2-3: Jefferson Line's Fargo – Sioux Falls Schedule

Stop Location	Arrival	Departure
	Northbound Service	
Sioux Falls, SD		10:00am
Brookings, SD	10:45am	10:45am
Watertown, SD	11:40am	11:40am
Summit Corner, SD	12:10pm	12:15pm
Sisseton Junction, SD	12:40pm	12:40pm
Fargo, ND	2:05pm	
	Southbound Service	
Fargo, ND		2:20pm
Sisseton Junction, SD	3:45pm	3:45pm
Summit Corner, SD	4:15pm	4:20pm
Watertown, SD	4:50pm	4:50pm
Brookings, SD	5:35pm	5:35pm
Sioux Falls, SD	6:30pm	

SOURCE: JEFFERSON LINES SYSTEM TIMETABLE, EFFECTIVE DATE: 9/28/2025
NOTE: ALL TIMES SHOWN ARE LOCAL TIME.

Fargo – Brainerd, Minnesota

Jefferson Lines provides daily service on their Fargo – Brainerd service. As seen in **Table 2-4**, scheduled service in North Dakota runs mostly during daytime hours on the eastbound service, and in the evening on the westbound service. The schedule includes a short layover in Brainerd, MN.

Table 2-4: Jefferson Line's Fargo – Brainerd Schedule

Stop Location	Arrival	Departure
Eastbound Service		
Fargo, ND		10:35 AM
Fargo (NDSU), ND	10:55 AM	10:55 AM
Moorhead (MSU - Comstock), MN	11:10 AM	11:10 AM
Detroit Lakes, MN	12:05 PM	12:05 PM
Perham, MN	12:35 PM	12:35 PM
Wadena, MN	1:00 PM	1:00 PM
Staples, MN	1:20 PM	1:20 PM
Brainerd, MN	2:15 PM	
Stop Location	**Arrival**	**Departure**
Westbound Service		
Brainerd, MN		2:30 PM
Staples, MN	3:20 PM	3:20 PM
Wadena, MN	3:40 PM	3:40 PM
Perham, MN	4:05 PM	4:05 PM
Detroit Lakes, MN	4:30 PM	4:30 PM
Moorhead (MSU - Comstock), MN	5:35 PM	5:35 PM
Fargo (NDSU), ND	5:45 PM	5:45 PM
Fargo, ND	5:50 PM	

SOURCE: JEFFERSON LINES SYSTEM TIMETABLE, EFFECTIVE DATE: 9/28/2025
NOTE: ALL TIMES SHOWN ARE LOCAL TIME.

Jefferson Lines' National Intercity Bus Network

North Dakota is connected to the nation via Jefferson Lines' bus network. As seen in **Figure 2-3**, Jefferson Lines provides service to major transfer points including Billings, Minneapolis, Sioux Falls, Omaha, and Kansas City.

Figure 2-3: Jefferson Line National Intercity Bus Network Map



SOURCE: https://www.JEFFERSONLINES.COM/PLAN-YOUR-TRIP/ROUTE-MAPS/ (RETRIEVED 12/18/2025)

Jefferson Lines' Depots and Stops

Jefferson Lines operates one bus depot in North Dakota, which is in Fargo. There are 10 bus stops in North Dakota. Most of these stops are curbside stops, or at gas stations. A full listing of all intercity bus stops in North Dakota is provided in **Table 2-5**. This list includes all intercity bus feeder stops. The one bus depot directly operated by Jefferson Lines is its terminal in Fargo at 1211 41st Street N, Fargo, ND 58102. This stop, in northwest Fargo, is a bus depot with a small indoor space for passengers.

Table 2-5: Jefferson Line Bus Stops in North Dakota

Location	City	Address	Provider	Services	Hours
Bis-Man Transit Board	Bismarck	3750 E Rosser Ave. Bismarck, ND 58501	Jefferson Lines Feeder Services	Passenger Stop Tickets Sold Here	11AM–1:30PM 5:30PM–7PM
Tiger Discount/Tiger Truck Stop	Dickinson	2955 Interstate 94 Business Loop East Dickinson, ND 58601	Jefferson Lines	Passenger Stop Tickets Sold Here	24 Hours
Jefferson Lines Terminal	Fargo	1211 41st St N, Fargo, ND 58102	Jefferson Lines	Passenger Stop Tickets Sold Here	9:00AM - 6:00PM
Loaf N Jug	Fargo	1201 University Dr. N. Fargo, ND 58102	Jefferson Lines	Passenger Stop College Connection	Unstaffed
Cities Area Transit	Grand Forks	450 Kittson Ave. Grand Forks, ND 58203	Jefferson Lines	Passenger Stop Tickets Sold Here	M-F: 6:30 AM–8:30 AM Sat: 8 AM–8:30 AM Closed Sundays & Holidays
University of ND Memorial Union	Grand Forks	2901 University Ave. Grand Forks, ND 58202	Jefferson Lines	Passenger Stop College Connection	Unstaffed
XLT Taxi Company	Jamestown	218 1st Ave. North Jamestown, ND 58401	Jefferson Lines	Passenger Stop	Unstaffed
Petro Serve USA	Valley City	1020 8th Ave. SW Valley City, ND 58072	Jefferson Lines	Passenger Stop	24 hours
Minot Transit Center	Minot	201 1st St. SW Minot, ND, 58701	Souris Basin Transit	Passenger Stop	6:00 AM–11:00 PM
Sitting Bull College	Fort Yates	9299 Hwy 24 Fort Yates, ND 58538	Standing Rock Public Transit	Passenger Stop	24 Hours

STOPS OPERATED SOLELY BY TRANSIT FEEDER SERVICES SHOWN IN RED

SOURCE: JEFFERSON LINES, HTTPS://WWW.JEFFERSONLINES.COM/BUS-STOPS/NORTH-DAKOTA

Intercity Bus Feeder Service

Souris Basin Transportation—Minot to Bismarck Jefferson Feeder Services

Souris Basin Transportation provides an intercity bus feeder connection from Minot to Bismarck as part of its overall transportation services. In addition to the fixed-route fixed-schedule intercity bus feeder connection there is local demand-response service in three cities. In the City of Minot there is service from 6:30 a.m. to 10 p.m. weekdays, Saturday 7 a.m. to 7 p.m. and Sundays from 7 a.m. to 3 p.m. In the City of Rugby there is demand-response service from 7:30 a.m. to 5:30 p.m. weekdays, and in the City of Bottineau there is service within the City limits from 7:30 a.m. to 5:30 p.m. weekdays. All demand-response fares are $2.00.

The fixed-route intercity feeder route from Minot to Bismarck operates twice each day to connect in the morning with the eastbound Jefferson Lines schedule 938, and in the evening with the westbound schedule 931 service. It is included in the Jefferson Lines schedule information as a Jefferson route—Schedules 002 and 003 are the southbound trips, and Schedules 001 and 004 are the northbound trips.

Table 2-6: Jefferson Schedules 001, 002, 003, and 004 Operated by Souris Basin Transportation.

Stop Location	Arrival	Departure	Arrival	Departure
Southbound Service				
Minot, ND		8:30 AM		3:45 PM
Bismarck, ND	11:00 AM		5:45 PM	

Stop Location	Arrival	Departure	Arrival	Departure
Northbound Service				
Bismarck, ND		1:15 PM		6:40 PM
Minot, ND	3:15 PM		8:40 PM	

Souris Basin also makes stops between the two cities, offering fares from Max, Garrison, Coleharbor, Underwood, Washburn and Wilton to either Bismarck or Minot—but also offering additional stops with a minimum $5 fare between any two stops. The fare from Minot to Bismarck is $35, with a round-trip fare of $55. The fares are the same whether purchased locally from Souris Basin Transportation or from Jefferson Lines. All rides are reservation only, and riders can pay an additional $2.00 for pick-up at their door in Minot or $5.00 in Mandan, and $2.00 additional for a drop-off at another destination in Bismarck (and vice versa). These curb-to-curb services need to be reserved directly with Souris Basin Transportation—persons with a Jefferson ticket only are transported between the bus stations in Minot and Bismarck only. According to Souris Basin Transportation, approximately 25% of the trips are local, and 75% are through Jefferson Lines, most of which are connecting to more distant locations.

The buses belong to and are operated by Souris Basin Transportation, which also offers local tickets for persons who are just traveling between Minot and Bismarck. Souris Basin began operating this route in 2017, offering one round-trip per day five days a week, then in 2023 expanding to two round trips, and finally in October of 2024 expanding to seven-day per week service to connect with all Jefferson intercity service.

Table 2-7: Souris Basin Monthly Ridership by Service Frequency

Month	3 days/week * 1route/day SFY 2024	5 days/week * 1 route/day SFY 2025	7 days/week * 2 routes/day SFY 2026
July	162	243	460
August	96	225	340
September	118	253	394
October	130	248	339
November	185	250	338
December	212	290	320
January	203	267	329
February	180	329	246
March	219	303	380
April	189	272	308
May	198	303	485
June	197	294	NYA
Total	2089	3277	3939

Figure 2-4: Souris Basin Monthly Ridership by Service Frequency

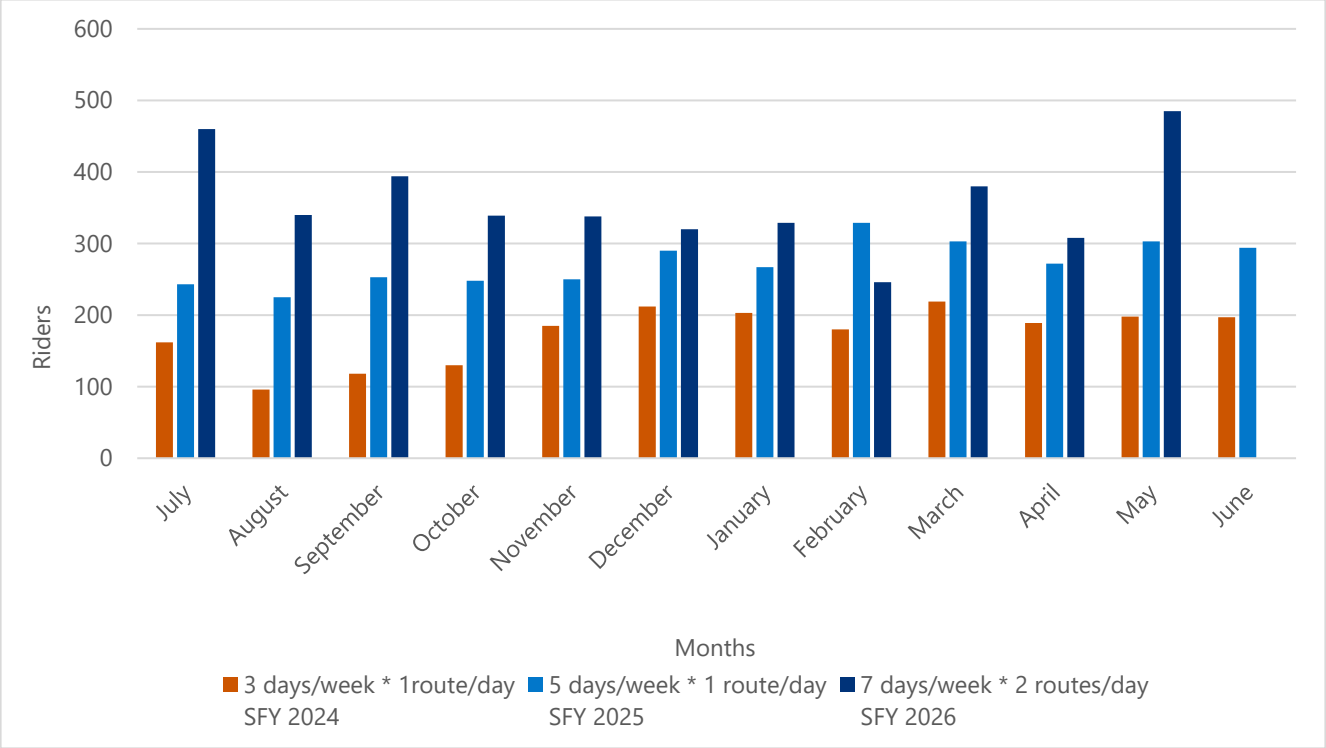


Table 2-7 and **Figure 2-4** illustrate Souris Basin Transportation's intercity passenger volumes under three different service frequencies: three days per week with one round trip per day (SFY 2024); five days per week with one round trip per day (SFY 2025); and seven days per week with two round trips per day (SFY 2026). These figures reflect the incremental service expansions that have occurred over the past three years and provide a clear comparison of how ridership responded as availability and connectivity improved. The chart visually reinforces these changes, showing consistent month-to-month growth as service levels increased, particularly during the transition from the three-day to a five-day schedule.

Overall, the data demonstrates that increasing service frequency has a direct positive effect on ridership. Total annual ridership grew from 2,089 passengers under the three-day schedule to 3,277 under the five-day schedule—a more than 50% increase, indicating that expanded weekday availability generated new demand. For SFY 2026 the total is at least 3,939 (and with June data will be over 4,000) which would be a 91% increase from the ridership on the three-day schedule, suggesting increased utilization of the expanded connections with Jefferson Lines as well as regional travel. These results indicate that ridership has increased significantly with the availability of increased service.

Table 2-8: Souris Basin Transportation-Intercity Bus Operations Performance

Quarter	Intercity Riders	Intercity Miles	Intercity Hours	Riders/Mile	Riders/Hour	Sponsored Trips	Non-Sponsored Trips
SFY 2025 Q2 (Oct–Dec 2024)	788	N/A	N/A	N/A	N/A	0	788
SFY 2025 Q3 (Jan–Mar 2025)	899	31875	754	0.028	1.19	0	899
SFY 2025 Q4 (Apr–Jun 2025)	869	30936	688	0.028	1.26	0	869
SFY 2026 Q1 (Jul–Sep 2025)	1194	31947	6578	0.037	0.18	22	1172
Revised SFY 2026 Q1 values	1194	87600	1990	0.014	0.60		1194
Total for the Year	3750	94758	8020	0.040	0.47	22	3728

Highlighted Cells are Reported Numbers—Line Below is the Estimated Correction

Table 2-8 presents performance based on data reported to NDDOT. It shows that no intercity miles or hours were reported for SFY 2025 Q2 (Oct–Dec 2024), preventing calculation of riders-per-mile or riders-per-hour and leaving that quarter incomplete for comparison. SFY 2026 Q1 also appears to include a data entry error (hours 6,578; miles 31,947), which is inconsistent with prior operating patterns; using the established operating speed from earlier quarters (~44 miles/hour) and inflating prior quarter service levels by roughly 3× to reflect the move from five trips/week to 14 trips/week. The revised values for SFY 2026 Q1 are ~87,600 intercity miles and ~1,990 hours, producing revised productivity of ~0.0136 riders/mile and ~0.60 riders/hour.

These revised values are below SFY 2025 Q3 & Q4 productivity values (~0.028 riders/mile and ~1.19–1.26 riders/hour), indicating that with the shift to seven-day, two-trip-per-day service, service supply initially outpaced ridership; continued tracking of subsequent quarters will show whether utilization returns toward prior productivity as awareness and connecting traffic build.

Table 2-9 lists the vehicles used by Souris Basin Transportation for this intercity service. The choice of vehicle depends on the anticipated number of passengers and amount of luggage—as can be seen there are several options with regard to vehicle size. These six are part of the overall Souris Basin fleet of 38 vehicles. Souris Basin communicates with the Bis-Man Transit staff regarding potential passenger loads and schedule delays. In both Minot and Bismarck, these intercity trips stop at the main transit station for the local transit system, facilitating connections.

Table 2-9: Souris Basin Transportation-Intercity Bus Operations Sub-Fleet

Fleet ##	VEH YEAR	TITLE NUMBER	VIN NUMBER	LIC PLATE	MAKE	MODEL	Seating Capacity
4	2024		1FDVU5XG7RKA49610		Ford	Transit Van	9
5	2024		1FDVU5XG6RKA47253		Ford	Transit Van	9
7	2024	ND190994586	1FDFE4FN1RDD21441	749EPP	Ford	Turtle Top	14
16	2023	ND812415488	1FDAX9C83PKB52788	547EIP	Ford	Transit Van	9
24	2024		2C4RC1CG4RR173522	186ENC	Chrysler	Voyager	4
31	2022	ND123195904	2C4RC1CGXNR224158	808EAE	Chrysler	Voyager	4
40	2024	ND1200683520	1FDXE4FNXRDD25895	545EIP	Ford	Turtle top	14

SOURCE: SOURIS BASIN TRANSPORTATION, UPDATED 8-30-2025

Standing Rock Transit—Mobridge (North Dakota) Jefferson Feeder Service to Bismarck (Jefferson Lines Schedules 692, 688 and 690 Northbound, and 693 Northbound)

Standing Rock Public Transit utilizes its Section 5311(f) intercity assistance to operate three interconnected demand-response routes linking communities across Sioux and Morton Counties in North Dakota and Corson County in South Dakota to the regional hub of Bismarck. While SRPT operates three intercity-eligible routes under 5311(f), only the Mobridge–Fort Yates–Bismarck trips (Jefferson Schedules 692, 688, 690, and 693) appear within the Jefferson Lines ticketing system; the remaining SRPT routes are shown only in Standing Rock's internal schedules, but continue to provide essential connectivity by feeding riders into Fort Yates where transfers to the Bismarck-bound intercity service are available.

The federally-supported services connect rural communities including Mobridge, McLaughlin, Fort Yates, Prairie Knights Casino, Cannonball, Solen, Fort Rice, and Huff, with access to Mandan and Bismarck. As shown in the tables, this service runs only on Monday and Thursday and requires an advance reservation.

Table 2-10: Standing Rock Southbound Service

Stop Location	Arrival	Departure
Southbound Service		
Bismarck, ND		**12:35 PM**
Fort Yates, ND	**4:15 PM**	**4:30 PM**
Mobridge, SD	**5:35 PM**	

The Northbound service offers connections from Pierre, South Dakota operated by River Cities Public Transit of Pierre (shown in italics). It also runs only on Monday and Thursday but offers three trips between Mobridge and Bismarck.

Table 2-11: Standing Rock Northbound Service – Schedules 688 and 690

Stop Location	Arrival	Departure	Arrival	Departure
Northbound Service—Schedules 688 and 690				
Pierre, SD		*9:15 AM*		*4:45 PM*
Onida, SD	*9:45 AM*	*9:45 AM*	*5:15 PM*	*5:15 PM*
Agar, SD	*9:55 AM*	*9:55 AM*	*5:25 PM*	*5:25 PM*
Gettysburg, SD	*10:15 AM*	*10:15 AM*	*5:45 PM*	*5:45 PM*
Selby, SD	*10:50 AM*	*10:50 AM*	*6:20 PM*	*6:20 PM*
Mobridge, SD	11:15 AM	12:10 PM	6:45 PM	7:30 PM
McLaughlin, SD	12:35 PM	12:35 PM	8:20 PM	8:20 PM
Fort Yates, ND	1:00 PM	1:00 PM	8:40 PM	8:55 PM
Bismarck, ND	2:30 PM		10:25 PM	

In addition to the schedule shown here, Jefferson is selling a Schedule 692 that operates earlier in the morning, departing Mobridge at 6:20 a.m. and arriving at Bismarck at 11:00 a.m. Schedule 692 operates only on Monday and Thursday.

Table 2-12: Standing Rock Northbound Service-Schedule 692

Stop Location	Arrival	Departure
Northbound Service-Schedule 692		
Mobridge, SD		6:20 AM
Fort Yates, ND	7:50 AM	8:15 AM
Bismarck, ND	11:00 AM	

In Bismarck, both the Souris Basin and Standing Rock Connections meet the Jefferson Bus at the Bis-Man Transit Center operated by Bismarck-Mandan public transportation system. Together with local transit services provided in Bismarck, Mandan, and Lincoln, as well as regional service from West River Transportation, these connections provide access to the intercity bus network.

Although the Jefferson Lines ticketing system displays all of the schedules shown in the tables as Standing Rock intercity feeder connections, the SRPT 5311(f) grant application identifies only **Route 6** (**highlighted in brown**) in **Table 2-10 and Table 2-11** as the designated intercity feeder service; however, because Jefferson markets the full set of schedules, it is likely that additional SRPT passengers are using these **Route 4 and Route 5** funded by 5311(f) for intercity travel even though they are not formally classified as Jefferson connections in the application. However, Jefferson does market all routes 4, 5, and 6 on its website.

Table 2-13: Standing Rock Transportation- Quarterly Performance Table

Quarter	Intercity Riders	Intercity Miles	Intercity Hours	Riders/Mile	Riders/Hour	Sponsored Trips	Non-Sponsored Trips
SFY 2025 Q2 (Oct–Dec 2024)	N/A	N/A	N/A	N/A	N/A	N/A	N/A
SFY 2025 Q3 (Jan–Mar 2025)	1124	23995	736	0.047	1.53	236	888
SFY 2025 Q4 (Apr–Jun 2025)	1154	20190	472	0.057	2.44	334	820
SFY 2026 Q1 (Jul–Sep 2025)	1389	26844	771	0.052	1.80	380	1009
Total for the Year	3667	71029	1979	0.052	1.85	950	2717

The quarterly ridership data for Standing Rock Public Transit show a consistent pattern across the reported SFY 2025 quarters, with stable intercity passenger activity and corresponding productivity metrics. As with other agencies, SFY 2025 Q2 contains no reported intercity miles or hours, preventing calculation of riders-per-mile or riders-per-hour for that period and limiting its use for trend comparison. For the remaining quarters, reported productivity ranges from approximately 0.047 to 0.057 riders-per-mile and 1.53 to 2.44 riders-per-hour, reflecting steady utilization of Standing Rock's limited-frequency intercity service operated on Mondays and Thursdays. The first quarter of SFY 2026 continues this pattern, with ridership levels and productivity ratios remaining broadly consistent with prior quarters, indicating that the Standing Rock intercity feeder routes maintain stable demand from riders connecting through Fort Yates and Mobridge into the Bismarck regional hub.

As noted in Standing Rock Public Transit's FY2023–2024 5311(f) grant application, total annual ridership for the agency across all services was 17,508 trips, underscoring the scale of SRPT's regional transit role beyond the intercity-only figures shown in the table above.

Intercity Rail Passenger Service- Amtrak's Empire Builder

In addition to the intercity bus service provided by Jefferson Lines and its feeder carriers, North Dakota's intercity transportation needs are served by intercity rail passenger service provided by the daily east- and westbound "Empire Builder" services, which operate across the northern part of the state serving some of the same points served by Jefferson (Fargo, Grand Forks and Minot), but also additional stops in Devils Lake, Rugby, Stanley and Williston. As can be seen the **Table 2-14**, the service generally operates in the daytime westbound, and at night eastbound through the northern part of the state.

Table 2-14: Amtrak Empire Builder Service in North Dakota

Stop Location	Arrival	Departure
Westbound Service		
Chicago. IL		4:05 PM
Milwaukee, WI	5:35 PM	5:45 PM
St. Paul-Minneapolis, MN	11:56 PM	12:13 AM
Fargo Amtrak Station, ND	5:13 AM	5:13 AM
Grand Forks Amtrak Station, ND	6:34 AM	6:34 AM
Devils Lake Amtrak Station, ND	7:59 AM	7:59 AM
Rugby Amtrak Station, ND	8:53 AM	8:53 AM
Minot Amtrak Station, ND	10:06 AM	10:51 AM
Stanley Amtrak Station, ND	11:46 AM	11:46 AM
Williston Amtrak Station, ND	12:59 PM	12:59 PM
Wolf Point Amtrak Station, MT	2:34 PM	2:34 PM
Spokane, WA	5:44 AM	

Stop Location	Arrival	Departure
Eastbound Service		
Spokane, WA		4:15 AM
Wolf Point Amtrak Station, MT	6:32 PM	6:32 PM
Williston Amtrak Station, ND	8:21 PM	8:21 PM
Stanley Amtrak Station, ND	9:22 PM	9:22 PM
Minot Amtrak Station, ND	11:08 PM	11:53 PM
Rugby Amtrak Station, ND	12:49 AM	12:49 AM
Devils Lake Amtrak Station, ND	1:44 AM	1:44 AM
Grand Forks Amtrak Station, ND	3:10 AM	3:10 AM
Fargo Amtrak Station, ND	4:21 AM	4:29 AM
St. Paul-Minneapolis, MN	9:33 AM	9:33 AM
Milwaukee, WI	3:57 PM	3:57 PM
Chicago, IL	5:45 PM	

Table 2-15: Amtrak Station Locations in North Dakota

Location	Address	Services	Hours
Fargo Amtrak Station (FAR)	420 4th Street North Fargo, ND 58102	Staffed station Tickets Sold Here	Every day: 12:00 a.m. - 7:30 a.m.
Grand Forks Amtrak Station (GFK)	5555 DeMers Avenue Grand Forks, ND 58201	Unstaffed	Every day: 12:00 a.m. - 8:00 a.m. & 11:00 p.m. - 11:59 p.m.
Devils Lake Amtrak Station (DVL)	Railroad Avenue and Third Street Devils Lake, ND 58301	Unstaffed	Every day: 12:00 a.m. - 8:30 a.m. & 11:00 p.m. - 11:59 p.m.
Rugby Amtrak Station (RUG)	201 West Dewey Street Rugby, ND 58368	Unstaffed	Every day: 12:00 a.m. - 9:00 a.m. & 11:00 p.m. - 11:59 p.m.
Minot Amtrak Station (MOT)	400 1st Avenue S.W. Minot, ND 58701	Staffed station Tickets Sold Here	Every day: 7:30 a.m. - 11:00 p.m.
Stanley Amtrak Station (STN)	Main Street & Railroad Avenue Stanley, ND 58784	Unstaffed	Every day: 12:00 a.m. - 9:00 a.m. & 11:00 p.m. - 11:59 p.m.
Williston Amtrak Station (WTN)	1 North Main Street Williston, ND 58801-6057	Staffed station Tickets Sold Here	Every day: 10:30 a.m. - 7:30 p.m.

Fare Levels for North Dakota

As North Dakota's only intercity bus carrier, Jefferson Lines offers travel across the state on its three lines mentioned above. Other destinations can be reached through Fargo, the main transfer hub for the North Dakota intercity bus network. Here, passengers can make connections to routes that run to cities such as Sioux Falls and Minneapolis, where more transfers can take them across the country. Jefferson Lines bus tickets can be purchased online on Jefferson Line's website (jeffersonlines.com) and at many bus depots throughout North Dakota. Ticket prices will vary by day, season, and bus capacity.

The two rural intercity feeders in North Dakota are integrated into the national interline ticketing system used by Jefferson Lines. This system is managed by the firm Transcor Data Systems or TDS. The Greyhound/Flix ticketing system allows for interline ticketing with Jefferson through TDS and to the customer is integrated with the Flixbus ticketing system. It provides interline tickets for a rider to use a single ticket to travel on different carriers, using services that are designed to have connections at shared stops, with reasonable connecting times. For example, a rider in Minot, ND can purchase a ticket to Chicago, even though the trip requires travel on Souris Basin Transportation, Jefferson Lines and Greyhound; or a rider in Bismarck can be ticketed through to Dallas on Jefferson to Billings, Express Arrow to Denver, and Greyhound to Dallas.

As a consequence, the price of an intercity bus ticket varies with distance, and under the yield management system, it varies with the other factors discussed above. To provide some comparability, the Jefferson/TDS ticketing system was used to obtain fares for a sample of hypothetical trips from North Dakota points for a trip four weeks in the future—these fares are shown in **Table 2-17**. Also shown is the calculated fare per passenger-mile assuming the passenger travels that entire distance. As can be seen, there is significant variation reflecting the application of dynamic pricing. Fares might vary at any date in the future depending on how many seats have been sold for that bus on that day. Fares to note are the high per-mile rate for the service between Fargo and Grand Forks, the relatively high fare for services that combine Standing Rock and Jefferson segments, and the low fare per mile for Fargo-Minneapolis route. The low fare may reflect modal competition—the low one-way fare on Delta is $134 for the same date.

A comparison might be the fares charged by rural public transit systems to general public riders for long trips. Souris Basin Transportation's own rate for longer distance services other than the intercity route between Minot and Bismarck varies between $0.17 and $0.31 per mile—generally slightly less than the non-refundable intercity fares.

Table 2-17: Typical Jefferson Lines Fares for Trips from North Dakota

Origin- Destination	Date of Fare	Drive Mileage	Non-Refundable Fare	Refundable Fare	Non-Refundable CPM	Refundable CPM
Bismarck-Fargo	1/15/2026	194	$55	$63	$0.28	$0.32
Minot-Billings	1/15/2026	442	$168	$187	$0.38	$0.42
Minot-Minneapolis	1/15/2026	499	$118	$132	$0.24	$0.26
Minot-Bismarck	1/15/2026	111	$35	$41	$0.32	$0.37
Dickinson-Sioux Falls	1/15/2026	526	$188	$209	$0.36	$0.40
Dickinson-Fargo	1/15/2026	292	$79	$89	$0.27	$0.30
Fargo-Minneapolis	1/15/2026	236	$39	$45	$0.17	$0.19
Grand Forks UND)-Fargo (NDSU)	1/15/2026	81	$48	$55	$0.59	$0.68
Fort Yates-Fargo	1/15/2026	276	$103	$116	$0.37	$0.42
Mobridge-Fargo	1/15/2026	270	$115	$129	$0.43	$0.48
Mobridge-Bismarck	1/15/2026	113	$25	$30	$0.22	$0.27

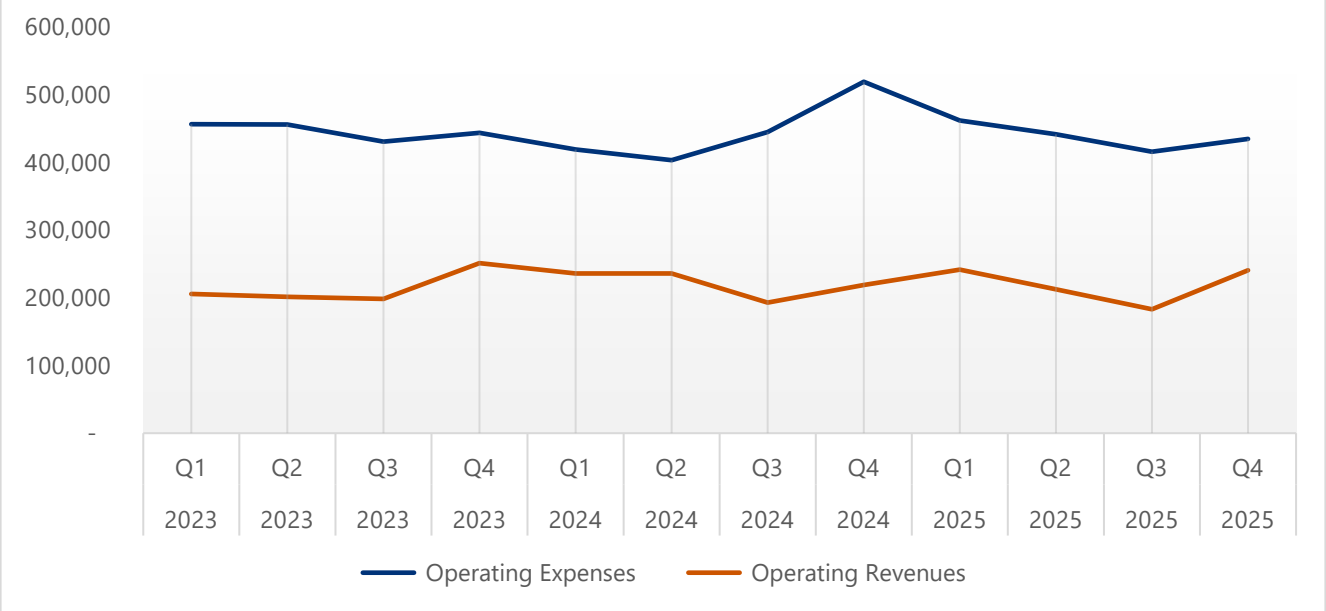
Jefferson Lines' Service Performance

Jefferson Lines reported 47,542 total passengers in North Dakota in FY2025. That is an average of over 130 passengers every day. Though subsidized, it is worth noting that with a farebox recovery of over 50 percent, these are the best-performing public transportation services in the state. Also, it should be noted that intercity bus trips are typically very long, on the order of 250 miles on average—so the passenger-miles represented by Jefferson Line's 47,542 boardings in North Dakota are equivalent to a much higher number of boardings on local transit. Similarly, any comparison of the subsidy per passenger with similar figures for local or rural transit should consider the difference in trip length.

Jefferson Lines' Costs, Revenues, Ridership and Funding

As seen in **Figure 2-5**, the Jefferson Lines service in North Dakota alone continued to operate at a net loss during FY2025. Operating revenues have stayed relatively constant while expenses peak in the fourth quarter of 2024, declining somewhat in tandem with revenues since then.

Figure 2-5: Jefferson Line's Operating Costs and Revenues



SOURCE: JEFFERSON LINES, NORTH DAKOTA THREE-YEAR BUDGET TRACKING

To maintain these services, NDDOT uses federal Section 5311(f) funds to provide operating, administrative, and maintenance assistance to Jefferson Lines for its North Dakota services on schedules 703/704, 927/928, and 931-938. **Table 2-16** summarizes the combined results for FY2025 based on data provided by Jefferson Lines and NDDOT. The data presented is for all three routes combined and does not include operating costs of the rural feeders, although presumably the per-trip fees and commission fees paid by Jefferson Lines to the providers are included in the overall operating expense of these two routes.

Note that the NDDOT Federal Reimbursement includes operating assistance with a 50% local match, along with a required local 20% match for administrative and maintenance assistance. Although the state of North Dakota provides state funding public transportation under Chapter 39.04.2 of the state code, this funding is allocated to counties based on population, with no separate portion to provide match for statewide services such as the intercity bus. After considering the fare revenue and Federal Reimbursement, Jefferson Lines is providing the local match from its own funds—there is no state funding for intercity match, and there are no connecting unsubsidized services with value that can be counted as in-kind local match (which is allowed under the Section 5311(f) program. In effect, by providing the local match out of its other corporate funds, it lost approximately $253,551 last year providing service in North Dakota, despite the availability of federal intercity bus funds.

Table 2-16: Summary of Jefferson Line's North Dakota Section 5311(f) Operating and Financial Characteristics FY2025

Fiscal 2025	Amount:
Operating Expenses	$1,755,601
Operating Revenues	$878,731
Net Operating Deficit	$876,870
Total Passengers	47,542
Miles Operated in North Dakota	362,826
Deficit Per Mile	$2.42
NDDOT Federal Reimbursement	$623,319
Annual Runs	1,924
Performance Measures	
Farebox Recovery	50.05%
Subsidy Per Passenger	$13.11
Boardings Per Trip	24.71
Average Load (Passenger Mile per Bus Mile)	19.5

Sources: Jefferson Lines, North Dakota Department of Transportation

Jefferson Lines Intercity Bus Fares and Revenue

Jefferson Lines, like most private for-profit long-distance intercity bus companies in the United States, charges fares that are distance-based rather than being a flat fare per boarding (or even a zone-based fare). Until a few years ago, there were generally few other factors affecting fares—there were discounts for military personnel, for example. Round-trip fares were typically 190 percent of the one-way fare. More recently, the intercity bus companies have discovered that they could manage capacity and increase profitability by engaging in yield management and capacity control like the airlines. Fares vary depending on how far in advance the trip is being purchased, the degree to which a given trip is filling up, how refundable it is, peak periods, if a seat is reserved, etc. The fare a user finds for a given trip may vary considerably and may even change during a ticketing session.

Despite these factors, the fares still vary largely depending on distance. Fare revenue is allocated to particular schedules, services, or states based on the miles operated on that service. For example, when Jefferson Lines reports the revenues earned on its services in North Dakota, that is based on an allocation of all the ticket revenues on those schedules to the miles operated in North Dakota—not on whether the ticket was sold in North Dakota, or whether a given passenger gets on or off in the state. Revenue from passengers who board in Minneapolis and ride through North Dakota to Billings, MT is attributed to North Dakota, as it is part of the overall revenue for that route that is being allocated to North Dakota based on the miles operated in the state. These "overhead" passengers (not getting on or off in the state) help reduce the deficit on the North Dakota services, making the services in the state more feasible and reducing the need for operating subsidy.

The US intercity bus industry has developed as a network of firms that together serve many origins and destinations, using a common interline ticketing system and connecting at share stops so that travel options are available to many more people. Point-to-point services are generally viable only between the largest cities and major university towns that can generate enough riders from a single origin to pay for the service. In North Dakota, which has long distances and sparsely-populated towns, intercity bus service is only feasible as part of a network that gathers riders from many places to share the ride (and their revenue). This rationale includes the intercity feeders, which are part of this network, as well.

Jefferson Lines' Fleet and Fuel Use in North Dakota

Jefferson Lines' own services are operated with 45-foot over-the-road lift-equipped intercity coaches that are part of their overall pool fleet and are rotated through their main maintenance facility in Minneapolis. None of the vehicles are stored or overnight in North Dakota—they continue on to destinations outside the state. Based on the FTA guideline that a heavy-duty bus must travel 500,000 miles before replacement, based on the North Dakota annual mileage of 362,826 a replacement bus would be justified after about 16.5 months, but in practice intercity bus operators obtain many more miles from a coach.

Jefferson Lines is a member of the International Fuel Tax Agreement (IFTA) which apportions fuel taxes to the states in which a multi-state operator provides service. Given the fuel capacity of the coaches used by Jefferson Lines and the location of their depots, it is likely that they fuel the buses serving North Dakota

in Minneapolis, Fargo and Billings, but the fuel tax on miles operated in North Dakota is paid through the IFTA. An estimate of the fuel used in North Dakota can be made by dividing the total North Dakota miles (326,826) by the typical coach miles-per-gallon of six, to arrive at an estimate of 54,471 gallons.

All Other Intercity Bus Providers Operating in North Dakota

Jefferson Lines, together with Souris Basin Transportation and Standing Rock Transit, provide all the scheduled intercity bus services in North Dakota. There are additional bus operators that do not provide scheduled public bus services but offer charter services using over-the-road coaches. There may be other firms located in adjacent states that have operating bases located further from North Dakota—these firms hold themselves out as serving North Dakota. Possibly there are other firms in North Dakota holding licenses or authority for passenger services, but they are not marketing themselves as available.

- Harlow's—a regional charter and school bus provider operating in Idaho, Montana, North Dakota, South Dakota and Washington State. In North Dakota it has offices and depots in Bismarck, Dickinson, Hazen, Mandan, Rolette, Watford City, Jamestown and Williston. Its primary business is contracted school bus service, but it also offers charters. The Bismarck office:

  Harlow's School Bus Service
  1021 South 23rd Street, Suite A
  Bismarck, ND 58504
  701-224-1767

- Valley Bus—a charter and school bus provider, with 55-seat coaches, a trolley bus, and 28-seat shuttle buses and school buses, all available for charter. Contact information:

  Valley Bus
  2761 Leahy Avenue
  Fargo, ND 58103
  701-23-5912

  Valley Bus
  1115 N. 55th Street
  Grand Forks, ND 52803
  701-772-0601

- Northland Bus Services, Inc. offers intrastate charter services. It is located at:

  Northland Bus Services, Inc.
  405 E. Burdick Expressway
  Minot, ND 58701
  701-839-2400

- Dakota Trailways offers charter bus and school bus services in North Dakota through a satellite office in Dickinson, ND. It does charter service for Dickinson State University. The total fleet is 46 vehicles, including a number of motorcoaches as well as school buses. It can be contacted at:

  Dakota Trailways
  631 South 32nd Street
  Spearfish, SD 57783
  605-642-2353

- Ottertail Minn-Dakota Coaches has 10 buses that seat between 40 and 56 passengers to provide charter services. It serves Grand Forks and Fargo from its base in Fergus Falls, MN:

  Ottertail Minn-Dakota Coaches
  1116 N. Tower Road
  Fergus Falls, MN 56537
  218-739-3393

- Richards Transportation Service provides charter and school bus service. The charter coach fleet includes seven coaches plus a wheelchair-accessible coach. It is located in Moorhead, MN:

  Richards Transportation Service
  2139 100th Avenue N.
  Moorhead, MN 56560-7242
  218-208-2783

- Schuck Bus Services is also located in Moorhead, MN, and it offers charter coach service. It is located at:

  Schuck Bus Services
  1620 29th Avenue S.
  Moorhead, MN 46560
  218-233-1402

- Red River Trails provides charter service using four coaches. It is located at:

  Red River Trails
  4838 Highway 75 S.
  Moorhead, MN 565550
  218-236-0300

All of these firms offer charter bus services to locations in North Dakota, None of them offer any fixed-route, fixed-schedule services, and they are not part of the national interline ticketing system. They could potentially operate contracted services for a public transit operator, the state or a university, but they are not currently part of the intercity bus network.

Summary and Conclusions

North Dakota's intercity bus network includes services provided by three operators—all of which receive funding for these services from NDDOT. It includes one private for-profit carrier, Jefferson Lines, which operates traditional intercity bus service in the I-29 and I-94 corridors, and two rural intercity feeder services operated by regional transit systems connecting to Jefferson Lines schedules in Bismarck.

In FY2025, the Jefferson Lines service had 47,542 passengers in North Dakota, with an average of nearly 25 boardings per trip and an average load of 19.5 passengers. It covered 50% of its operating costs from passenger fares, making it the most cost-effective transportation service in the state. The Souris Basin Transportation service from Minot to Bismarck has recently expanded to two round-trips daily, seven days per week, as ridership has grown to average 365 passengers per month—while the Standing Rock Transit intercity feeder ridership was estimated to be 3,667 for the year, or just over 300 trips per month. Together these provide a basic intercity service, and a model for potential additional rural feeder services if unmet needs are identified.

All of these services are provided as part of the national interline intercity bus ticketing system as Jefferson Lines routes, so a potential passenger can obtain information about services to and from any point on the Jefferson Lines routes or the rural feeder routes and purchase a single ticket for their entire trip anywhere on the national network.

Chapter 3
Demographics

Introduction

This chapter assesses gaps in the existing intercity bus network and identifies unmet transportation needs across North Dakota. The analysis builds on the existing network described in Chapter 2 and examines demographic patterns, population centers, and key destinations throughout the state.

The assessment compares existing intercity bus access with the locations of populations that are more likely to depend on public transportation, including households without vehicles, people living below poverty, older adults, and young adults ages 18-24. Population concentration and density are also important because they help identify communities that may generate intercity travel demand.

Overall, the analysis indicates that North Dakota's current intercity transportation network provides broad geographic coverage relative to the state's rural population distribution. The purpose of this chapter is not only to identify areas without service, but also to assess where unmet needs may justify future service expansion, improved connectivity, or alternative transportation strategies.

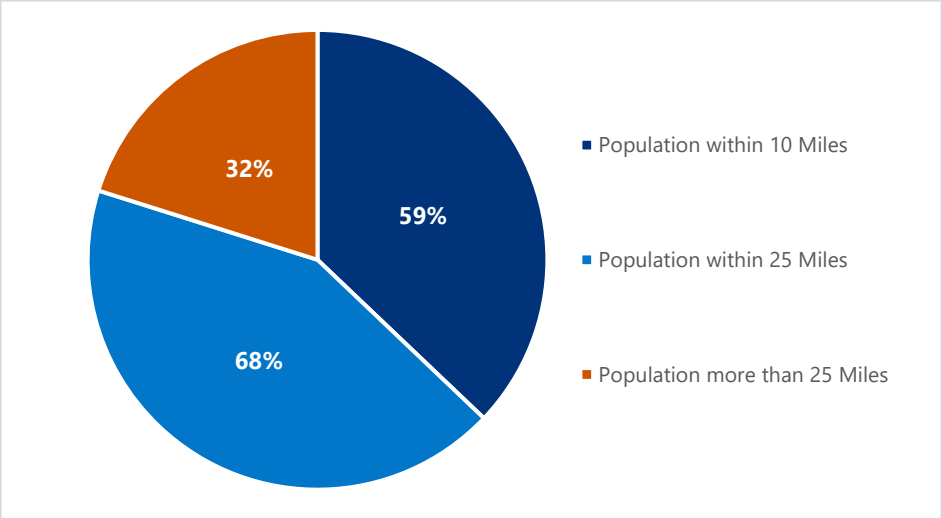
Population Served by Existing Intercity Bus Network

North Dakota's intercity bus network plays an important role in connecting residents across a large and geographically dispersed state. Like many Great Plains states, much of North Dakota's population is concentrated in a limited number of cities and towns, primarily east of the Missouri River.

North Dakota's population is estimated to be 783,926 (2023 ACS Estimate). The current intercity bus network, including the rural intercity feeders, serves the majority of the state's population. Over half (59%) of the state's population is within 10 miles of an intercity bus stop (see **Figure 3-1**). An even greater amount (68%) are within 25 miles of an intercity bus stop in North Dakota. Though schedule frequencies play a large role in the efficiency of the intercity bus network, this is already very broad coverage across a large state.

North Dakota is also served by Amtrak passenger rail service, as discussed in Chapter 2. Approximately 340,000 (43%) residents live within 10 miles of an Amtrak stop. About 400,000 residents (51%) live within 25 miles of a station. An overall measure of access for both intercity surface modes finds that 510,000 persons (65%) live within 10 miles of either a bus or rail stop, and 600,000 (77%) live within either 25 miles of a bus or train stop (or both). While the intercity bus network generally follows the interstate highway corridors, and the Amtrak route follows the northern part of the state along the Route 2 corridor, many of the state's largest population centers are already served by both modes.

Figure 3-1: North Dakota Population Percentage by Proximity to Intercity Bus Stop



Demographic Analysis of Unmet Needs

A demographic analysis was conducted to identify areas where residents may have a greater need for intercity transportation. The analysis focused on demographic indicators commonly associated with higher transit dependence and limited access to personal transportation including:

- Population/Population density
- Young adults (ages 18-24)
- Older adults (ages 65 and older)
- People living at or below the poverty line
- Households without access to a vehicle

The analysis also considered major trip generators such as hospitals, colleges and universities, military installations, airports, correctional facilities, and major employers that may generate long-distance travel demand.

Unserved Populations: Key Origin Areas for Intercity Bus

Another part of the unmet needs assessment examined whether population centers outside the existing intercity bus catchment areas may be large enough to support service. Intercity bus routes are generally most cost effective when they serve a limited number of population or activity centers that generate sufficient ridership to support efficient operations. Additional stops increase travel time and operating costs, which can reduce the attractiveness of the service for through passengers. Communities with very small populations often do not generate enough long-distance travel demand to justify standalone intercity service.

Figure 3-2 shows population density in relation to existing intercity bus and Amtrak stops. The analysis indicates that the current network serves nearly all of the state's highest-density population centers. Most communities located more than 25 miles from an existing stop are relatively small cities or rural communities. Wahpeton, with a population of approximately 8,000 residents, is the largest city without direct intercity bus or passenger rail service.

Figure 3-3 presents census block groups ranked using the transit demand index, which considers both population density and concentrations of vulnerable populations. The analysis identified several communities with relatively high transit needs that are not directly connected to the intercity bus network, including Williston, Watford City, Devils Lake and Wahpeton. Williston and Devils Lake currently receive Amtrak passenger rail service but do not have direct intercity bus service. Wahpeton and Watford City currently lack both intercity bus service and passenger rail connections.

The demographic analysis also identified a number of other locations more than 25 miles from an existing stop, and with at least one high needs block group. These are listed in **Table 3-1**.

Figure 3-2: Population Density of Census Block Groups Near Intercity Bus Stops

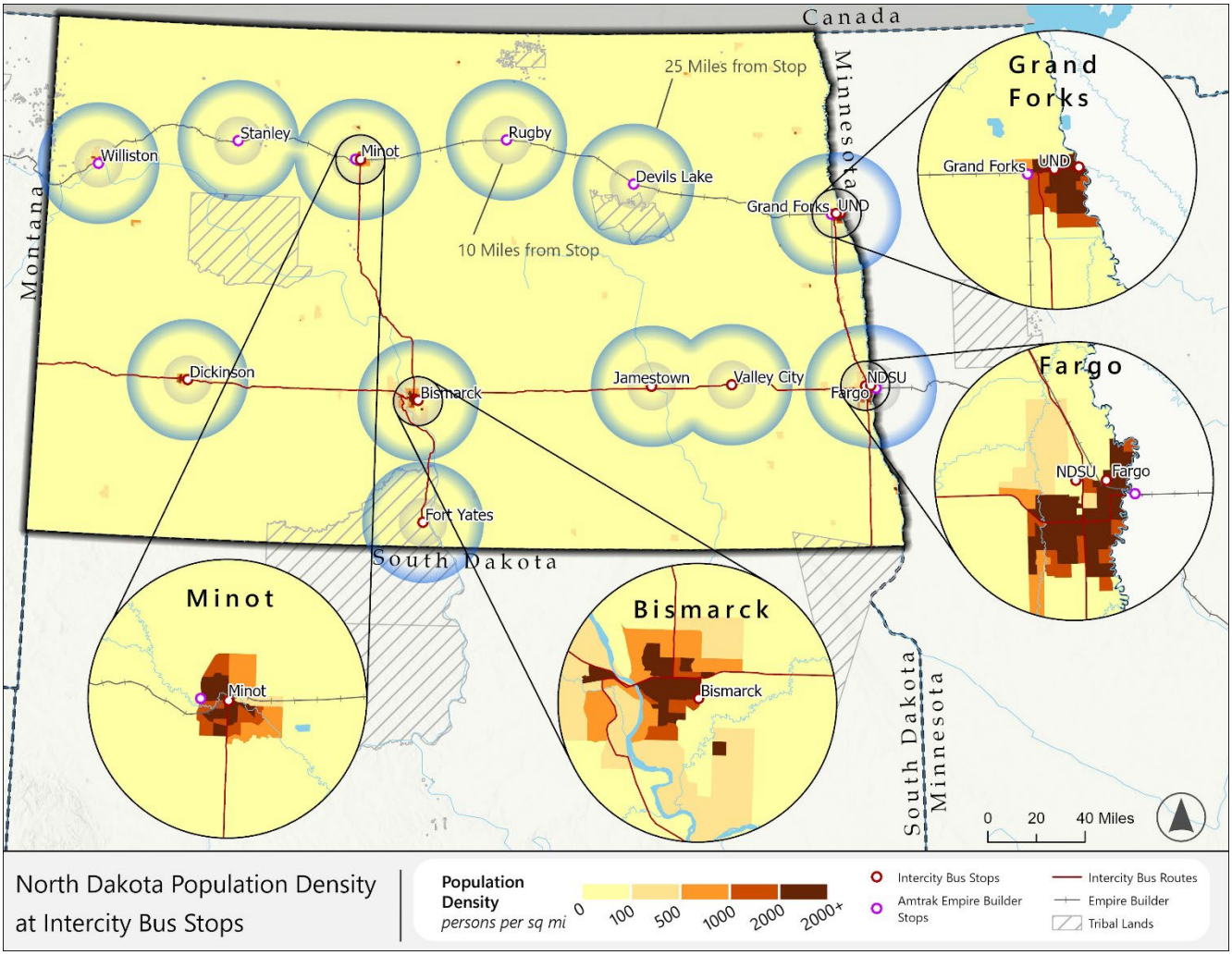


Figure 3-3: Transit Dependence by Census Block Groups Near Intercity Bus Stops

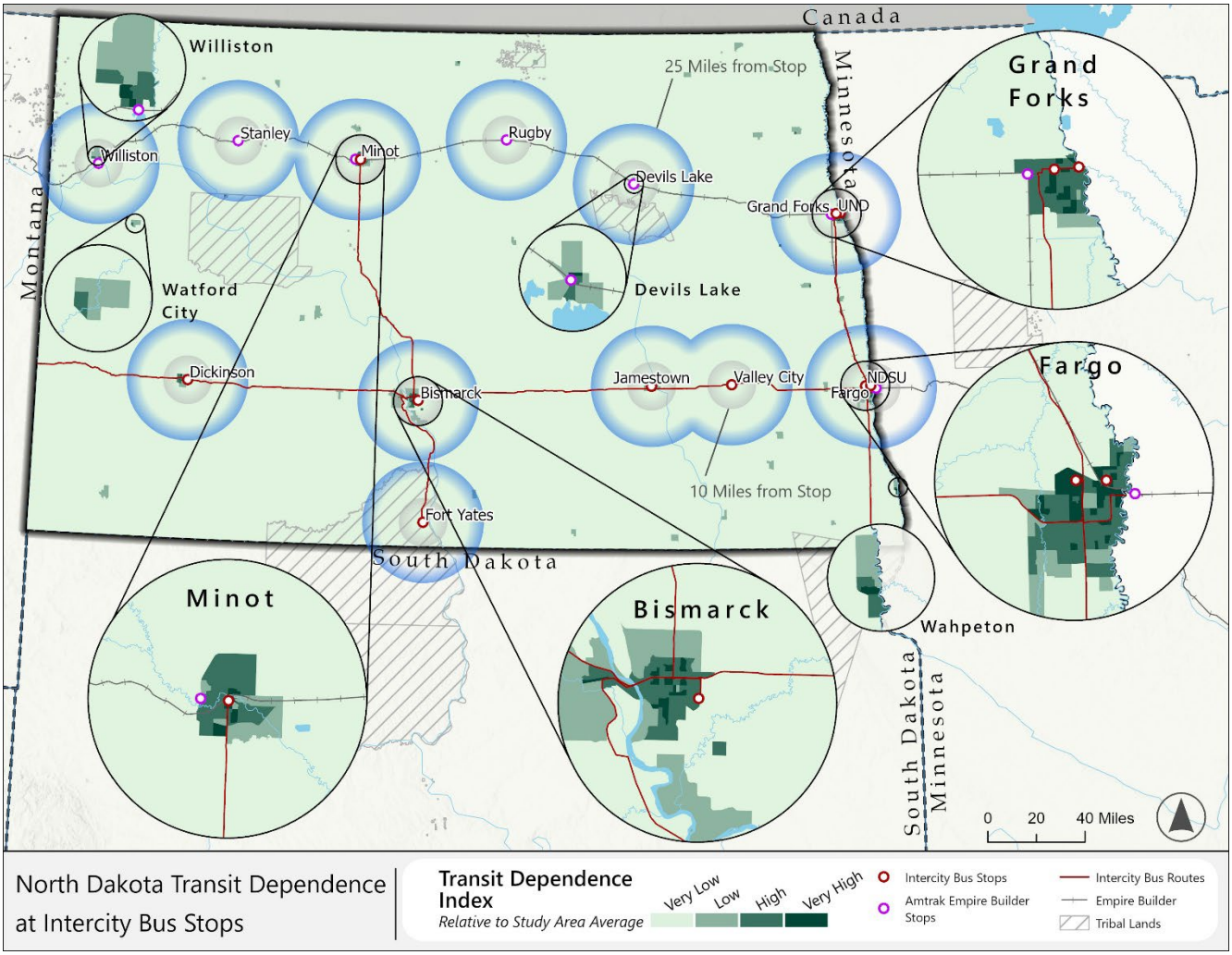


Table 3-1: Other Cities with Highly Transit-dependent Block Groups Beyond 25 Miles from an Intercity Stop

City	Population
Beulah	3,047
Bottineau	2,205
Grafton	4,027
Hillsboro*	1,704
Mayville	1,976
Washburn**	1,507

**Hillsboro is on the Jefferson Lines route between Fargo and Grand Forks*

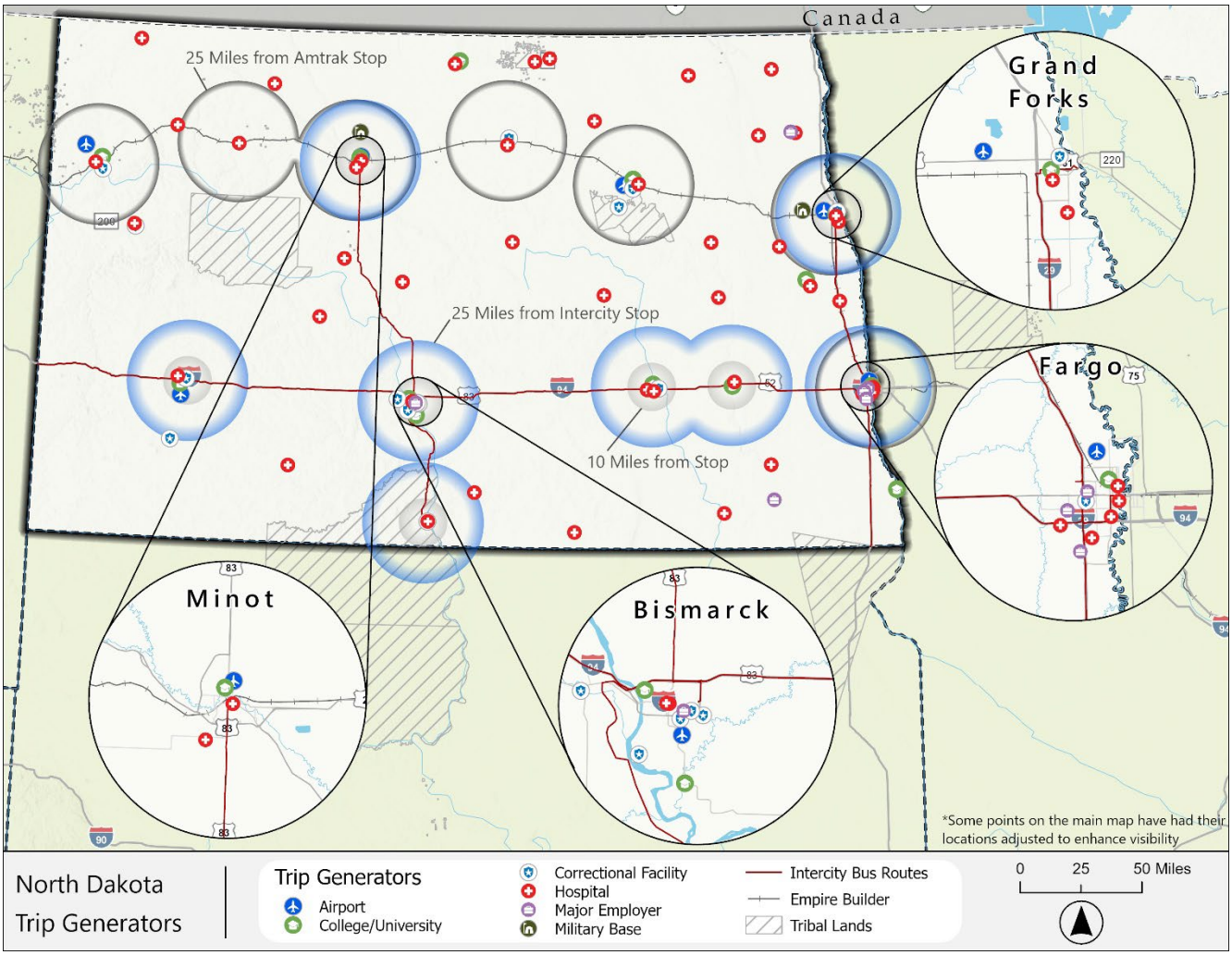
***Washburn is on the Souris Basin feeder service between Minot and Bismarck*

Towns with a population of less than 5,000 rarely generate enough intercity travel to warrant an intercity bus route, but can be served as a stop on an existing route—in this case Hillsboro and Washburn are potentially feasible stops, representing an unmet need. Additionally, as noted above, both Watford City and Wahpeton lack service and have a population over 5,000.

Unserved Intercity Bus Key Destinations

This analysis provides detail regarding the degree to which the current intercity bus network allows access to key potential destinations. The study identified major employers, colleges/universities, military installations, hospitals, commercial airports and correctional facilities as the key destinations (listed in Appendix A), along with a map of key destinations more than 25 miles from existing intercity bus stops (provided in **Figure 3-4**). As noted in that section, the presence of major trip generators (potential origins or destinations for an intercity bus trip) is related to the potential need for intercity bus service.

Figure 3-4: Key Destinations More than 25 Miles from Existing Intercity Bus Stops



Trip generators are most heavily concentrated in Fargo and Bismarck, the two largest cities in the state. Outside of those two cities, five trip generators are in Grand Forks, while many of the mid-sized cities—Minot, Williston, Jamestown, Dickinson, and Devils Lake—each have four trip generators.

Of the 92 trip generators identified in North Dakota, 48 (52%) are within 25 miles of an Intercity bus stop. The cities with the most trip generators that are not within that range are Williston and Devils Lake. The majority of trip generators that are not near an intercity bus stop are small, rural hospitals, which are spread across the state. Three small colleges, two major manufacturing facilities, and one correctional facility are also not within 25 miles of an intercity bus stop or an Amtrak station. The two commercial airports that are not within 25 miles of an intercity bus stop are also in those two cities—both of which are served by Amtrak's Empire Builder route. Overall, 12 of the 44 trip generators that are not within 25 miles of an intercity bus stop are within 25 miles of an Amtrak station.

The degree to which lack of intercity access to these locations is an unmet need is related to the feasibility of providing intercity access to them. The feasibility in turn depends on the potential demand and revenue. Small facilities in isolated locations may not have the scale needed to justify intercity service if the additional costs of serving them are substantial and the likelihood of ridership limited. If there are concentrations of key destinations that could generate more activity, it is more likely that additional service is warranted. For that reason, connecting Williston and Devils Lake to the intercity network represents an unmet need.

Summary of Demographic Analysis

North Dakota's current intercity bus network provides good coverage for most of its citizens. More importantly, the populations who most likely depend on intercity buses for long-distance travel are well served by this network. There are gaps in the network where people and places are too far from these intercity bus stops. Many hospitals and healthcare clinics are well beyond the 25-mile radius of the intercity bus stops, making it challenging for high-need groups to access these vital services—though it is likely that providing local or regional access to these locations would be a higher priority, and is a potential strategy.

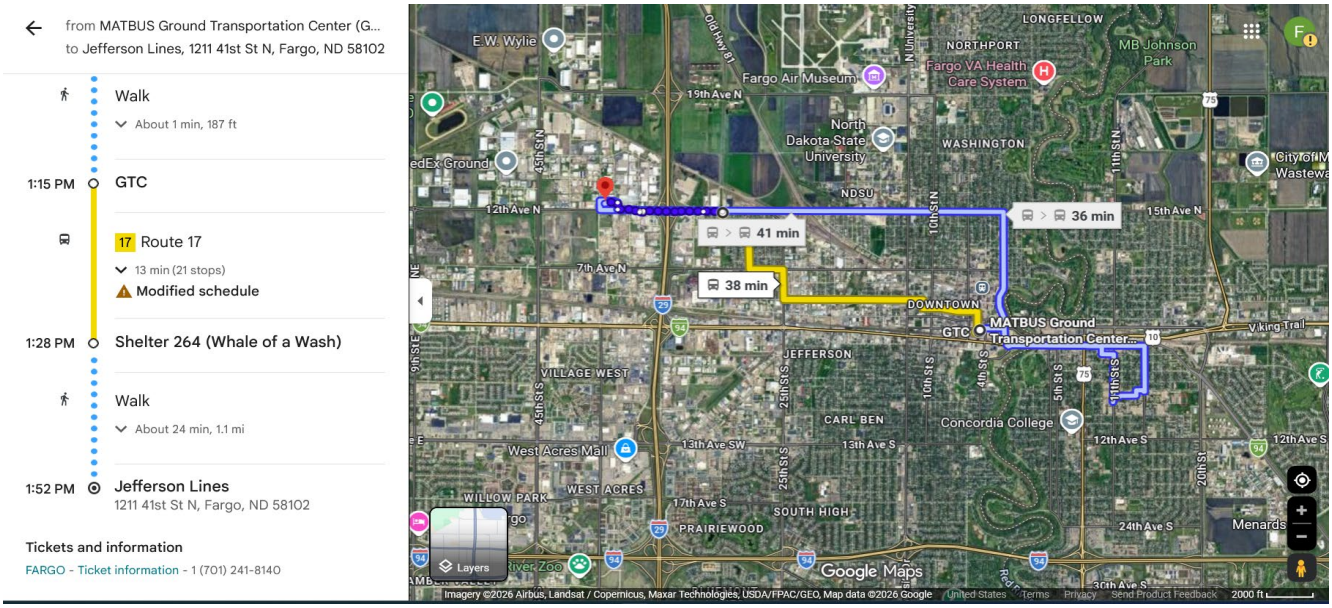
Local public transit and demand-response systems may be able to fill some of these gaps and fulfill some of these needs. Still, the distances required by some of these trips might fall beyond the scope of what a local transit agency or human services agency may be able to feasibly accommodate. **Figure 3-3** presents places of high transit need and moderate population density that are not on the intercity network—Williston, Watford City, Devils Lake and Wahpeton—but Williston and Devils Lake both are served by Amtrak. **Table 3-1** lists additional smaller places of high transit need with moderate population densities that are more than 25 miles from the nearest intercity bus stop. This presents a challenge both to the people who depend on transit and the intercity bus providers who can only accommodate so much with limited resources, given the likely limited long-distance ridership from the small populations. A key question is whether these areas can be feasibly served—and whether it should be with intercity services or expanded demand-response transit.

Unmet Needs for Connectivity

In addition to geographic service gaps, the analysis identified connectivity challenges within the existing intercity transportation network. North Dakota's intercity bus network includes several locations where local transit services connect directly with intercity bus routes. These connections help support first-mile and last-mile access and create opportunities for coordinated passenger information, transfers, and waiting facilities.

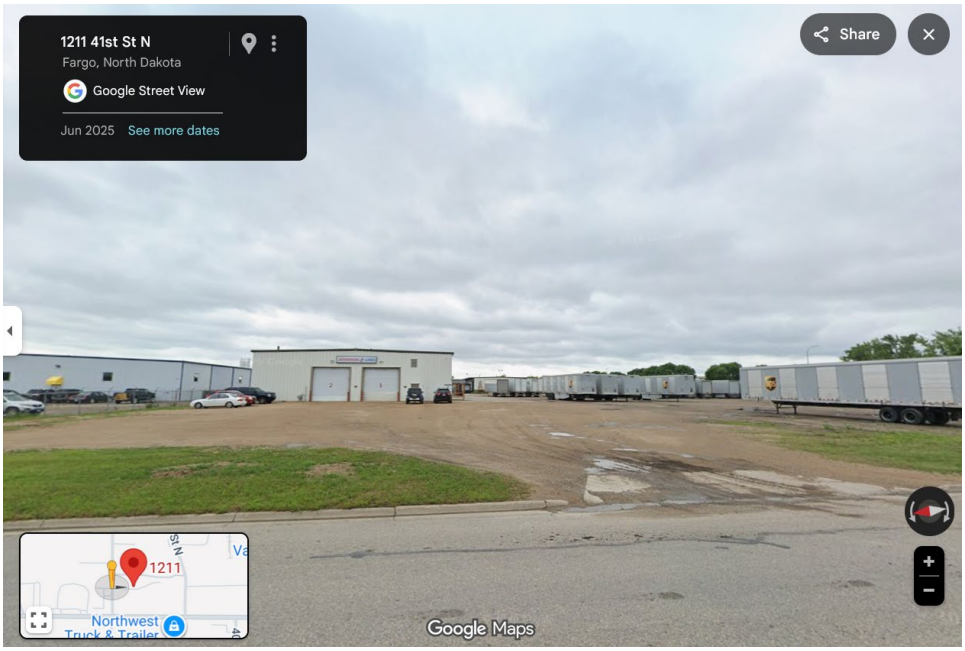
One major gap exists in Fargo, which has the state's largest local transit system and busiest intercity bus stop. Jefferson Lines previously operated from the MATBUS Ground Transportation Center, allowing convenient transfers between local and intercity transportation services. After the lease ended, Jefferson relocated its passenger facility to a site in northwest Fargo that is separated from downtown, residential neighborhoods, and the NDSU campus. Jefferson Lines does serve NDSU as a separate stop. Until recently, MATBUS operated a zoned, general public dial-a-ride service to provide transit access to the Jefferson depot, but that service was recently discontinued. The nearest transit stop is more than a 30-minute walk away, and much of the route lacks sidewalks or pedestrian infrastructure. Providing improved intercity bus connectivity in Fargo is an unmet need.

Exhibit 3-1: Distance from MATBUS Ground Transportation Center to Jefferson Lines' Fargo Depot



SOURCE: GOOGLE MAPS

Exhibit 3-2: Jefferson Lines' Fargo Facility and Pedestrian Access





SOURCE: GOOGLE MAPS

An additional connectivity/access need identified through the outreach process is to find a way to provide the functions that were once provided by a bus ticket agent in order to sell tickets and provide information about services. Previously, the intercity bus companies designated commission agencies—as the name implies they had staff that provided information and sold bus tickets, receiving a commission on those tickets. Often they were located at a separate primary place of business such as a diner, hotel, gas station, etc. As ticket sales have largely moved online, it has become more difficult for intercity bus companies to find commission agents in rural areas and small towns—this is the unmet need. There are ways to address this need, particularly if there is a local public transit operator that can offer a stop location. Section 5311(f) administrative funding can be used to pay for additional staff time in order to sell tickets and provide information. There are potential opportunities for this arrangement to increase connectivity in North Dakota and address this need.

Summary of Key Unmet Intercity Bus Needs

The input provided by stakeholders and the analysis of unserved populations suggest that there are unmet intercity needs for service coverage to connect the following towns to the intercity bus network:

- Williston
- Watford City
- Devils Lake
- Wahpeton
- Washburn
- Hillsboro

Potential ways of addressing these needs must be developed and assessed before any determination can be made regarding service expansion. Potential routes, schedules, operators, costs, ridership and connectivity will need to be determined. The degree to which additional intercity bus service to a location with Amtrak passenger rail service needs to be provided is another question and will need to be considered in terms of schedules.

Additional needs exist for improved information and ticketing assistance for intercity passengers, which could be addressed by providing staff at key hubs. Stakeholder outreach identified a need for improved passenger information and ticketing assistance.

Historically, intercity bus companies used commissioned agents located in businesses such as hotels, diners, and gas stations to sell tickets and assist passengers. As ticket sales have shifted online, these services have become less common in rural communities. This creates challenges for passengers who may need assistance purchasing tickets, understanding schedules, or navigating connections.

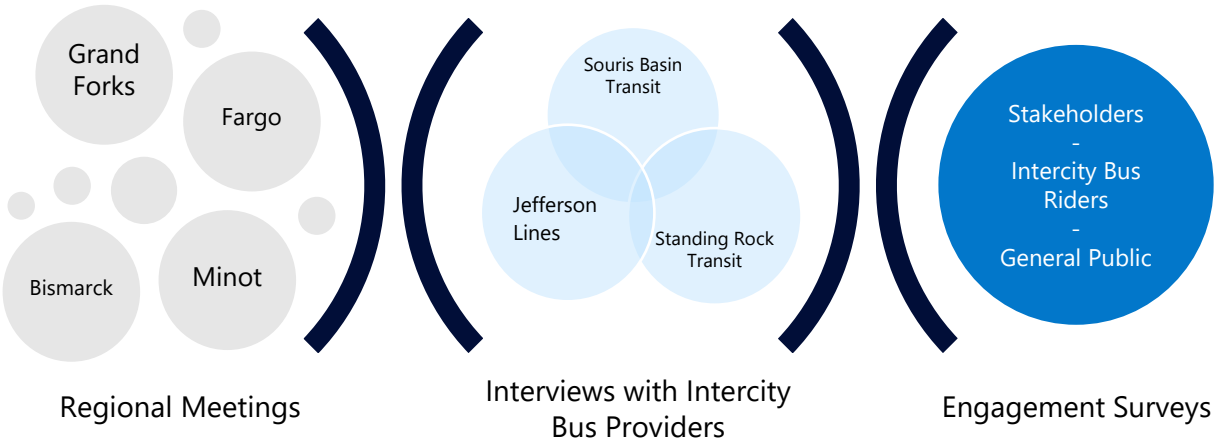
Local transit agencies or mobility hubs may provide opportunities to restore some of these services. Section 5311(f) administrative funding may also support staffing for ticket sales and passenger information. Statewide resources for information with links to the Jefferson and Amtrak ticketing systems could also be provided as part of coordinated human services and transit information. Although the state has several hubs where both the intercity bus and local transit connect at local transit facilities, there is a need to see if the situation in Fargo can be improved, given the recent loss of transit access to the Jefferson facility.

Chapter 4
Perceptions of North Dakota's Intercity Bus Service

Perceptions of Intercity Bus Service in North Dakota

To gain insights on the perception of existing intercity bus services, an outreach process was developed through close coordination with NDDOT. This process included several elements: a series of open houses/regional meetings across the state, interviews with intercity bus providers, surveys of the transit providers, surveys of the regional economic development agencies, stakeholder surveys, onboard user surveys, and finally, a general community survey aimed at non-users (or at least people not in the act of taking a trip). Surveys for transit providers and stakeholders were made available with the announcements for the open houses.

Approach to Identify Perceptions of Intercity Bus Service in North Dakota



Regional Meetings – Open Houses

Regional meetings were scheduled to provide both an in-person open house option and a virtual meeting option for stakeholders in the community to learn about the study and provide input about their perceptions of the intercity bus services and the role and needs of this service in the community. Meetings were held in eight locations around the state. The schedule and locations are listed in **Table 4-1**.

With NDDOT's assistance, a press release announced the meetings which included an NDDOT web posting that provided more information about the study and included a link to the presentation prepared for use in the meetings. In general, the meeting attendees included NDDOT staff (both in-person and online), consulting team staff (both in-person and online), local transit providers, human services agency representatives, intercity bus company staff (online) some local government officials, and (often) local media. The discussion and input received was wide-ranging and provided significant insights regarding the current perceptions of intercity bus services in North Dakota, but also to some degree about transit in general. The following section presents an overview of the input received, categorized by topic area.

Table 4-1: Regional Meeting Schedule

Date	Location	City	Region
October 9	Barnes County Senior Center	Valley City	6
October 17	Cities Area Transit	Grand Forks	4
October 27	Senior Meals & Services	Devils Lake	3
October 28	City Hall	Dickinson	8
October 28	Veterans Memorial Public Library	Bismarck	7
October 29	Fargo Public Library - Main Library	Fargo	5
November 3	Minot Public Library	Minot	2
November 3	Senior Center	Williston	1

Needs are Addressed by Intercity Bus Services

Intercity bus services in North Dakota play a critical role in addressing a range of mobility needs, particularly for residents who do not have access to a personal vehicle, are unable to drive, or prefer more affordable travel options. Across regional workshops and statewide feedback, intercity bus services are most commonly associated with providing access to long-distance destinations that would otherwise be difficult or costly to reach, including larger urban centers such as Bismarck, Fargo, Grand Forks, and out-of-state destinations connected through the national intercity bus network.

A primary need addressed by intercity bus service is access to medical care. Many residents across rural regions rely on intercity travel for specialty healthcare services, dialysis, hospital visits, and other medical appointments that are not available locally. In several regions, stakeholders noted that medical travel represents the most frequent or most critical use of long-distance transportation, particularly for individuals without access to reliable private transportation or those requiring assistance when traveling long distances.

Intercity bus services also support personal and social travel needs, including visiting friends and family, accessing shopping and essential services, and maintaining connections between rural communities and regional hubs. These trips are particularly important for residents in smaller communities where local services are limited and where travel to larger population centers is necessary to access a broader range of goods, services, and opportunities.

In addition to personal travel needs, intercity bus services provide important connections for employment and education-related trips, although these uses are less frequently reported than medical or social travel. Intercity connections also support access to transportation hubs such as airports and rail stations, enabling broader regional and national mobility for residents who may not otherwise have feasible alternatives.

Overall, intercity bus service functions as a foundational mobility option for long-distance travel in North Dakota, particularly for populations who are cost-sensitive, transportation-disadvantaged, or geographically isolated. While demand varies across regions, the service consistently addresses essential travel needs that are not fully met by local or private transportation options.

Service Connectivity and Reliability

Intercity bus service connectivity and reliability in North Dakota vary significantly by region, with service availability largely concentrated along major interstate corridors while substantial gaps remain in rural and western portions of the state. Stakeholder input consistently emphasized that while existing intercity services—particularly those provided by Jefferson Lines and Amtrak—offer important connections between major population centers, many communities remain underserved or entirely unserved.

A primary connectivity issue identified across multiple regions is the lack of direct intercity bus service in several rural and western communities, including Williston and Devils Lake, as well as limited east-west connectivity along portions of US 2 and north-south gaps in the western part of the state. These gaps reduce access to the statewide and national intercity network and often require travelers to rely on long-distance travel to reach the nearest intercity bus stop or rail station.

Feeder service connections between local transit systems and intercity bus routes were repeatedly identified as a key factor influencing service reliability and usability. The successful implementation of the Minot–Bismarck feeder route was frequently cited as an example of effective coordination, demonstrating how scheduled feeder services can improve access to the intercity bus network when aligned with Jefferson Lines schedules. Stakeholders noted that similar feeder service models may be applicable in other regions, particularly where daily service may not be feasible due to demand or resource constraints.

In addition to geographic coverage gaps, participants highlighted issues related to first- and last-mile connectivity that affect the reliability of intercity travel. In several urban areas, difficulties in reaching intercity bus stops using local transit services, as well as limited integration between local transit schedules and intercity departure times, were identified as barriers to seamless travel. The location and accessibility of some intercity bus stops, including those situated in industrial or non-centralized areas, were also noted as limiting factors for rider convenience and perceived safety.

Schedule reliability and service frequency were additional concerns, particularly in rural areas where intercity connections may be limited to certain days of the week or require advance planning. Limited service frequency reduces flexibility for travelers and may suppress demand for intercity travel, especially for time-sensitive trips such as medical appointments or work-related travel.

Overall, stakeholders emphasized that while the existing intercity bus network provides essential statewide and interstate connectivity, its effectiveness is strongly dependent on the availability of feeder services, the alignment of schedules between providers, and the accessibility of intermodal transfer points. Improving coordination and addressing geographic service gaps were identified as key strategies for enhancing intercity bus service connectivity and reliability across North Dakota.

Cost of Service

In several meetings a participant presented the perception that the cost of intercity bus service is too high, and that ticket prices fluctuate excessively. One possibility suggested is a subsidy to lower ticket prices (perhaps a user-side subsidy). An aspect of this concern about the cost of service is that ticket prices are not predictable. This may be a result of the type of variable pricing model now used by the intercity bus industry, which varies prices according to demand with lower prices for trips well in the future, and higher ones for a trip in the immediate future, and trips with more transfers and longer travel times priced lower. At any rate, the perception is that intercity bus travel is too expensive and that fares are not predictable.

Lack of Community Awareness

A recurring theme across stakeholder workshops and statewide survey results is the limited public awareness of intercity bus services and how to access them. While intercity bus services are available along major corridors and through select feeder connections, many residents indicated that they are not fully aware of available routes, schedules, or how intercity services connect to their communities.

Stakeholders noted that awareness of intercity bus services is often uneven and highly dependent on geographic location, with residents in more urbanized regions demonstrating greater familiarity compared to those in rural areas. In several regions, participants indicated that intercity bus services are not commonly discussed or promoted at the local level, contributing to low visibility among potential users.

Survey results further indicate that many residents rely on general-purpose information tools, such as mapping applications or general transportation websites, rather than transit-specific resources when seeking transportation information. A notable proportion of residents also reported that they do not actively seek information about transportation services at all, suggesting that awareness barriers may begin before trip planning even occurs. Younger residents tend to rely more on digital tools and applications, while older populations more frequently use traditional media sources or direct contact with transportation providers.

Stakeholders also identified a need for improved marketing, outreach, and mobility information services to increase awareness of intercity bus options. Examples such as regional transportation directories and targeted outreach efforts were cited as effective tools for improving understanding of available services. In rural areas, limited marketing resources and reliance on informal communication channels were noted as contributing factors to low awareness.

Overall, findings suggest that lack of awareness is a significant barrier to intercity bus usage in North Dakota, even in areas where service is available. Improving visibility, simplifying access to information, and enhancing coordinated outreach efforts may help increase utilization of existing intercity bus services.

Interviews with Intercity Bus and Transit Providers

Interviews with intercity and regional transit providers highlighted the importance of coordinated feeder service connections in maintaining and expanding access to the statewide intercity bus network. Providers emphasized that rural intercity service development in North Dakota has often occurred incrementally, beginning with limited schedules and expanding as ridership demand increased.

Souris Basin Transit's Minot–Bismarck feeder service was identified as a successful example of coordinated intercity bus service development. The service initially began with limited operations, consisting of one trip per day on three days per week, designed to connect riders with Jefferson Lines services in Bismarck. As demand increased and Jefferson Lines adjusted its schedules, the feeder service expanded to twice-daily service and eventually to daily operations seven days per week. Providers noted that schedule coordination with Jefferson Lines was a critical factor in the success of the service.

The Minot–Bismarck route serves both intercity travelers connecting to the national bus network and riders making regional trips within North Dakota. Providers indicated that a substantial share of ridership consists of passengers transferring to Jefferson Lines for longer-distance travel, while other riders use the route for medical appointments and regional travel between Minot and Bismarck.

Transit providers also discussed the operational advantages of integrating intercity feeder services into existing rural demand-response systems. Because many rural systems already operate flexible or door-to-door services, providers are often able to accommodate passenger drop-offs at hotels, medical facilities, or transit centers, particularly in areas where traditional station infrastructure or taxi services may be limited.

Marketing and public awareness efforts were also identified as important contributors to ridership growth. Providers emphasized the role of digital advertising, social media outreach, and integration with the Jefferson Lines ticketing platform in increasing visibility and improving passenger access to intercity travel options. Overall, providers emphasized that coordinated feeder services represent a practical and scalable strategy for expanding intercity mobility in rural areas of North Dakota, particularly in corridors where traditional fixed-route intercity service may not be financially sustainable.

Coordination with Regional Transit Providers

Intercity and regional transit providers emphasized that future expansion of intercity bus access in North Dakota will likely depend on stronger coordination between existing rural transit systems rather than the creation of entirely new standalone services. Providers noted that many smaller rural transit operators already transport riders to regional hubs on limited schedules, creating opportunities for better integration with feeder routes and intercity bus services.

Stakeholders discussed the potential for communities such as Kenmare, Crosby, Stanley, Ray, Tioga, and Williston to connect more effectively into the existing Minot–Bismarck feeder corridor through coordinated scheduling and transfer arrangements. Providers emphasized that many of these services already exist in some form, but riders may not be aware that same-day connections to regional or national intercity bus services are possible.

Transit providers also stressed the importance of incremental implementation strategies when developing new feeder connections. Rather than immediately introducing high-frequency service, providers described beginning with limited-day operations to evaluate demand and operational feasibility before expanding service levels. This phased approach was viewed as particularly important in rural areas where staffing, funding, and ridership demand may initially be limited.

Transit Provider's Perceptions

Transit providers across North Dakota generally viewed intercity bus service as an essential component of the statewide transportation network, particularly for rural residents who may lack access to personal vehicles or alternative long-distance transportation options. Providers emphasized that intercity services are especially important for medical travel, regional connectivity, and access to larger service centers.

Providers consistently identified driver shortages and workforce limitations as the most significant barriers to service expansion. Many agencies indicated that while demand for additional regional and intercity connections exists, staffing constraints and limited operational capacity make expansion difficult, particularly in rural areas where providers rely heavily on part-time drivers.

Feeder services connecting rural communities to the existing intercity bus network were widely viewed as one of the most practical strategies for improving mobility. Providers frequently referenced the

Minot–Bismarck feeder route as a successful example of incremental service development and coordinated scheduling with Jefferson Lines. Several providers suggested that similar approaches could improve connectivity in underserved areas, particularly along the US 2 and Highway 85 corridors.

Providers also emphasized the importance of improving communication, passenger information, and public awareness regarding intercity transportation options. Many participants noted that existing services are often underutilized because riders are unaware of available connections or uncertain about how to navigate transfers between local and intercity systems.

Overall, transit providers emphasized that improved coordination among regional transit systems, targeted investments in feeder connections, and that expanded outreach efforts may offer the greatest opportunities for strengthening intercity bus mobility throughout North Dakota.

Intercity Bus Provider Perceptions

Representatives of Jefferson Lines, the state's intercity bus operator, also expressed support for the feeder service model exemplified by Souris Basin Transportation and Standing Rock Transit as the way to provide increased access for persons making intercity trips. Both carriers are incorporated into Jefferson's ticketing and information systems, facilitating access for persons coming into the communities from outside the region, as well as local residents. Operationally, the connections are perceived by Jefferson as working well in Bismarck. There are also concerns in other locations about connectivity. In Fargo, for instance, Jefferson no longer has access to the MATBUS Ground Transportation Center, and MATBUS local transit covering the industrial park where the Jefferson facility is located was recently cancelled, so there is no connectivity between the transit system and the intercity bus service.

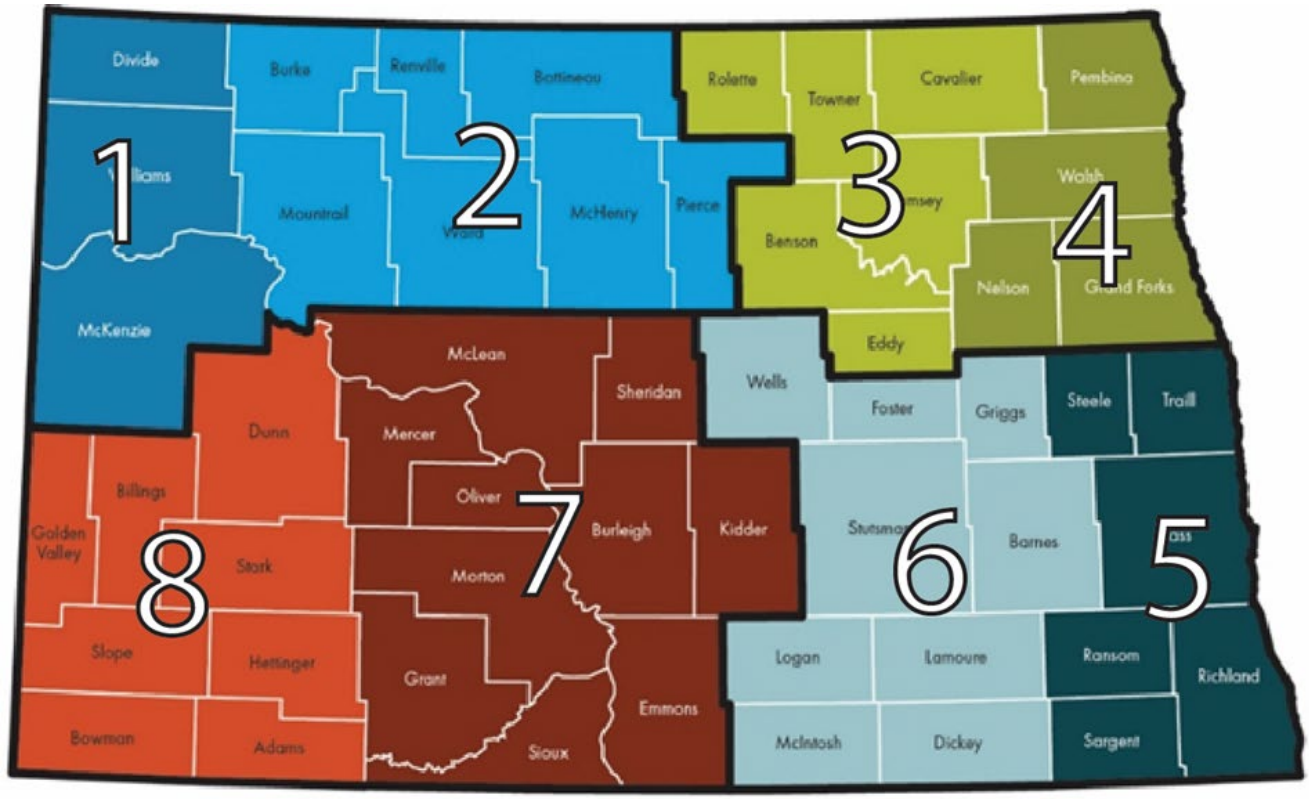
The ability to expand intercity bus services operated by Jefferson itself are limited because the federal funding available requires local match, and North Dakota's transit program does not provide any state funding for intercity bus service—meaning that the match must be provided by Jefferson Lines itself, creating a loss situation on these services. Current match requirements are acceptable, but service expansion requiring match is not possible.

North Dakota Statewide Survey of Residents – Intercity Perceptions

NDDOT Commissioned the KFH Group and WBA Research to conduct a statewide representative survey in order to better understand residents' usage and perception of public transportation services in North Dakota. The survey results are intended to inform the development of strategies and recommendations for the North Dakota Statewide Coordinated Public Transit-Human Services Transportation Plan and Intercity Bus Plan. Specifically, the survey provides insight into public awareness, travel behavior, perceived barriers to transportation access, and potential demand for both local public transportation

and intercity bus services. Data collection occurred from December 1-22, 2025, and resulted in a total of 4,289 completed surveys. The surveys were conducted and compiled on a regional basis, allowing comparisons between regions across the state. **Figure 4-1** is a map of the regions.

Figure 4-1: Survey Regions



The following sections summarize the results of this survey with regard to intercity bus services.

Familiarity with Specific Intercity Transit Services

Familiarity with intercity bus services varied greatly across regions. When looking at Jefferson Lines, residents in Region 5 were significantly more likely to be familiar with Jefferson Lines services (35% familiar) than residents from any other region. Regions 4, 6, and 8 also had significantly greater familiarity with Jefferson Lines than Regions 1, 2, and 3. There is far less familiarity overall when it comes to FlixBus—Regions 2 and 4 had the greatest familiarity with FlixBus services, both at 4%. These findings are shown below in **Table 4-2**. Flixbus does not provide intercity service in North Dakota, but residents may use the Flixbus/Greyhound ticketing system to obtain information or purchase tickets that include Jefferson Lines services in North Dakota.

Table 4-2: Familiarity with Intercity Transit Services (Regions)

Net: Familiar	Total (n=4289)	Region 1 (B) (n=310)	Region 2 (C) (n=484)	Region 3 (D) (n=516)	Region 4 (E) (n=595)	Region 5 (F) (n=531)	Region 6 (G) (n=618)	Region 7 (H) (n=710)	Region 8 (I) (n=524)
Amtrak	59%	80%^{EFGHI}	76%^{EFGHI}	73%^{EFGHI}	61%^{GHI}	60%^{GHI}	42%	48%^{I}	38%
Jefferson Lines	19%	9%	8%	9%	19%^{BCDH}	35%^{BCDEGHI}	17%^{BCDH}	12%	15%^{BCD}
FlixBus	2%	1%	4%^{BDGHI}	<1%	4%^{BDGHI}	3%^{D}	1%	1%	1%

Q1. How familiar are you with the following transportation services in North Dakota?
Base: Those answering

Use of Specific Intercity Transit Services

Among all residents, 6% report using Amtrak in the last 6 months, 2% report using Jefferson Lines, and less than 1% have used Flixbus. Residents in Regions 1 and 2 report the greatest usage of Amtrak (10% and 11%, respectively), while residents in Regions 6 and 8 report significantly less Amtrak usage than all other regions. Usage of Jefferson Lines is fairly consistent across regions apart from Region 5, which sees significantly more usage than all other regions at 5%. Jefferson Lines' least usage was reported in Region 3 (<1%). **Table 4-3** shows the result below.

Table 4-3: Usage of Intercity Transit Services (Regions)

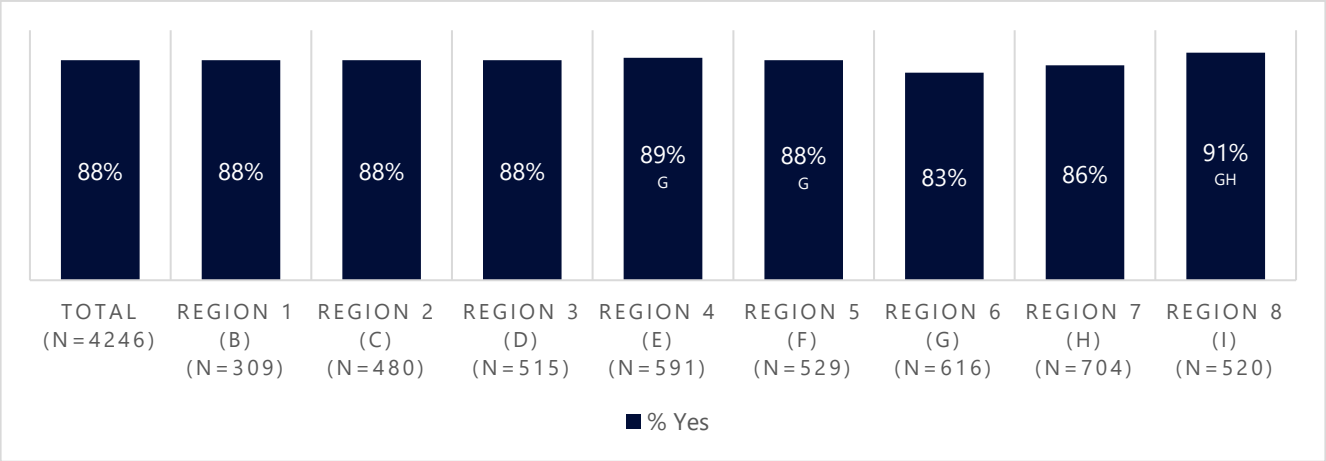
Net: Use transportation in past 6 months	Total (n=4289)	Region 1 (B) (n=310)	Region 2 (C) (n=484)	Region 3 (D) (n=516)	Region 4 (E) (n=595)	Region 5 (F) (n=531)	Region 6 (G) (n=618)	Region 7 (H) (n=710)	Region 8 (I) (n=524)
Amtrak	6%	10%^{EGHI}	11%^{DEFGHI}	6%^{GI}	5%^{GI}	7%^{GI}	2%	5%^{GI}	2%
Net: Intercity Bus	**3%**	**1%**	**1%**	**<1%**	**2%^{D}**	**6%^{BCDEGHI}**	**2%^{BD}**	**2%^{D}**	**1%**
Jefferson Lines	2%	1%	1%	<1%	1%	5%^{BCDEGHI}	2%^{BD}	2%^{D}	1%
FlixBus	<1%	-	1%	-	1%	1%	-	0%	-

Q2. How frequently do you use the following transportation services in North Dakota?
Base: Total sample

Long-Distance Trips

Most residents (88%) report a member of their household taking a long-distance trip of over 100 miles in the last year. The proportion of those reporting a long-distance trip is consistent across regions, with each region falling between 83% and 91%, as seen in **Figure 4-2**.

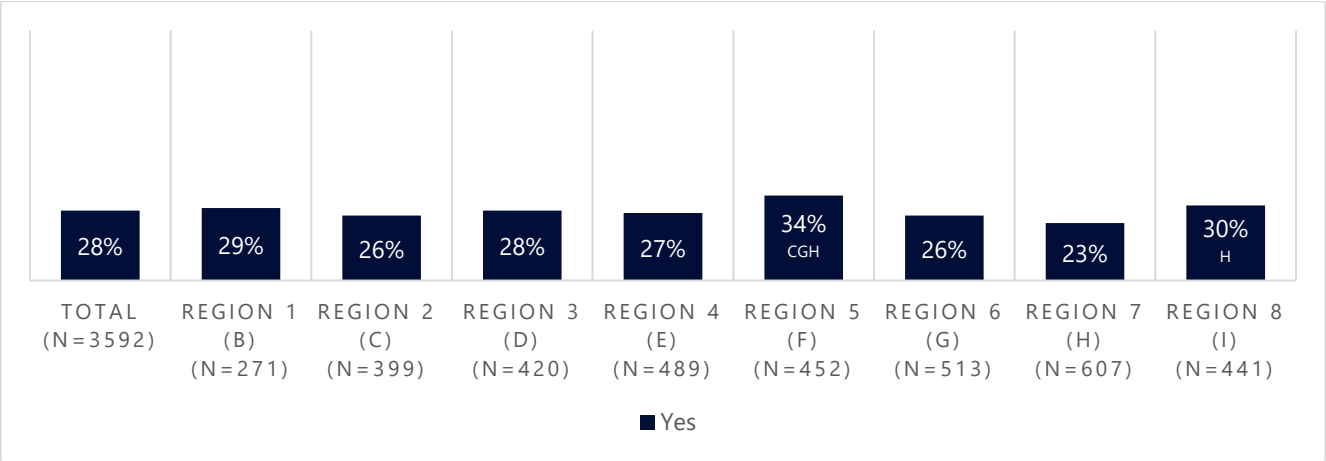
Figure 4-2: Long-Distance Trips by Household Member (Regions)



Q3. Have you or anyone in your household taken a long-distance trip (more than 100 miles each way) in the last year?
Base: Those answering

Although many North Dakota residents do not report using intercity buses for long-distance trips themselves, nearly three in 10 (28%) have a friend, neighbor, or acquaintance that has used a bus for a long-distance trip in the last year, as seen in **Figure 4-3**.

Figure 4-3: Long-Distance Bus Trip by Friend, Neighbor, or Acquaintance (Regions)



Q4. Has a friend, neighbor, or other acquaintance who you personally know outside of your household taken a long-distance trip (more than 100 miles each way) by bus in the last year?
Base: Those answering

Destinations

The primary destination for long-distance trips by North Dakota residents is another city in North Dakota (49%), with Bismarck and Fargo being the most common in-state destinations. Another frequent long-distance destination for North Dakota residents is Minnesota, with 23% of all North Dakota residents mentioning Minnesota as the destination of their most recent long-distance trip. Residents of Regions 4 and 5 were significantly more likely than those living in any other regions to report traveling to Minnesota (34% and 36% respectively). These findings can be seen in **Table 4-4**.

Table 4-4: Destination of Most Recent Long-Distance Trip (Regions)

Q3A. What was the destination of your most recent long-distance trip?	Total (n=3776)	Region 1 (B) (n=276)	Region 2 (C) (n=424)	Region 3 (D) (n=455)	Region 4 (E) (n=527)	Region 5 (F) (n=471)	Region 6 (G) (n=533)	Region 7 (H) (n=618)	Region 8 (I) (n=472)
Net: A City in North Dakota	**49%**	**60%^{EF}**	**57%^{EF}**	**76%^{BCEFGHI}**	**39%**	**35%**	**65%^{EFH}**	**52%^{EF}**	**65%^{CEFH}**
Bismarck, ND	17%	33%^{DEFGH}	27%^{DEFH}	15%^{EH}	9%^{H}	14%^{EH}	21%^{EFH}	5%	41%^{BCDEFGH}
Fargo, ND	12%	4%	12%BF	26%^{BCEFI}	15%^{BF}	2%	28%^{BCEFHI}	19%^{BCFI}	13%^{BF}
Minot, ND	4%	13%^{CEFGHI}	2%	8%^{CEFGHI}	4%	3%	3%	4%^{CI}	2%
Grand Forks, ND	4%	2%	6%^{BEFHI}	20%^{BCEFGHI}	3%	2%	4%	3%	2%
Net: A City in Minnesota	**23%**	**9%**	**15%^{BI}**	**10%**	**34%^{BCDGHI}**	**36%^{BCDGHI}**	**15%^{BI}**	**18%^{BDI}**	**7%**
Minneapolis/St. Paul, MN	19%	8%	12%^{DI}	7%	28%^{BCDGHI}	31%^{BCDGHI}	11%I	13%^{BDI}	6%
Net: A City in North Dakota	**5%**	**4%**	**3%**	**3%**	**3%**	**4%**	**5%**	**8%^{BCDE}**	**12%^{BCDEFGH}**
Net: A city In Montana	**4%**	**8%^{DEFGI}**	**5%**	**2%**	**4%**	**3%**	**2%**	**6%^{DFG}**	**4%**

Base: Those answering with a long-distance trip last year
Top Mentions

Trip Modes and Purposes

Nearly all residents (88%) report driving a car or truck for their most recent long-distance trip, making it by far the most common mode of travel for long-distance trips. Some of the other top mentions include airplane (8%) and Amtrak (2%). Notably, residents in Regions 2 and 4 were significantly more likely to use Amtrak for a long-distance trip compared to all other regions (6% for both), and residents in Regions 5 and 6 were more likely to use an intercity bus service. Residents aged 18-34 were significantly more likely to choose Amtrak as their mode of long-distance travel, as are those with annual household incomes under $50,000 and those with disabilities. Males and people of color were significantly more likely to use an intercity bus service. These findings can be found below in **Table 4-5**.

Table 4-5: Primary Mode of Most Recent Long-Distance Trip (Regions)

Q3B. What was the primary mode of transportation that you or a member of your household used for this most recent long-distance trip?	Total (n=3777)	Region 1 (B) (n=275)	Region 2 (C) (n=425)	Region 3 (D) (n=455)	Region 4 (E) (n=527)	Region 5 (F) (n=471)	Region 6 (G) (n=533)	Region 7 (H) (n=619)	Region 8 (I) (n=472)
Drove a car or truck	88%	87%	86%	92%^{CEF}	84%	86%	93%^{BCEF}	91%^{E}	95%^{BCEFH}
Airplane	8%	10%^{DGI}	6%	4%	8%^{I}	10%^{DGI}	5%	8%^{DGI}	4%
Amtrak	2%	3%^{HI}	6%^{BDFGHI}	3%^{GHI}	6%^{BFGHI}	1%	1%	<1%	<1%
Net: Intercity Bus	1%	-	<1%	-	1%	2%^{BCDHI}	1%^{BDH}	<1%	<1%
Jefferson Lines	1%	-	-	-	1%	2%^{BCDGHI}	<1%	-	<1%
Flixbus	<1%	-	<1%	-	<1%	-	1%^{BDFHI}	-	-
Other bus (not specific)	<1%	-	<1%	-	<1%	1%	<1%	<1%	-

Base: Those answering with a long-distance trip last year

The most common uses of intercity buses by North Dakota residents are to visit friends or relatives (57%), for medical or healthcare (31%), for shopping or other errands (28%), or to go to grocery stores or markets (28%). Residents aged 18-34 and 35-54 were both significantly more likely than those aged 55+ to use intercity buses to go to grocery stores/markets or to commute to work, whereas it appears younger residents use intercity buses for more diverse purposes. Interestingly there is no significant difference among age groups in the use of intercity buses for medical or healthcare purposes, as seen below in **Table 4-6**.

Table 4-6: Intercity Bus Trip Purpose (Demographics)

		Age			Income			Race/Ethnicity	
Q5. For which of the following purposes do you use intercity buses or Amtrak in North Dakota?	**Total (n=264)**	**18-34 (B) (n=48)***	**35-54 (C) (n=88)**	**55+ (D) (n=122)**	**<$50K (E) (n=94)**	**$50K-<$100K (F) (n=62)**	**$100K+ (G) (n=54)**	**White or Caucasian (H) (n=201)**	**Person of Color (I) (n=48)***
To visit friends or relatives	57%	60%	56%	57%	53%	50%	73%[F]	58%	58%
For medical or health care	31%	26%	34%	33%	39%	21%	21%	29%	33%
For shopping or other errands	28%	28%	35%	23%	36%	28%	25%	23%	39%
To go to grocery stores or markets	28%	40%[D]	29%[D]	13%	34%	35%	19%	19%	48%[H]
To commute to work	23%	34%[D]	24%[D]	9%	22%	19%	21%	19%	34%
To get to school or college	20%	27%[D]	20%	9%	15%	26%	28%	21%	16%
Vacation	5%	2%	5%	8%	4%	8%	4%	5%	5%
Amtrak/Train Station	2%	2%	2%	1%	3%	-	2%	2%	-
Entertainment event (e.g., concert)	1%	-	2%	2%	3%	-	1%	2%	-
Airport	1%	-	2%	1%	2%	-	1%	2%	-
Leisure/Pleasure (general)	1%	-	-	2%	1%	-	-	1%	-
Some other purpose	<1%	-	-	2%	1%	1%	-	1%	-

Base: Those answering who have used intercity buses
**Caution: Small Base*
Multiple Responses Accepted

When asking residents why they choose intercity bus over other modes of travel, the most common answers among those who have ridden an intercity bus are related to ease/convenience (33%), cost (31%), or necessity (19%). The single most common reason given was that intercity buses are low cost/cheap/affordable. Residents aged 18-34 and 35-54 were significantly more likely than those aged 55+ to point to cost as a reason for choosing intercity buses (37% versus 19%). Similarly, people of color were significantly more likely to cite cost as their reason (52%). Interestingly, residents with household incomes under $50,000, though they were slightly more likely to use intercity buses for long-distance travel, were not more likely to cite cost as a reason. These results can be found below in **Table 4-7**.

Table 4-7: Reasons for Choosing Intercity Buses Over Other Modes (Demographics)

		Age			Income			Race/Ethnicity	
Q6. When you take trips using intercity buses, what is your reason for choosing intercity buses over other modes of travel?	**Total (n=227)**	**18-34 (B) (n=40)***	**35-54 (C) (n=74)**	**55+ (D) (n=109)**	**<$50K (E) (n=81)**	**$50K-<$100K (F) (n=53)**	**$100K+ (G) (n=48)***	**White or Caucasian (H) (n=174)**	**Person of Color (I) (n=42)***
Net: Ease/Convenience	**33%**	**33%**	**26%**	**40%**	**36%**	**28%**	**44%**	**39%[I]**	**17%**
Don't have to worry about parking	8%	14%	2%	7%	11%	8%	7%	11%[I]	2%
Don't have to drive/not having to drive/don't feel like driving	8%	12%	5%	6%	7%	4%	15%	10%[I]	
Easy/convenient (unspecified)	7%	6%	5%	9%	7%	5%	9%	8%	4%
Net: Cost	**31%**	**37%[D]**	**37%[D]**	**19%**	**34%**	**43%**	**30%**	**23%**	**52%[H]**
Low cost/cheaper/affordable	20%	25%	24%	12%	22%	37%	8%	13%	38%[H]
Cheaper than driving/buying gas	5%	7%	7%[D]	1%	9%	2%	4%	5%	6%
Cost (unspecified)	4%	5%	6%	2%	1%	3%	15%[E]	3%	8%
Net: Out of Necessity	**19%**	**15%**	**27%**	**17%**	**13%**	**21%**	**21%**	**24%**	**9%**
When my car is unavailable/in the shop/getting repaired	7%	6%	8%	7%	3%	15%	7%	6%	7%
I don't own a personal vehicle	5%	2%	10%	3%	5%	1%	8%	7%	1%
Don't have another means of transportation	5%	7%	4%	3%	3%		3%	7%[I]	
If weather/road conditions are bad	**3%**	3%	2%	4%	3%	2%	1%	4%	
Safety (not specific)	**3%**	4%	5%	1%	4%			1%	10%[H]

Base: Those answering who have used intercity buses
**Caution: Small Base*
Multiple Responses Accepted; Top Mentions

Residents who did not make their long-distance trip using a bus were asked if they had ever considered using intercity bus for this trip. Most (89%) state they had never considered using an intercity bus for their long-distance trip. Results were consistent across regions, as seen in **Table 4-8**.

Table 4-8: Consideration for Using Intercity Buses (Regions)

Q3C. Did you consider using a bus at any point to make this long-distance trip?	Total (n=3745)	Region 1 (B) (n=275)	Region 2 (C) (n=423)	Region 3 (D) (n=455)	Region 4 (E) (n=518)	Region 5 (F) (n=463)	Region 6 (G) (n=527)	Region 7 (H) (n=615)	Region 8 (I) (n=469)
No, I never considered using a bus to make this trip	89%	87%	89%	91%^{E}	86%	87%	89%	92%^{BEF}	92%^{BEF}
Yes, but a bus would have taken too much time	3%	3%	3%	2%	6%^{BD}	4%	3%	3%	2%
Yes, but my destination was not serviced	3%	3%	2%	3%	3%^{H}	5%^{CGHI}	2%	1%	2%
Yes, but my destination was too far away	3%	4%^{DEGH}	4%^{DEGH}	<1%	1%	3%^{DEG}	1%	2%^{D}	4%^{DEGH}
Yes, but a bus would not have been comfortable	2%	2%	1%	<1%	3%^{D}	2%^{D}	2%	1%	1%
Yes, but a bus would not have been safe from crime/harassment	1%	1%	<1%	<1%	1%^{CD}	2%^{C}	1%	1%	1%
Yes, but a bus would not have had enough storage for my belongings	1%	1%	1%	1%	<1%	1%	1%	1%	1%

Base: Those answering who did not use a bus for their long-distance trip
Multiple Responses Accepted

When residents were asked why they don't use intercity buses in North Dakota, the most common response was related to having no need for the service (57%). Other barriers residents cite for not using intercity buses include their ease/convenience compared to other options (19%) and access/availability issues (15%). Access/availability is a significantly more common reason for residents in Regions 1 and 3 (36% and 31%, respectively). When looking at just those who have taken a long-distance trip in the last year, there are no significant differences in the reasons given for not choosing intercity bus. These findings can be found in **Table 4-9**.

Table 4-9: Reasons for Not Using Intercity Buses (Regions)

Q7. Why don't you currently use intercity buses in North Dakota and the surrounding area?	Total (n=1569)	Region 1 (B) (n=55)	Region 2 (C) (n=326)	Region 3 (D) (n=88)	Region 4 (E) (n=197)	Region 5 (F) (n=261)	Region 6 (G) (n=239)	Region 7 (H) (n=262)	Region 8 (I) (n=141)
Net: No Need	57%	44%	65%^{BDEF}	48%	47%	52%	58%	65%^{BDEF}	55%
I have a car/I drive myself	32%	14%	36%^{BD}	21%	28%^{B}	29%^{B}	34%^{BD}	41%^{BDEFI}	29%^{B}
I have my own form of transportation (unspecified)	14%	24%^{D}	18%^{DH}	8%	12%	14%	12%	11%	13%
No need (unspecified)	6%	6%	6%	10%	2%	5%	8%^{E}	9%^{E}	5%
Net: Ease/Convenience	19%	12%	13%	11%	24%^{BCD}	24%^{BCD}	19%	17%	16%
It's easier/more convenient to drive (unspecified)	6%	5%	5%	6%	7%	7%	6%	4%	8%
It wouldn't work with my schedule/need to travel on my own schedule	5%	6%	4%	2%	8%^{D}	5%	8%^{D}	6%	6%
It would take extra time/it's faster to drive	4%	-	3%^{B}	2%	5%B	6%^{BCGI}	2%	4%^{B}	1%
Net: Access/Availability	15%	36%^{CEFGH}	14%	31%^{CEFH}	14%	15%	18%^{H}	10%	21%^{H}
It's not available in my area/I don't have access to intercity buses	6%	30%^{CEFGHI}	6%	18%^{CFH}	7%	5%	7%	2%	10%^{H}
It's too rural/I live in a rural area/in the country/outside of town/city	5%	4%	5%	7%	6%	4%	8%	5%	6%

Base: Those answering who have heard of but never used intercity buses in their North Dakota region
Multiple Responses Accepted; Top Mentions

Residents who have used intercity buses but not in the last six months were asked the reason for their lapse in usage. The most common responses given were that is faster to drive (48%), service quality (19%), and moving residence (14%). Those with an income over $100K were significantly more likely than the other income groups to cite an ability to work from home as a reason for their lapse in usage (19%). See below in **Table 4-10**.

Table 4-10: Reasons for Lapse in Intercity Bus Usage (Demographics)

		Age			Income			Race / Ethnicity	
Q8. Why do you no longer use intercity buses?	**Total (n=219)**	**18-34 (B) (n=28)***	**35-54 (C) (n=76)**	**55+ (D) (n=109)**	**<$50K (E) (n=75)**	**$50K-<$100K (F) (n=54)**	**$100K+ (G) (n=47)***	**White or Caucasian (H) (n=175)**	**Person of Color (I) (n=35)***
Faster to drive	48%	48%	47%	49%	32%	53%	63%[E]	56%[I]	27%
Service quality (waiting times, travel times, delays)	19%	27%	19%	14%	20%	14%	16%	22%	14%
Moved residence / Changed where you live	14%	26%	12%	6%	21%	11%	10%	10%	20%
Need space in car for shopping/other cargo	12%	17%	12%	8%	15%	5%	16%	14%	7%
Able to work from home	8%	6%	14%[D]	4%	4%	5%	19%[EF]	8%	7%
Concerns about crime or harassment	8%	12%	8%	4%	3%	17%[E]	11%	6%	12%
Cost	8%	5%	10%	7%	13%	4%	1%	6%	7%
Became unemployed, furloughed, or retired	7%	6%	-	14%[C]	12%	6%	4%	3%	18%
Started new job / Changed work location	6%	8%	13%[D]	-	12%	6%	2%	8%	2%
Cleanliness concerns	6%	9%	5%	4%	5%	3%	11%	6%	5%

Base: Those answering who have used intercity buses in North Dakota but not in the last 6 months
**Caution: Small Base*
Multiple Responses Accepted; Top Mentions

Importance of Intercity Bus

The vast majority of residents (86%) feel that it is either important or very important for intercity bus service to be available for those who need it. This shows that, **even when respondents may not use the services themselves, they recognize the importance of these services for others**. Region 5 had the greatest proportion at 92%, significantly higher than all other regions. These results can be seen below in **Tables 4-11** and **4-12**.

Table 4-11: Importance of Intercity Bus Service for Those Who Need It (Regions)

Q9. How important is it for intercity bus service to be available for those who need it so they can access larger cities and transportation services such as airports and train stations?	Total (n=4289)	Region 1 (B) (n=310)	Region 2 (C) (n=485)	Region 3 (D) (n=516)	Region 4 (E) (n=595)	Region 5 (F) (n=531)	Region 6 (G) (n=618)	Region 7 (H) (n=710)	Region 8 (I) (n=524)
Net: Important	86%	76%	88%[B]	82%	85%[B]	92%[BDEGHI]	83%[B]	84%[B]	83%[B]
Very Important	50%	36%	51%[B]	48%[B]	52%[BI]	53%[BI]	48%[B]	52%[BI]	44%[B]
Important	36%	40%[H]	37%	35%	33%	38%	35%	32%	38%
Net: Not important	6%	9%[F]	6%	8%[F]	7%	4%	6%	7%[F]	7%[F]
Not very important	3%	3%	4%	4%[F]	3%	1%	3%	3%	4%[F]
Not at all important	3%	6%[CF]	2%	3%	3%	2%	3%	4%[C]	3%
Neither important nor unimportant	8%	15%[CEFH]	7%	10%[F]	9%[F]	5%	11%[CF]	9%[F]	10%[F]

Base: Those answering

Table 4-12: Importance of Intercity Bus Service for Those Who Need It (Rider Type)

Q9. How important is it for intercity bus service to be available for those who need it so they can access larger cities and transportation services such as airports and train stations?	Total (n=4289)	Rider (B) (n=151)	Lapsed/ Infrequent Rider (C) (n=1684)	Non-Rider (D) (n=2454)	Affected by Public Transportation(E) (n=1794)	Not Affected by Public Transportation (F) (n=2495)
Net: Important	86%	91%	88%[D]	84%	93%[F]	81%
Very Important	50%	63%[D]	54%[D]	47%	63%[F]	42%
Important	36%	28%	34%	37%	31%	39%[E]
Net: Not important	6%	4%	5%	7%	2%	8%[E]
Not very important	3%	3%	2%	3%	1%	4%[E]
Not at all important	3%	1%	3%	4%	1%	5%[E]
Neither important nor unimportant	8%	5%	7%	9%	4%	11%[E]

Base: Those answering

The majority of residents (67%) feel that it is either **important or very important for there to be additional or improved intercity bus service in their area**. Again, residents of Region 5 were the most likely to say improved intercity bus service is important (70%). When looking at residents by rider type, both Riders and Lapsed/Infrequent Riders (81% and 69%, respectively) were significantly more likely than Non-Riders (63%) to say it is important or very important for there to be additional intercity bus service. The results can be seen in **Tables 4-13** and **4-14**.

Table 4-13: Importance of Additional or Improved Intercity Bus Service (Regions)

Q9A. How important is it for there to be additional or improved intercity bus service in your area?	Total (n=4287)	Region 1 (B) (n=310)	Region 2 (C) (n=484)	Region 3 (D) (n=516)	Region 4 (E) (n=594)	Region 5 (F) (n=531)	Region 6 (G) (n=618)	Region 7 (H) (n=710)	Region 8 (I) (n=524)
Net: Important	67%	60%	67%[G]	62%	67%[G]	70%[BGI]	60%	68%[BG]	62%
Very Important	31%	26%	32%[G]	30%[G]	33%[G]	30%[G]	22%	34%[BGI]	28%
Important	36%	34%	36%	33%	34%	40%	38%	33%	34%
Net: Not important	12%	19%[CFH]	11%	15%[FH]	13%	9%	14%[FH]	10%	15%[FH]
Not very important	6%	9%[F]	7%	6%	7%	4%	10%[FH]	5%	8%[F]
Not at all important	5%	10%[CFGH]	5%	9%[FGH]	6%	4%	4%	5%	6%
Neither important nor unimportant	22%	21%	21%	22%	19%	22%	26%[E]	22%	23%

Base: Those answering

Table 4-14: Importance of Additional or Improved Intercity Bus Service (Rider Type)

Q9A. How important is it for there to be additional or improved intercity bus service in your area?	Total (n=4287)	Rider (B) (n=151)	Lapsed/ Infrequent Rider (C) (n=1683)	Non-Rider (D) (n=2453)	Affected by Public Transportation(E) (n=1794)	Not Affected by Public Transportation (F) (n=2493)
Net: Important	67%	81%[CD]	69%[D]	63%	80%[F]	57%
Very Important	31%	55%[CD]	35%[D]	25%	42%[F]	22%
Important	36%	26%	34%	38%[B]	38%	34%
Net: Not important	12%	4%	10%	13%[B]	6%	15%[E]
Not very important	6%	2%	6%B	6%[B]	4%	8%[E]
Not at all important	5%	3%	4%	7%[C]	2%	8%[E]
Neither important nor unimportant	22%	14%	20%	24%[B]	14%	28%[E]

Base: Those answering

When residents are asked who they envision using intercity buses, the most common response was **those with lower incomes/limited means** (49%). This was followed closely by residents who view intercity buses as being for everybody (42%) and by those who think intercity buses are for seniors (41%). Notably, riders and those affected by public transportation are significantly more likely than other groups to say intercity buses are for everyone. As with local buses, there is an **opportunity to improve the image of intercity buses by showing that they are for more types of people**. See below in **Tables 4-15** and **4-16**.

Table 4-15: Who Do You Envision Using Intercity Buses (Region)

Q9B. When you think about intercity buses, who do you envision using them?	Total (n=4129)	Region 1 (B) (n=297)	Region 2 (C) (n=473)	Region 3 (D) (n=487)	Region 4 (E) (n=571)	Region 5 (F) (n=519)	Region 6 (G) (n=588)	Region 7 (H) (n=689)	Region 8 (I) (n=505)
Those with lower incomes/limited means	49%	48%	52%	46%	52%	49%	48%	48%	46%
Everyone	42%	43%	38%	41%	41%	43%	40%	42%	40%
Seniors	41%	44%[F]	47%[F]	47%[F]	40%	35%	48%[EFH]	41%	47%[F]
Those with disabilities	38%	40%	45%[DEF]	35%	37%	33%	41%[F]	39%	42%[F]
Students	29%	22%	28%	24%	38%[BCDGHI]	35%[BDGHI]	22%	23%	22%

Base: Those answering

Table 4-16: Who Do You Envision Using Intercity Buses (Rider Type)

Q9B. When you think about intercity buses, who do you envision using them?	Total (n=4129)	Rider (B) (n=147)	Lapsed/ Infrequent Rider (C) (n=1639)	Non-Rider (D) (n=2343)	Affected by Public Transportation(E) (n=1756)	Not Affected by Public Transportation (F) (n=2373)
Those with lower incomes/limited means	49%	28%	50%[B]	50%[B]	42%	55%[E]
Everyone	42%	59%[CD]	42%	40%	49%[F]	36%
Seniors	41%	27%	42%[B]	42%[B]	40%	42%
Those with disabilities	38%	22%	39%[B]	40%[B]	35%	40%[E]
Students	29%	31%	31%	27%	29%	29%

Base: Those answering

Attitudes Towards Intercity Bus Funding

Respondents were asked to rate the adequacy of intercity bus funding in their area on a scale from 1 (very inadequate) to 5 (very adequate). Residents had mixed opinions on this topic, with 19% who think funding is somewhat or very adequate, 20% think funding is somewhat or very inadequate, and 13% answered neither adequate nor inadequate. The plurality of respondents stated that they were unsure of the adequacy of intercity bus funding (48%), as seen below in **Table 4-17**. Because the intercity bus service is provided by a private carrier under its own brand name, it is likely that most residents do not know that there is any public funding involved.

Table 4-17: Adequacy of Intercity Bus Funding (Regions)

Q24. How adequate do you think the funding is for intercity bus service in your area?	Total (n=4289)	Region 1 (B) (n=310)	Region 2 (C) (n=485)	Region 3 (D) (n=516)	Region 4 (E) (n=595)	Region 5 (F) (n=531)	Region 6 (G) (n=618)	Region 7 (H) (n=710)	Region 8 (I) (n=524)
Net: Adequate	19%	14%	21%[BI]	18%	23%[BGI]	19%[I]	16%	19%[I]	12%
Very adequate	6%	7%	7%	7%	8%[I]	5%	6%	6%	4%
Somewhat adequate	13%	7%	13%[BI]	11%	16%[BGI]	14%[BI]	10%	13%[BI]	8%
Net: Inadequate	20%	23%	17%	20%	19%	22%	19%	21%	21%
Somewhat inadequate	12%	9%	9%	10%	13%	12%	12%	14%[BCD]	13%
Very inadequate	8%	14%[CEGHI]	8%	11%[H]	7%	9%	7%	6%	8%
Neither adequate nor inadequate	13%	18%[CGHI]	11%	14%	13%	15%[H]	12%	10%	10%
Not sure	48%	44%	52%[EF]	48%	44%	44%	53%[BEF]	50%	57%[BDEFH]

Just over four in 10 residents (44%) report being either likely or very likely to support additional local funding for intercity buses. This percentage jumps to a majority of 52% in Region 5, which is significantly greater than all other regions. There are a large portion of the residents (35%) that report being neither likely nor unlikely or unsure if they support additional funding. These results can be found in **Table 4-18**.

Table 4-18: Support for Additional Intercity Bus Funding

Q25A. How likely would you be to support additional funding from each of the following sources to expand intercity bus service in the future? (Local Funding)	Total (n=4289)	Region 1 (B) (n=310)	Region 2 (C) (n=485)	Region 3 (D) (n=516)	Region 4 (E) (n=595)	Region 5 (F) (n=531)	Region 6 (G) (n=618)	Region 7 (H) (n=710)	Region 8 (I) (n=524)
Net: Likely	44%	36%	43%[G]	41%[G]	42%[G]	52%[BCDEGHI]	33%	42%[G]	39%
Very likely	19%	14%	17%[G]	17%[G]	20%[GI]	24%[BCDGHI]	11%	19%[GI]	12%
Likely	25%	22%	26%	24%	22%	27%	22%	23%	27%
Net: Unlikely	21%	24%	22%	17%	21%	20%	27%[DEF]	22%	21%
Unlikely	8%	6%	8%	7%	7%	8%	11%[B]	9%	7%
Very unlikely	13%	18%[DF]	13%	10%	13%	11%	16%[D]	13%	13%
Neither/Not sure	35%	40%[F]	35%	42%[F]	37%[F]	29%	40%[F]	36%[F]	41%[F]

Base: Total sample

Support for additional state funding for intercity bus service looks similar to the support levels seen for local funding, with slightly fewer than half of residents (48%) being either likely or very likely to support additional state funding for intercity bus services. Again, Region 5 shows the greatest level of support for additional funding (55%), which is significantly higher than all other regions, as seen in **Table 4-19**.

Table 4-19: Support for Additional State Intercity Bus Funding

Q25B. How likely would you be to support additional funding from each of the following sources to expand intercity bus service in the future? (State Funding)	Total (n=4289)	Region 1 (B) (n=310)	Region 2 (C) (n=485)	Region 3 (D) (n=516)	Region 4 (E) (n=595)	Region 5 (F) (n=531)	Region 6 (G) (n=618)	Region 7 (H) (n=710)	Region 8 (I) (n=524)
Net: Likely	48%	40%	46%	46%	49%[BG]	55%[BCDGHI]	42%	46%	44%
Very likely	22%	18%	22%[GI]	19%	26%[BDGI]	26%[BDGI]	15%	22%[GI]	16%
Likely	26%	23%	24%	27%	23%	28%	27%	24%	28%
Net: Unlikely	19%	21%	20%	15%	17%	18%	20%	20%	18%
Unlikely	8%	6%	8%	7%	5%	8%	8%	8%	7%
Very unlikely	11%	15%[DF]	11%	8%	11%	9%	12%	12%	11%
Neither/Not sure	33%	38%[F]	34%	39%[F]	34%	28%	38%[F]	34%[F]	38%[F]

Base: Total sample

When looking at support for additional federal funding, the pattern is similar to that seen for support of local and state funding. Just under half of residents (46%) report being likely or very likely to support additional federal funding, compared to 20% who say they are unlikely. There remains a large portion of residents who do not have strong opinions on the topic, answering either not sure or neither likely nor unlikely (34%). See below in **Table 4-20**.

Table 4-20: Support for Additional

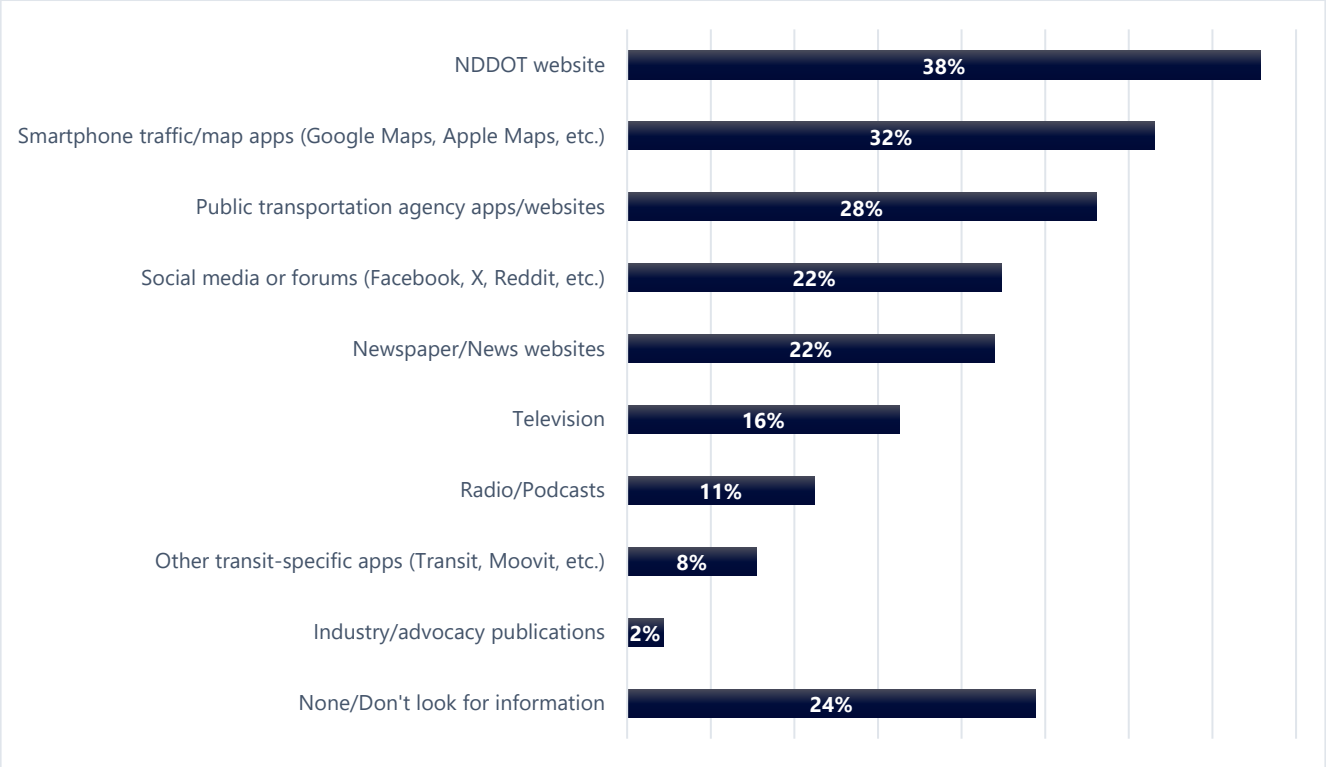
Q25C. How likely would you be to support additional funding from each of the following sources to expand intercity bus service in the future? (Federal Funding)	Total (n=4289)	Region 1 (B) (n=310)	Region 2 (C) (n=485)	Region 3 (D) (n=516)	Region 4 (E) (n=595)	Region 5 (F) (n=531)	Region 6 (G) (n=618)	Region 7 (H) (n=710)	Region 8 (I) (n=524)
Net: Likely	46%	42%	45%	46%[G]	48%[G]	51%[BGHI]	37%	44%[G]	43%
Very likely	23%	19%	22%[G]	23%[GI]	26%[BGI]	29%[BGHI]	14%	21%[G]	16%
Likely	23%	24%	22%	23%	22%	23%	23%	23%	27%
Net: Unlikely	20%	23%[D]	20%	15%	20%	19%	22%[D]	22%[D]	18%
Unlikely	8%	5%	6%	7%	6%	9%	7%	9%	7%
Very unlikely	12%	18%[DFI]	13%[D]	8%	14%[D]	10%	14%[D]	13%[D]	11%
Neither/Not sure	34%	35%	36%	39%[F]	32%	30%	41%[EFH]	34%	39%[EF]

Base: Total sample

Information Sources

Residents most often mentioned the NDDOT website as the place they go to obtain information on transportation issues (38%), followed by smartphone traffic/map apps such as Google or Apple Maps (32%), and apps or websites of specific public transportation agencies (28%). Overall, more than one-third of residents (34%) reported using smartphone apps to look for information on transportation issues. Riders were significantly more likely to mention agency-specific apps/websites and transit-specific apps such as Transit or Moovit, whereas Lapsed/Infrequent Riders were significantly more likely to mention using the NDDOT website for information on transportation issues. Non-Riders, however, were significantly more likely to respond that they do not look for information at all (30%). Those over the age of 55 were more likely to prefer newspaper/news websites and television as their information sources, whereas younger residents more often mentioned the NDDOT website, smartphone traffic & map apps, and social media. **Figure 4-4**, shown below, highlights the preferred sources of information.

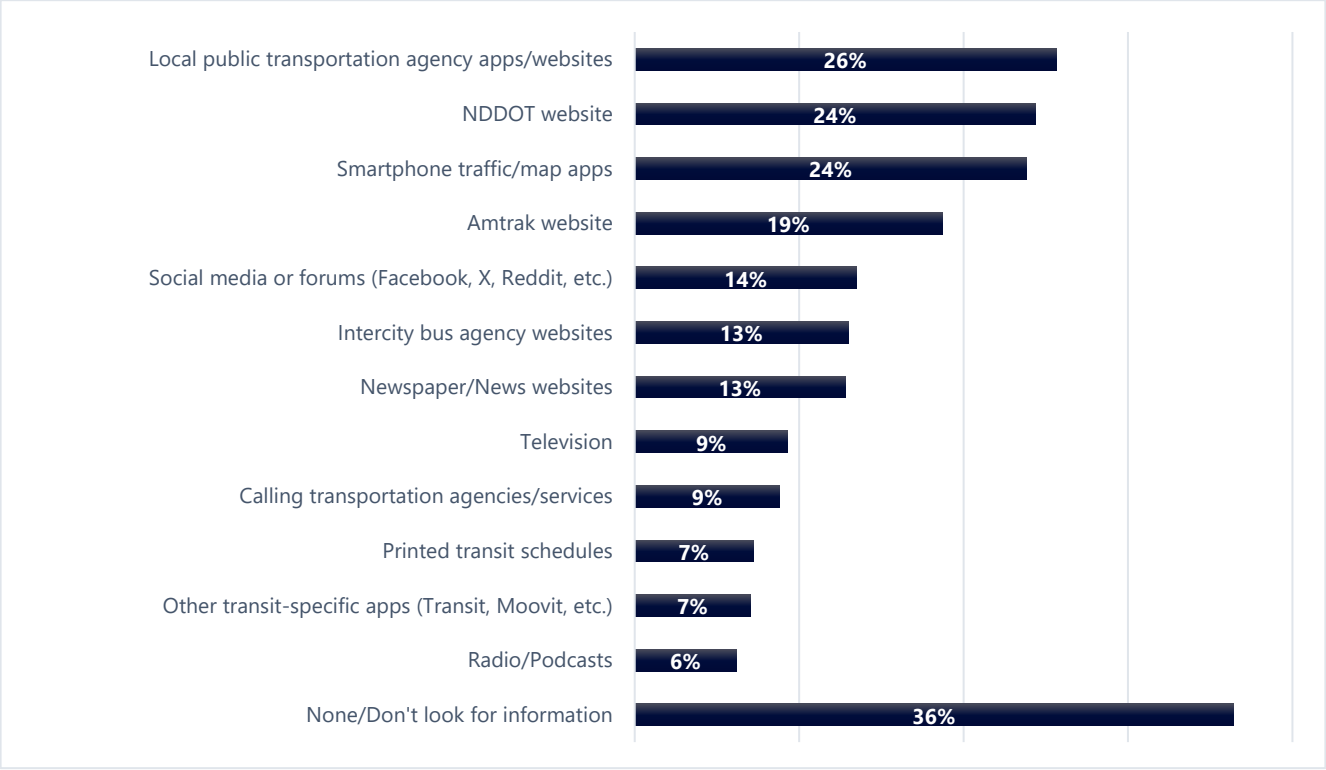
Figure 4-4: Information Sources on Transportation Issues



Q21. Where do you go to obtain information on transportation issues in North Dakota?
Base: Those answering (n=4,289)
Multiple Responses Accepted; Top Mentions

For information about transportation availability, residents most often use websites of individual local public transportation services (26%), followed by the NDDOT website (24%) and smartphone traffic and map apps (24%). Riders are significantly more likely to use the websites of individual services for availability information, in addition to newspapers, calling agencies, referencing printed transit schedules, and radio/podcasts. Non-riders are significantly more likely to use Google for information or to not look for information on transportation availability at all. Lapsed/Infrequent riders did not have a source that they were significantly more likely than other groups to use; their most commonly used sources of information were local public transportation agency app/websites (32%) and the Amtrak website (31%). Those 55 and older are more likely to call transportation services or agencies for information about transit availability, whereas younger residents are more likely to use the NDDOT website, smartphone traffic and map apps, and social media. Residents who were unsure about whether or not their area was provided service were significantly more likely to report that they did not look for information about transportation at all, meaning that a significant portion of North Dakota residents do not actively seek out information about the availability of public transportation. See **Figure 4-5** for results.

Figure 4-5: Information Sources on Transportation Availability



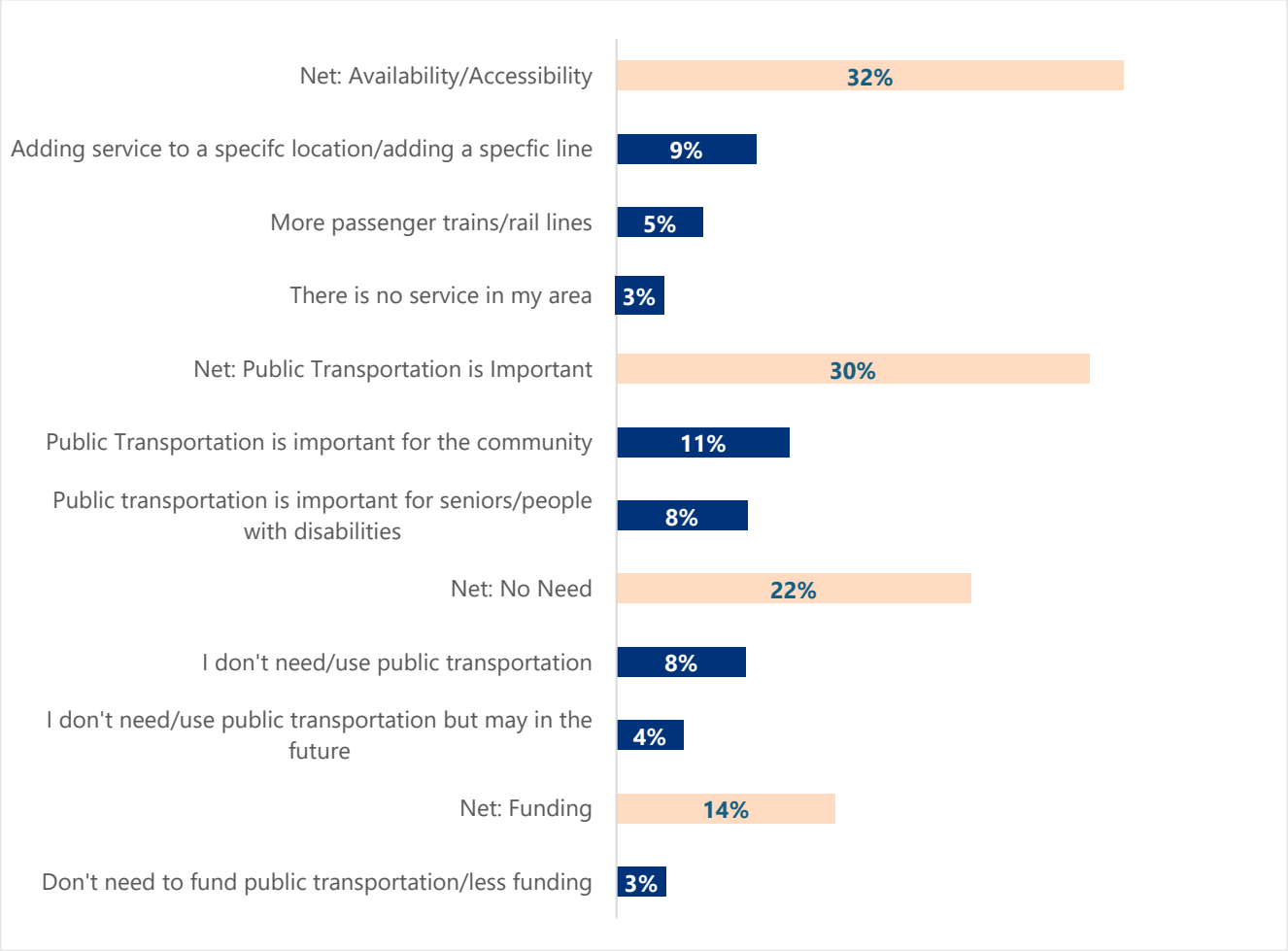
Q21A. Where do you go to obtain information on the availability of transportation services in North Dakota?
Base: Those answering (n=4,285)
Multiple Responses Accepted; Top Mentions

Additional Comments

Respondents were given the opportunity to provide additional comments. The comments were divided, with a significant portion having both positive and negative sentiments about public transportation. Positive sentiments included that it's important for the community, seniors or people with disabilities and knowing that others use public transportation. Overall, mentions about public transportation being useful accounted for 30% of the additional comments.

Conversely, 22% of additional comments mentioned having no need to use public transportation, including not using or currently not using public transportation, but recognizing the potential of using it in the future. This also included some mention of vehicles being too large for the number of riders. These comments have been categorized, as seen below in **Figure 4-6**.

Figure 4-6: Additional Comments



Q26. Do you have any other additional comments you would like to share?
Base: Those answering (n=4,285)
Multiple Responses Accepted; Top Mentions

Summary Regarding Rider Characteristics and Perceptions

Survey findings indicate that intercity bus services in North Dakota serve a variety of trip purposes and user groups, though overall usage remains relatively limited compared to personal vehicle travel. Among residents who reported using intercity bus services, the most common trip purposes included visiting friends and relatives, medical or healthcare trips, shopping and errands, and access to grocery stores or markets. Younger residents were more likely to use intercity bus services for a wider variety of purposes, including work-related trips, while medical travel remained an important purpose across all age groups. Affordability, convenience, and necessity were the most commonly cited reasons for choosing intercity bus transportation.

Survey responses also indicate that many residents recognize the importance of intercity bus service even if they do not personally use it. A substantial majority of respondents indicated that it is important for intercity bus service to be available for those who need it, and many residents expressed support for additional or improved service. At the same time, barriers including limited service availability, lack of awareness, scheduling limitations, and the convenience of personal vehicles continue to affect ridership. Public perceptions suggest that intercity bus service plays an important mobility role for rural residents, lower-income populations, seniors, individuals with disabilities, and others who may have limited transportation options.

Conclusions Regarding Perceptions of Intercity Bus Service in North Dakota

Public outreach, stakeholder meetings, provider discussions, and statewide survey results indicate that intercity bus service remains an important component of North Dakota's transportation network, particularly for rural communities and residents without access to reliable personal transportation. While relatively few residents reported recently using intercity bus services, many respondents recognized the importance of maintaining and improving service availability to support mobility, access to healthcare, regional connectivity, and long-distance travel opportunities. Medical travel emerged as one of the most consistent themes throughout the outreach process, particularly for residents traveling from rural communities to regional service centers.

The outreach process also identified several recurring challenges affecting intercity bus usage and perceptions. Limited service frequency, lack of feeder connections, first- and last-mile access issues, driver shortages, and limited public awareness were identified across multiple regions. Participants frequently emphasized the importance of coordinated feeder services connecting smaller communities with the existing intercity network, particularly along major gaps in the US 2 and Highway 85 corridors. Survey findings and stakeholder input further suggest that improved information sharing, marketing, schedule coordination, and regional connectivity could help strengthen the effectiveness and visibility of intercity bus services throughout North Dakota.

Chapter 5
Unmet Needs – Services, Staff, Vehicles, Technology

Introduction

Building upon the demographic analysis (Chapter 3) and the public perceptions of intercity bus services (outlined in Chapter 4), further information about perceptions and needs was collected through the outreach process involving regional meetings with stakeholders and interviews with intercity bus providers. This chapter summarizes the input received, which provides more detail addressing the public perceptions.

The primary outreach effort for this study involved area workshops that were conducted in conjunction with the concurrent Human Service-Public Transportation Coordinated Transportation Plan providing the opportunity to obtain input from a variety of stakeholders. Intercity bus needs were solicited in each workshop along with other transportation needs and issues. The workshops provided a forum to discuss and confirm transportation needs. The workshops were held in each of the eight regions shown in Chapter 1 and were designed to provide both in-person and online participation options.

A project webpage was developed and contained on the NDDOT website Transit Coordination and Intercity Bus Plan | NDDOT. The webpage was used to assist in outreach and planning efforts. The website offered a central location for people to view background information on the study. It was also used to promote the area workshops, provide project team contacts for those who might be interested in the plan, and a feedback/survey form for people to complete to express transportation needs.

Regional Workshop Process Summary

The outreach effort included a stakeholder workshop held in each of the eight regions of the state during October and early November 2025. **Table 5-1** shows the dates and locations of the eight workshops.

Table 5-1: Regional Workshop Schedule

Date	Location	City	Region
October 9	Barnes County Senior Center	Valley City	6
October 17	Cities Area Transit	Grand Forks	4
October 27	Senior Meals & Services	Devils Lake	3
October 28	City Hall	Dickinson	8
October 28	Veterans Memorial Public Library	Bismarck	7
October 29	Fargo Public Library - Main Library	Fargo	5
November 3	Minot Public Library	Minot	2
November 3	Senior Center	Williston	1

Invitations were sent for each workshop to transit providers and other stakeholders in that region. Stakeholders were encouraged to extend the invitation to others in their community. The workshops were open to the public. In addition to transit providers, stakeholders who received invitations included organizations from the North Dakota Association of Community Providers, who serve people with disabilities; the regional human services centers; the Centers for Independent Living; Community Action Partnership of North Dakota and its regional offices; North Dakota senior service providers; metropolitan planning organizations; AARP North Dakota; statewide agencies; and other interested parties. Invitations were sent via email by the North Dakota DOT. The invitation included the following description of the workshop:

> *The purpose of this workshop is to inform you of a plan update being sponsored by the North Dakota Department of Transportation and to seek your input. The workshop will focus on mobility challenges for people in your region, gaps in service, challenges to coordination, actions that could be implemented by local agencies and organizations within the region, and the needs for intercity services or connections to more distant places. Input will be used in the development of the Statewide Coordinated Public Transit Human Services Plan and Intercity Bus Plan. The workshop will include a presentation of the purposes of the plan updates followed by a facilitated discussion.*
>
> *Input provided will help the NDDOT:*
>
> - *Strengthen long-distance and intercity connections for North Dakota Residents.*
> - *Evaluate how well existing transportation services are working.*
> - *Identify needs for additional services and future improvements.*
>
> *A total of eight workshops will be held throughout the state for this project. More information about the project and all workshop locations can be found at this website: www.dot.nd.gov/transit-coordination-and-intercity-bus.*

Participants could attend the workshop in person or through Zoom. Each workshop was led by one or two members of the research team and also included participation from two to four staff from the North Dakota DOT, and a representative from Jefferson Lines attended three of the workshops.

A summary of the workshop participation is shown in **Table 5-2**.

Table 5-2: Workshop Participation Summary

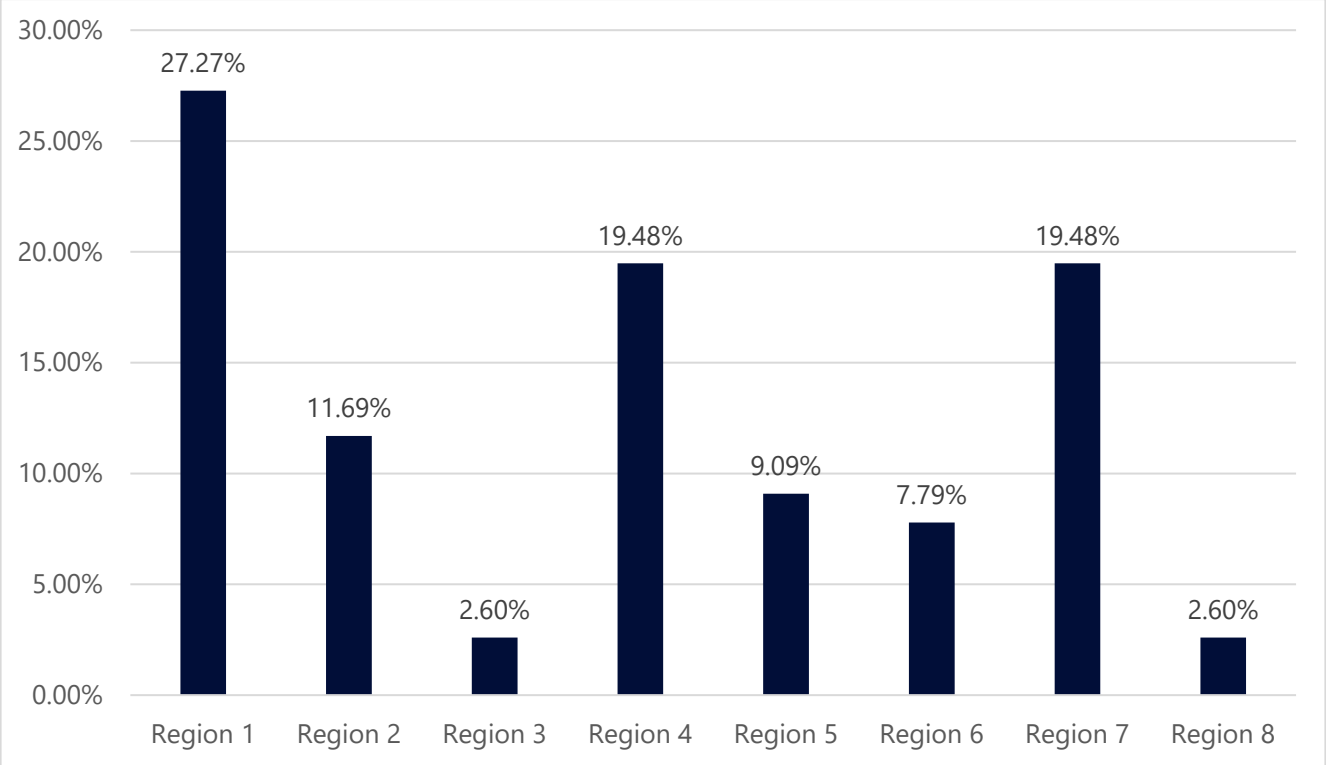
Region	Date	City	Number of Participants[1]	Organizations Represented
1	November 3	Williston	9	Williston Council for the Aging, Inc./Northwest Dakota Public Transit, Wildrose Public Transportation, Jefferson Lines, Northwest Human Service Center, Williams County, City of Williston, Williston Economic Development, ND State House of Representatives, members of the public
2	November 3	Minot	6	Souris Basin Transit, Minot City Transit, Jefferson Lines, North Central Human Service Center, Independence Inc. Center for Independent Living, Minot Daily News
3	October 27	Devils Lake	4	Senior Meals and Services/Devils Lake Transit, Benson County Transportation, Lake Region Human Service Center
4	October 17	Grand Forks	8	Cities Area Transit, Pembina County Meals and Transportation, Grand Forks-East Grand Forks MPO, Options Resource Center for Independent Living, Northeast Behavioral Health
5	October 29	Fargo	10	MATBUS, Valley Senior Services, Fargo-Moorhead Metropolitan Council of Governments, members of the public
6	October 9	Valley City	11	South Central Adult Services, Jefferson Lines, members of the public
7	October 28	Bismarck	7	Bismarck-Mandan MPO, Dakota Center for Independent Living, Centre Inc., WSB Engineering, Bolton, and Menk
8	October 28	Dickinson	2	Elder Care/Dickinson Public Transit, ND State House of Representatives

[1]Excluding participants from North Dakota DOT and the research team.

Each workshop started with a presentation that described the purpose and need for the coordinated transportation plan and the intercity bus plan, the project timeline, a description of intercity bus services and the current intercity bus network in the state, goals for the project, demographic data for the region, along with a list of questions to facilitate discussion about the quality of transportation services and unmet needs. Attendees were also directed to the project website where they could find more information and submit further input through the feedback form.

Emails were sent to all stakeholders/individuals after the workshops, encouraging them to provide feedback regardless of whether they had attended. We especially wanted to provide the opportunity for those who could not attend the workshops to provide feedback. Recipients were also asked to share the feedback form with others who might be interested in providing feedback. In total, there were 77 responses. The breakdown by region is presented in **Figure 5-1**.

Figure 5-1. Online Feedback Respondents by Region, N=77.



The main findings addressing intercity bus services from the workshops are discussed in the following section. For each region the stakeholder discussion is summarized, and also the key results of the public survey (Chapter 4) for that region are presented.

Unmet Needs as Identified by Stakeholders

Need for Additional Intercity Bus Services

While this input is an expression of potentially unmet intercity needs, it can be considered a perception that there is not enough intercity bus service and that additional links are needed to provide more access. The specific requests varied with the location of the meeting, and the comments typically did not include detailed or specific proposals. These general needs are grouped by region.

Region 1

Stakeholders in Region 1 identified significant unmet intercity transportation needs related to regional connectivity and access to the statewide intercity bus network. Williston currently lacks direct intercity bus service, creating a major service gap in northwestern North Dakota and along the US Highway 2 corridor. Participants emphasized the importance of establishing feeder connections that would link the region to existing Jefferson Lines services and the national intercity bus network.

- Lack of direct intercity bus service in Williston.
- Need for feeder connections between Williston and Dickinson or Minot to access Jefferson Lines and the national intercity bus network.
- Limited intercity travel options for trips to Minot, Bismarck, and other regional centers.
- Lack of regional connections along the US Highway 2 corridor.
- Need for improved connectivity to the national intercity bus network.
- Limited-service frequency and scheduling flexibility for long-distance trips.
- Limited awareness of available intercity transportation options and connections.
- Driver shortages and staffing limitations affecting the ability to expand regional and intercity services.

Region 2

Region 2 stakeholders and survey respondents identified several intercity transportation needs related to long-distance mobility, regional connectivity, and continued access to transportation options for residents without reliable personal vehicles. Survey findings suggest that residents in the region demonstrate comparatively greater use of long-distance public transportation services than some other areas of the state.

- Survey findings indicate that residents in Region 2 reported comparatively greater use of Amtrak for long-distance travel than most other regions, suggesting an existing demand for regional and intercity transportation connections beyond personal vehicle travel.

- Survey responses also showed that residents with lower household incomes, younger adults, and individuals with disabilities were more likely to use long-distance public transportation options, indicating the importance of maintaining accessible intercity travel opportunities within the region.

- Stakeholder feedback and survey responses identified access and availability as continuing barriers to intercity transportation use in some rural areas. These comments suggest that additional service frequency, improved regional connectivity, or expanded access to existing routes may help improve mobility options for residents traveling longer distances.

- Public survey results demonstrated continued support for maintaining and improving intercity transportation services, even among residents who do not currently use the services themselves, reflecting broader recognition of the role intercity transportation plays in providing mobility for residents without reliable access to personal vehicles.

Region 3

Region 3 stakeholders and survey respondents identified several intercity transportation needs related to service availability and regional access. Survey findings suggest that residents in the region experience comparatively lower familiarity with existing intercity bus services and report greater concerns regarding transportation access and availability than many other regions of the state.

- Survey findings showed that Region 3 residents reported some of the lowest familiarity and usage levels associated with existing intercity bus services, suggesting that awareness and service visibility may remain limited within portions of the region.

- Residents in Region 3 were significantly more likely than many other regions to identify access and availability issues as barriers to using intercity bus services. This indicates a continued need for improved connectivity, expanded service opportunities, or more reliable access to existing routes.

- Stakeholder discussions emphasized the importance of maintaining transportation options for residents traveling long distances for medical appointments, shopping, and other essential services, particularly in rural communities where personal transportation options may be limited.

- Survey results also demonstrated continued public support for maintaining and improving intercity transportation services, even among residents who do not currently use the services themselves, reflecting broader recognition of the role intercity transportation plays in supporting mobility and regional connectivity.

Region 4

Region 4 stakeholders and survey respondents identified continued needs related to regional connectivity, long-distance travel options, and access to transportation services beyond personal vehicles. Survey findings suggest that residents in the region demonstrate comparatively greater familiarity with certain intercity transportation providers and make frequent long-distance trips to destinations both within and outside North Dakota.

- Survey findings showed that residents in Region 4 reported comparatively greater familiarity with intercity transportation providers, including FlixBus, than many other regions of the state, indicating a higher level of awareness of available long-distance transportation services.

- Residents in Region 4 were also significantly more likely to report using Amtrak for long-distance travel compared to most other regions, suggesting an existing demand for intercity transportation alternatives and regional travel connections.

- Survey responses indicated that residents in Region 4 were among the most likely to report traveling to Minnesota for long-distance trips, highlighting the importance of interstate travel connections and access to destinations outside North Dakota.

- Stakeholder feedback and survey responses emphasized the importance of maintaining reliable regional transportation connections for medical appointments, shopping, visiting friends and relatives, and other long-distance travel purposes.

- Public survey findings demonstrated continued support for maintaining and improving intercity transportation services, including additional or enhanced service options to improve regional mobility and connectivity.

Region 5

Region 5 stakeholders and survey respondents identified strong support for maintaining and expanding intercity bus service within the region. Survey findings consistently showed higher levels of familiarity with existing intercity transportation providers, greater use of intercity bus services, and stronger support for additional service and funding than most other regions of the state.

- Survey findings showed that residents in Region 5 reported the highest familiarity with Jefferson Lines service in the state, as well as the highest reported usage of Jefferson Lines among all regions.

- Residents in Region 5 were significantly more likely than residents in other regions to report traveling to Minnesota for long-distance trips, highlighting the importance of reliable interstate transportation connections.

- Survey responses indicated that residents in Region 5 were more likely than many other regions to use intercity bus services for long-distance travel, demonstrating an existing reliance on regional transportation options beyond personal vehicles.

- Stakeholder discussions and transit provider interviews emphasized the importance of coordinated connections between regional transit providers and intercity bus services. Providers noted opportunities to strengthen feeder connections from smaller rural communities into larger intercity bus hubs.

- Public survey findings showed that Region 5 residents expressed the strongest support for additional or improved intercity bus service in their area, as well as the highest levels of support for additional local, state, and federal funding for intercity transportation services.

- Stakeholder feedback also emphasized the importance of maintaining flexible and reliable transportation options for medical trips, personal travel, and connections to destinations outside the region and state.

Region 6

Region 6 stakeholders and survey respondents identified continued needs related to regional mobility, access to long-distance transportation options, and improved connectivity between communities. Survey findings suggest that residents in the region make use of intercity bus services at comparatively greater rates than some other areas of the state.

- Survey findings indicated that residents in Region 6 reported greater familiarity with Jefferson Lines services than several other regions, suggesting comparatively stronger awareness of available intercity transportation options.

- Residents in Region 6 were also more likely than many other regions to report using intercity bus services for long-distance travel, demonstrating an ongoing need for regional and interstate transportation connections.

- Stakeholder discussions emphasized the importance of maintaining reliable intercity transportation options for medical appointments, personal travel, and access to services located outside local communities.

- Transit provider feedback highlighted the value of coordination between regional transit systems and intercity bus providers to improve connectivity and expand transportation opportunities for rural residents.

- Survey responses demonstrated continued public support for maintaining and improving intercity transportation services, including expanded access and improved regional connectivity for residents who may not have reliable access to personal vehicles.

Region 7

Region 7 stakeholders and survey respondents identified needs related to maintaining regional mobility and improving connections between rural communities and existing intercity transportation services. Stakeholder discussions emphasized the importance of coordination between transit providers and building upon existing intercity transportation networks rather than creating entirely new systems.

- Stakeholder feedback emphasized the importance of strengthening connections between regional transit providers and existing intercity bus services in order to improve access for residents traveling longer distances.
- Transit provider interviews highlighted opportunities to expand feeder connections from smaller rural communities into larger intercity bus hubs, allowing residents to access broader statewide and interstate transportation networks.
- Providers noted that existing intercity transportation services could be further supported through improved coordination, scheduling, and public awareness rather than solely through entirely new routes or standalone services.
- Stakeholders emphasized the importance of maintaining reliable transportation options for medical appointments, shopping, and other essential long-distance trips, particularly for residents without consistent access to personal vehicles.
- Survey findings also demonstrated continued public support for maintaining and improving intercity transportation services throughout rural areas of the state.

Region 8

Region 8 stakeholders and survey respondents identified continued needs related to maintaining access to long-distance transportation options and improving regional connectivity. Survey findings suggest that, while familiarity with some intercity transportation providers exists within the region, overall usage of certain long-distance transportation modes remains comparatively limited.

- Survey findings indicated that residents in Region 8 reported greater familiarity with Jefferson Lines services than several other regions, suggesting awareness of available intercity transportation options within the region.
- Stakeholder discussions emphasized the importance of maintaining reliable transportation connections for medical appointments, personal travel, and access to destinations outside local communities.
- Survey responses and stakeholder feedback highlighted the continued need for accessible transportation options for residents without reliable access to personal vehicles, particularly in rural areas.

- Public survey findings demonstrated continued support for maintaining and improving intercity transportation services, including expanded connectivity and reliable access to regional and interstate destinations.

Need for Additional Intercity Bus Services

Overall, stakeholder input, transit provider discussions, and public survey findings indicate continued support for maintaining and improving intercity bus service throughout North Dakota. While transportation needs and travel patterns vary by region, common themes emerged related to the importance of regional connectivity, access to medical and essential services, coordination between local and intercity transportation providers, and the need for reliable long-distance travel options for residents without consistent access to personal vehicles. Survey findings also suggest that many residents recognize the value of intercity transportation services even if they do not currently use them themselves. Together, these findings highlight the ongoing role of intercity bus service in supporting mobility, connectivity, and access to opportunities across rural and urban areas of the state.

Chapter 6
Strategies for Implementation

Vision and Goals for Improving Intercity Bus Service in North Dakota

Previous chapters assessed the current intercity bus network, trip generator proximity, stakeholder input from regional workshops, and transit-dependent population distribution. The analysis concluded that while North Dakota's intercity network provides access to a significant share of the population, there are identifiable gaps in coverage, connectivity, ticketing access, and first-mile/last-mile integration.

The vision and goals presented below are grounded in those findings and reflect practical considerations of workforce capacity, funding sustainability, and operational feasibility.

The implementation strategies presented in this chapter are intended to preserve the strengths of the current network while addressing targeted gaps in service, connectivity, and passenger access. The recommendations recognize the realities of limited funding, workforce constraints, and the operational challenges associated with providing long-distance transportation in a large rural state.

Vision: A Connected, Accessible, and Sustainable Intercity Bus Network for North Dakota

North Dakota's intercity bus system should provide reliable and coordinated long-distance transportation that connects residents, particularly older adults, individuals with disabilities, low-income households, and individuals without access to a vehicle, to major population centers, healthcare hubs, educational institutions, employment centers, and national transportation network. The system should:

- Preserve and strengthen existing core routes.
- Improve coordination with local transit systems.
- Expand access in a fiscally-responsible and phased manner.
- Ensure that information, ticketing, and passenger support services are accessible to all residents.

The vision recognizes that in a large rural state, intercity bus service must balance geographic coverage with operational sustainability.

Five-Year Goals for Intercity Bus Improvement

The following goals reflect the unmet needs and implementation considerations.

Goal 1: Preserve and Strengthen the Existing Intercity Network

The analysis emphasized that maintaining existing services is the highest statewide priority. This applies equally to intercity bus services funded through Section 5311(f).

Existing intercity routes already serve a substantial share of the state's population and provide essential connections between major population centers. Maintaining these services is especially important given ongoing workforce and funding constraints that limit rapid expansion opportunities.

Potential Strategies

- Continue stable funding of existing 5311(f) services.
- Pursue state funds to provide non-federal match for intercity bus projects.
- Monitor ridership and performance trends.
- Preserve schedule reliability and connectivity.
- Coordinate with feeder services to maintain seamless transfers.

Goal 2: Improve Connectivity Between Local Transit and Intercity Services

There are connectivity gaps between local transit systems and intercity bus stops, most notably in Fargo.

Intercity transportation is most effective when passengers can easily connect to local transit services for first-mile and last-mile access. The loss of transit connectivity to the Jefferson Lines facility in Fargo represents one of the most significant connectivity gaps identified during the study process.

Potential Strategies

- Evaluate improvements to transit access for the Fargo intercity facility.
- Align schedules between rural feeders and intercity departures.
- Co-locate services where feasible.
- Improve passenger amenities and wayfinding.

Goal 3: Address Identified Coverage Gaps through Feasible Feeder Connections

The study identified unmet intercity service needs in:

- Williston
- Devils Lake
- Watford City
- Wahpeton
- Select corridor communities such as Hillsboro and Washburn

Expansion opportunities must be evaluated carefully because feasibility depends on ridership demand, operator capacity, available funding, and workforce availability.

The rationale for this is (1) Williston and Devils Lake have concentrations of trip generators, (2) some communities exceed 5,000 in population, and (3) feeder service may be more feasible than new corridor routes.

Potential Strategies

- Evaluate limited-day feeder service concepts.
- Assess stop the need for additional stops along existing routes.
- Pilot targeted connections before committing to permanent service.
- Conduct ridership and cost monitoring during pilot phases.

Goal 4: Improve Passenger Information, Ticketing Access, and System Navigation

Stakeholder outreach identified ongoing challenges related to passenger information, ticketing access, and system navigation. These issues are particularly important for passengers who do not have access to smartphones, online payment methods, or familiarity with intercity transportation services.

The rationale for these issues include (1) the intercity network includes multiple providers, (2) some passengers lack smartphones or credit cards, and (3) hospitals and correctional facilities may discharge individuals needing travel without adequate ticket access.

Potential Strategies

- Include intercity service information in a centralized statewide transit information resource.
- Explore use of Section 5311(f) administrative funding for ticket agent functions at select locations.
- Provide printed materials and phone-based support.
- Improve outreach to hospitals, human services agencies, and social services providers.

Goal 5: Align Intercity Service Improvements with Trip Generators and Transit-Dependent Populations

Earlier analysis included distribution of 92 trip generators statewide and analyzed which are beyond 25 miles of intercity access.

Medical travel emerged as one of the most significant drivers of long-distance transportation demand. Access to higher education institutions, employment centers, and regional services also remains important, particularly for residents living beyond the current intercity service catchment areas.

Potential Strategies

- Prioritize connectivity to communities with high transit-dependent populations.
- Consider trip-generator density when evaluating expansion.
- Coordinate with healthcare providers regarding medical travel needs.
- Integrate demographic analysis into future service feasibility studies.

Implementation Principles for Intercity Bus Improvements

All intercity bus improvements should adhere to the following principles:

1. Preserve existing services before expanding the network.
2. Prioritize feeder connections before creating new standalone corridors.
3. Ensure driver availability and workforce capacity before implementing expansion.
4. Identify sustainable long-term funding before adding new services.
5. Use ridership trends, demographic analysis, and pilot program results to guide future decisions.

The vision and goals outlined above are grounded in the documented coverage analysis, stakeholder input, and prioritization framework presented in Technical Memorandum #2. They reflect a balanced approach that emphasizes preservation of existing services, targeted and feasible connectivity improvements, and long-term expansion only where demand, funding, and operational capacity support sustainable growth.

The following section outlines how these goals will be translated into measurable outcomes and monitored over time.

Phased Implementation Strategy – Intercity Bus

The phased implementation strategy focuses first on preserving existing service and improving connectivity within the current network. Longer-term expansion opportunities should be pursued only where operational feasibility, funding availability, and demonstrated demand supports sustainable implementation. The phased implementation strategy for intercity bus services is organized around:

- Maintaining existing coverage
- Improving the connectivity of existing intercity bus services and local transit
- Improving access to Information and ticketing
- Potential expansion of feeder services if funding is available

Short-Term (Years 1-2 and Ongoing): Maintain Existing Coverage

NDDOT has been providing funding to Jefferson Lines, Souris Basin Transportation, and Standing Rock Transit for intercity bus services using the Section 5311(f) portion of the state's overall Section 5311 allocation. For FY2026, 15% of the North Dakota Section 5311 allocation is $1,170,385. The proposed USDOT budget for FY2027 shows a 2.1% increase in the overall federal formula funding; it is not yet clear how that might be distributed among the various programs. NDDOT's State Management Plan for Section 5311 calls on the state to utilize the 15% for its rural intercity program, but there is no state funding for the local match for intercity services.

These three services together provide intercity bus access to a majority of the state's population (74% within 25 miles of an intercity bus stop) and would not be operated without the funding made available through NDDOT. The recommended strategy is to continue the use of the state's Section 5311(f) funding to maintain these services. Preserving the existing intercity network will require maintaining this level of Section 5311(f) funding.

Stabilize and Strengthen Connectivity

Improving the connectivity of existing intercity bus services and local transit

As can be seen in the previous section, given the limited amount of funding, further improving intercity connectivity will be possible only by better utilizing the existing elements of the state's transit network—unless additional funding is made available. Low/no-cost improvements can come by making sure that existing intercity bus services can connect with local transit by accessing local transit stops if the services are scheduled to allow connections. In some cases, intercity bus passengers are better served by having stops at service plazas that are open when buses are scheduled, have lighting and staffing, and may offer food options.

Fargo represents the most significant intercity/local transit connectivity gap identified during the study. Jefferson Lines no longer operates from the MATBUS Ground Transportation Center, and there is

currently no direct local transit service to the Jefferson Lines facility. Pedestrian access is limited, and the location is difficult to reach for passengers without access to a vehicle.

Improving Access to Information and Ticketing

Another related issue raised during the outreach process is the need for additional information about the services and assistance with ticketing. Most intercity bus passengers now get information about services and schedules on their phone or computer and can purchase tickets online as well. The Jefferson site also provides real-time bus tracking, allowing users to find out if their bus is on time or not. However, some passengers are unbanked or are unable to utilize a smartphone for these tasks. In addition, passengers may need assistance of various kinds if buses are late or other issues arise.

In the past, bus companies addressed these needs by having agency agreements with local businesses that provided information, sold tickets, and accommodated waiting passengers. These bus agents were paid with a commission of 10-12% on ticket sales, and that is still possible, but there is little commission revenue anymore due to the preponderance of ticket sales online. In some cases, the bus companies provide funding to have someone to provide these functions, as Jefferson does with Bis-Man Transit in Bismarck.

A low-cost solution is the provision of administrative funding to public transit agencies at intercity bus stops to support their staff in the functions of providing information, selling tickets, etc. South Dakota does this with rural feeders and at some rural stops. In North Dakota, potential locations include Minot (Souris Basin picks up and drops off but does not staff agency functions according to Jefferson), and Grand Forks where there is no staff for intercity bus services. This approach may be a way of facilitating the return of intercity bus to the Ground Transportation Center in Fargo, if one of the previous issues was demands on MATBUS staff and lack of support for intercity bus passenger needs. There may be other locations that would benefit from this support, such as Dickinson—and if there are additional feeder routes implemented. Based on South Dakota experience, the annual incremental administrative costs per site could range between $1,500 and $10,000, primarily for additional staff hours. If it required substantial staffing for Fargo it could be considerably more, and the funding sources and agreements would need to be developed.

The input received at statewide stakeholder meetings and the data collected in the statewide survey of the general public revealed a general lack of awareness of the available public transportation and agencies services—including intercity bus. This is a general need, and the intercity bus services should be included in the overall NDDOT efforts to address this issue.

Potential Expansion of Feeder Routes if Funding is Available

Based on the outreach process and interviews with Jefferson Lines, two areas emerge as having potential needs for feeder service to the core intercity routes. Connections from Williston to the network are one option, and connections from Devils Lake are another option.

Williston Feeder Options

From Williston there are two options. One is to operate a route from Williston to Minot. It should be noted that Souris Basin Transportation has already been funded to operate this route but unable to start service due to the difficulty in finding qualified bus operators. Without a schedule in hand, it is not clear that this route would provide intercity bus connectivity to Jefferson in Bismarck, but it would address locally-identified regional needs. Williston and Minot are connected by Amtrak, but there are no local stops in between, and the schedules are not convenient for regional trips. The other option from Williston would be a feeder connection directly to Dickinson, similar to the Souris Basin service from Minot to Bismarck. As illustrated in **Table 6-1**, this option would require two daily round trips to effectively connect with both eastbound and westbound Jefferson Lines buses in Dickinson. Because the intercity arrivals and departures in Dickinson occur many hours apart, a single daily trip would not be sufficient to serve both directions. This operating pattern would result in late-night returns to Williston, with final arrivals occurring after midnight—outside of the typical operating windows for many rural transit providers. As reflected in **Table 6-1**, this route would have substantially higher daily mileage and vehicle hours, resulting in a greater need for operating assistance and local match funding.

Devils Lake Feeder Options

A second set of potential feeder services would connect Devils Lake to the Jefferson Lines network at different locations with current service. As per schedules, Devils Lake could feasibly connect with Jefferson Lines' service at Jamestown, Valley City, Grand Forks or Fargo, depending on the routing and funding availability.

Connections from Devils Lake to Jamestown or Valley City are operationally efficient because the eastbound and westbound Jefferson Lines buses at these locations operate within a relatively short time-window. As shown in the timetables (**Tables 6-2 and 6-3**), a single daily round trip could provide effective connections in both directions, with reasonable layover time between intercity arrivals and departures. Among these options, the Devils Lake–Jamestown route has the shortest overall mileage and, despite the longer layover at Jamestown, returns to Devils Lake at approximately the same time as the Valley City option when using the same departure time from Devils Lake. These routes would require fewer daily vehicle hours and miles than the Williston–Dickinson feeder and would therefore have lower overall operating costs.

Feeder services from Devils Lake to Grand Forks were also examined, including a longer-distance feeder from Devils Lake to Fargo via Grand Fork. A link from Devils Lake to Grand Forks could be scheduled to meet the Jefferson route from Fargo to Minneapolis in each direction, as shown in **Table 6-4.** Because there is so much time between the Jefferson schedules the bus returns to Devils Lake mid-morning, and then makes a second trip to Grand Forks late in the afternoon.

A potential extension of this option to continue from Grand Forks to Fargo and return was also considered as a way of providing more access by using the bus from Devils Lake to travel to Fargo mid-day rather than returning to Devils Lake. This schedule is shown in **Table 6-5**. Although this corridor

covers a greater distance, Jefferson Lines eastbound and westbound schedules at the Fargo stop are close enough together to allow service with one daily round trip, rather than separate trips for each direction. This feeder would provide Devils Lake residents with direct access to the Fargo hub, where both east–west and north–south intercity services are available, while remaining operationally feasible within a single-vehicle, single-day schedule.

Costs to operate these services would be dependent on the provider, which would most likely be the transit systems in Williston and Devils Lake. And again, they would have to provide the local match.

Table 6-1: Williston to Dickinson Feeder Connection Timetable

Stop Location	Departure	Arrival
South Bound Service – Morning Route 1		
Williston, ND	7:35 AM	
Watford City, ND	9:00 AM	9:00 AM
Dickinson, ND		10:50 AM
Jefferson Lines Eastbound	*11:35 AM*	
Jefferson Lines Westbound		
South Bound Service – Evening Route 3		
Williston, ND	4:45 PM	
Watford City, ND	6:10 PM	6:10 PM
Dickinson, ND		8:00 PM
Jefferson Lines Eastbound		
Jefferson Lines Westbound	*8:45 PM*	
North Bound Service – Afternoon Route 2		
Jefferson Lines Eastbound		*11:20 AM*
Jefferson Lines Westbound		
Dickinson, ND	12:05 PM	
Watford City, ND	2:00 PM	2:00 PM
Williston, ND		3:25 PM
North Bound Service – Night Route 4		
Jefferson Lines Eastbound		
Jefferson Lines Westbound		*8:30 PM*
Dickinson, ND	9:15 PM	
Watford City, ND	11:10 PM	11:10 PM
Williston, ND		12:35 AM

Table 6-2: Devils Lake to Jamestown Feeder Connection Timetable

Stop Location	Departure	Arrival
South Bound Service - Afternoon Route 1		
Devils Lake, ND	11:45 AM	
Jamestown, ND		2:10 PM
Jefferson Lines Eastbound	*2:40 PM*	
Jefferson Lines Westbound	*4:50 PM*	
North Bound Service - Evening Route 2		
Jefferson Lines Eastbound		*2:40 PM*
Jefferson Lines Westbound		*4:50 PM*
Jamestown, ND	5:20 PM	
Devils Lake, ND		7:45 PM

Table 6-3: Devils Lake to Valley City Feeder Connection Timetable

Stop Location	Departure	Arrival
South Bound Service - Afternoon Route 1		
Devils Lake, ND	11:50 AM	
Valley City, ND		2:50 PM
Jefferson Lines Eastbound	*3:20 PM*	
Jefferson Lines Westbound	*4:05 PM*	
North Bound Service - Evening Route 2		
Jefferson Lines Eastbound		*3:20 PM*
Jefferson Lines Westbound		*4:05 PM*
Valley City, ND	4:35 PM	
Devils Lake, ND		7:35 PM

Table 6-4: Devils Lake to Grand Forks Feeder Connection Timetable

Stop Location	Departure	Arrival
Connect to East Bound Service - Morning Route 1		
Devils Lake, ND	6:45 AM	
Grand Forks, ND		9:00 AM
Jefferson Lines Eastbound	*9:20 AM*	
Grand Forks, ND	10:00 AM	
Devils Lake, ND		12:15 PM
Connects from West Bound Service - Evening Route 2		
Devils Lake, ND	5:00 PM	
Grand Forks, ND		7:15 PM
Jefferson Lines Westbound		*7:30 PM*
Grand Forks, ND	8:00 PM	
Devils Lake, ND		10:15 PM

Table 6-5: Devils Lake to Fargo Feeder Connection Timetable

Stop Location	Departure	Arrival
South Bound Service – Morning Route 1		
Devils Lake, ND	9:40 AM	
Grand Forks, ND	12:00 PM	11:55 AM
Fargo, ND		1:50 PM
Jefferson Lines Southbound	*2:20 PM*	
Jefferson Lines Westbound	*3:15 PM*	
Jefferson Lines Eastbound	*4:40 PM*	
North Bound Service – Evening Route 2		
Jefferson Lines Northbound		*2:05 PM*
Jefferson Lines Westbound		*2:55 PM*
Jefferson Lines Eastbound		*4:20 PM*
Fargo, ND	5:10 PM	
Grand Forks, ND	7:10 PM	7:05 PM
Devils Lake, ND		9:15 PM

Intercity Bus Operating and Capital Funding Requirements

Operating Investment

The annual funding requirements for the Jefferson Lines' services in the state vary depending on the costs of operation and the level of fare revenue. Fares made up 50% of the operating budget in 2025. However, changes in the economy can impact both operating costs and revenue resulting in a need for more (or less) funding. In 2023, the annual net deficit was $931,026; it declined to $903,614 in 2024, and declined further to $876,870 in 2025. A three-year average annual net deficit is $903, 837.

As permitted by FTA, NDDOT funds the administrative and maintenance expenses at 80% federal or 85% for ADA accessible capital, and the other operating expenses at 50% federal, with an overall contribution to the deficit in 2025 at 71.1%, according to data supplied by Jefferson Lines. The remaining portion of the deficit is paid by Jefferson at a loss, as there is no state funding for match. If the 70% state contribution is applied to the annualized deficit, it would require $632,685 per year. It is hard to predict inflation in fuel, insurance, vehicle capital costs and labor that are likely to result in cost increases over the next five years. Revenue is also hard to predict as changes in the overall economy impact the demand for travel.

Many of these factors also apply to the Souris Basin and Standing Rock services, which could well face increasing costs. The difference is that revenue makes up a very small proportion of the budget, and there is local match for these services.

In the most recent year for which NDDOT could provide data, the Section 5311(f) funding provided to the three operators is shown in **Table 6-6**, which also presents an estimate of projected operating costs to maintain the intercity services:

Table 6-6: Existing and Projected Section 5311(f) Funding Utilization for Operations

	Jefferson Lines			Souris Basin Transportation			Standing Rock Transit ICB			Total	FY 2026 Section 5311(f) Allocation	Remaining Balance
Scenario	Operating 2026 Budget	Admin-FY 2026 Budget	Total Jefferson	Operating -2026 Budget	Admin-FY 2026 Budget	Total Souris Basin Intercity	Operating-2026 Budget	Admin-FY 2026 Budget	Total Standing Rock Intercity			
FY 2025	$184,228	$538,012	$722,240	$172,970	$150,588	$323,558	$72,310	$44,510	$116,820	$1,162,618	$1,170,385	$7,767
Low FY 27 Projection (5%)	$193,439	$564,913	$758,352	$181,619	$158,117	$339,736	$75,926	$46,736	$122,661	$1,220,749	$1,170,385	-$50,364
High FY 27 Projection (10%)	$202,651	$591,813	$794,464	$190,267	$165,647	$355,914	$79,541	$48,961	$128,502	$1,278,880	$1,170,385	-$108,495

Potential Feeder Expansion Operating Investment

The costs of operating any of these feeder services would depend on the specific provider and service design, but would most likely fall to the existing rural transit systems serving Williston and Devils Lake. As with current intercity feeder services, these providers would be responsible for supplying the required local match for any operating assistance. As summarized in **Table 6-7**, routes that require two daily round trips—such as the Williston to Dickinson feeder—have significantly higher daily mileage and vehicle revenue hours than those that can operate with a single round trip. These differences would be an important consideration in determining the feasibility and prioritization of any future feeder service expansions.

Given the limited funding available for intercity services, the initial priority for any expansion of rural feeder services would be the connection between Devils Lake and Jamestown—as a single round-trip it could provide service to both the east- and west-bound Jefferson services. Jamestown is also a larger community than Valley City with more potential for ridership from people making regional trips.

Table 6-7: Potential Feeder Expansion Operating Expense

Feeder Route	Daily Miles	Daily Miles*365	Cost per VRM as per NTD Profile	*Daily Hours	Daily Hours*365	Cost per VRH as per NTD Profile	Operating Expense
Williston to Dickinson	532	194180	$6.12	13.30	4854.50	$71.71	$348,000.00
Devils Lake to Jamestown	196	71540	$8.01	4.90	1788.50	$58.19	$104,000.00
Devils Lake to Valley City	240	87600	$8.01	6.00	2190.00	$58.19	$128,000.00
Devils Lake to Fargo	330	120450	$8.01	8.25	3011.25	$58.19	$175,000.00

*Calculated from proposed Timetables

Capital Investment

In the past, NDDOT has periodically assisted the state's intercity bus infrastructure by providing capital assistance to Jefferson Lines for rebuilding existing vehicles or purchasing new coaches. In addition, NDDOT provides capital funding to the local transit systems—two of which currently operate rural intercity feeder service. Each of these will continue to need capital investment.

Given the high mileage operated in the state, periodic replacement of a coach in the Jefferson pool is warranted when funding is available—whether from Section 5311(f) or another source such as Section 5339. Jefferson operates approximately 360,000 miles per year in North Dakota on the current schedules. An MCI coach meeting ADA and Buy American requirements (assembled in-state in Pembina, ND) is likely to cost $775,000 (based on the most recent capital grant), and an 85% federal share (because of the ADA benefits) would be $658,750. Given the 500,000-mile expected life of a heavy-duty transit bus under FTA guidance, this would imply the need to purchase a new coach every two years. In addition, NDDOT has funded bus rebuilds, which are required to add 40% of the expected life mileage, which would be 200,000 miles. NDDOT's most recent rebuilds each required $160,000 in federal capital. A 500,000 mile bus plus a 200,000 mile rebuild would provide 700,000 miles, approximately a bus and rebuild every two years given the mileage operated in North Dakota. Spreading out the cost on an annualized basis, at current prices this is an investment of $818,750 every two years in federal funds in order to maintain the fleet needed to serve North Dakota. The exact timing could vary with grant availability, but there is a need for capital investment at this level.

As for the two feeder operations, each of them uses system vehicles to provide their feeder services. Souris Basin Transit uses a sub-fleet of seven vehicles including two minivans, three vans, and two cutaways, spreading the 169,260 annual revenue miles over this fleet, with assignments based on anticipated loads. Assuming an FTA expected-life categorization of four years or 100,000 miles, this implies that the intercity feeder service of Souris Basin would require 1.7 replacement vehicles per year.

Standing Rock Transit does not have a designated intercity sub-fleet, using cutaway small buses for the feeder routes, and a larger vehicle for Route 1. Based on reporting data of quarterly intercity miles, the annual intercity vehicle mileage is approximately 95,000—essentially a light-duty transit vehicle per year.

Table 6-8 presents a summary of the anticipated capital costs for maintaining the intercity program at current levels, assuming an annual cost escalation of five percent and that the 85% federal share for vehicles increasing ADA compliance continues.

Because of the miles operated on the equipment by all the providers, there is approximately $500,000 in vehicle capital investment (federal share) each year going forward.

Table 6-8: Intercity Capital Needs

Existing Service--Replacement Vehicles	Vehicle Type	Estimated Total Cost	Federal Share	FY2027	FY2028	FY2029	FY2030	FY2031	Total	Annualized
Jefferson Lines	Accessible Over-the-Road Coach	$775,000	$658,750		$691,688		$726,272		$1,417,959	$283,592
	Rebuild	$200,000	$160,000	$160,000		$168,000		$176,400	$344,400	$68,880
Souris Basin	Minivan	$90,000	$72,000	$75,600		$83,349		$0	$158,949	$31,790
	Van (Transit)	$115,000	$92,000	$0	$101,430	$213,003		$0	$314,433	$62,887
	Cutaway	$135,000	$108,000	$0				$275,677	$275,677	$55,135
Standing Rock	Cutaway	$135,000	$108,000	$108,000	$113,400	$119,070	$125,024	$131,275	$596,768	$119,354
Total Capital				$343,600	$906,518	$583,422	$851,295	$583,351	$3,268,186	$653,637

Assumptions:
5% capital cost escalation
85% Federal Share

Evaluation Methodology

This section presents a recommended evaluation methodology for North Dakota to monitor progress in implementing the coordinated public transit–human services transportation plan and intercity bus plan. The methodology is designed to be practical, scalable, and aligned with existing data collection efforts, while providing sufficient information to assess progress toward statewide goals and identify emerging needs.

The evaluation framework builds upon the evaluation of the existing services and the identified service gaps and needs. It also takes into account the stakeholder priorities and the limited funding to address needs and priorities.. It is also consistent with federal guidance, including program requirements and funding availability of the Federal Transit Administration (FTA) Section 5311(f) program.

Evaluation Framework Overview

The recommended evaluation methodology for intercity bus is based on two core components:

1. Performance Monitoring of Existing Services – Measuring ridership, performance, costs and funding of the intercity bus services serving the state. Key measures include:
    a. Ridership
    b. Boardings per trip
    c. Farebox recovery
    d. Subsidy per passenger

2. Ongoing Needs Assessment – Identifying and addressing new and existing gaps and priorities

Together, these components provide a balanced approach that evaluates what services are being delivered and how effectively agencies are working together to meet mobility needs.

Coordination and Implementation Tracking

It is important to evaluate how effectively intercity bus projects are being implemented. This reflects the need to ensure that a very limited funding source is used effectively to address needs and gaps. This includes not only the assessment of the performance of the services, but also the need to improve coordination between transit providers, human services agencies, and the intercity services.

Tracking should include coordination activities such as regional meetings, mobility management efforts, and service coordination outcomes to evaluate the possibility of addressing needs through improved coordination of services, such as including intercity bus services in transit facilities, additional feeder services, or joint provision of intercity travel information together with transit and human services transportation. These measures can be collected through simple annual reporting by transit providers or regional coordination groups and do not require complex data systems.

Ongoing Needs Assessment

The evaluation process should also include mechanisms to identify emerging needs, gaps, and opportunities for improvement.

This includes a regular review of stakeholder feedback and identification of any new or persistent issues such as regional connectivity gaps, intercity access challenges, and limitations affecting connections (such as service hours). Changes in demographics, healthcare access, and employment patterns should also be considered. This component ensures that the intercity bus plan remains a living document that can evolve over time.

Data Collection and Reporting Approach

The recommended evaluation methodology builds upon existing data collection processes and avoids creating unnecessary reporting burdens. NDDOT program reporting data and data from the Jefferson Lines invoices, and reporting used in this study can be compiled in a similar manner to provide ongoing evaluation of the services to identify trends, service adjustments or other needs.

At present, North Dakota does not maintain a single, comprehensive statewide transit performance report. The development of a **periodic statewide summary report** would enhance transparency, support decision-making, and improve coordination efforts. The intercity services should be included in this report to document changes in services, ridership, performance and funding requirements.

Evaluation Timeline and Process

Evaluation activities should occur on a regular and ongoing basis. An annual review process should be used to compile performance data, assess progress toward goals, and identify key trends. More comprehensive evaluations should occur during periodic plan updates, incorporating stakeholder input and updated data. Ongoing monitoring of pilot programs and service changes should inform future decision-making and adjustments.

Roles and Responsibilities

Successful implementation of the evaluation methodology will largely be the responsibility of the NDDOT Transit Program as they have the needed reporting from the intercity providers, including both the transit feeders and the intercity carrier. Quarterly consultation calls are recommended as a strategy to make sure that issues are addressed. In addition, statewide processes to identify needs or service issues and prioritize possible responses are recommended. Regional and partner agencies will support coordination efforts and provide input on service needs and gaps.

Summary and Conclusions

Responding to the input from stakeholders, carriers and the public, the five-year vision for North Dakota's intercity bus services focuses on:

- Maintaining the existing services
- Improving coordination with local transit systems
- Ensuring that information, ticketing and passenger support services are available
- Expanding the network only as funding permits and is sustainable

Maintaining Services

The existing intercity routes operated by Jefferson Lines and the two rural feeder operators Souris Basin Transportation and Standing Rock Transit provide a high level of coverage to the state, particularly when combined with the Amtrak service on the "Empire Builder." These intercity bus services do require ongoing funding for operations, administration and capital. North Dakota relies on the Federal Transit Administration's Section 5311 funding for rural public transportation to fund the operating deficit of these services, utilizing the 15% Section 5311(f) set-aside from its overall allocation. For FY2026, this 15% allocation is $1,170,385. The non-federal share or local match is paid by Jefferson Lines for its routes in the state, and with local funds for the Souris Basin and Standing Rock routes. Although North Dakota does provide funding for public transit, this funding is allocated to each county on a formula basis, and there is no state funding of the non-federal share of the statewide intercity bus service.

The available Section 5311(f) funding is fully utilized in FY2026, and there is likely to be a shortfall in FY2027 to maintain these services, though this depends on Jefferson Lines' fare revenue and potential increases in the FTA funding.

Maintaining these services also requires a capital investment in vehicles, and North Dakota has used federal Section 5339 capital funding to replace Jefferson coaches or rebuild them. Again, the local match is paid by Jefferson or the feeder carriers. Capital investment in vehicles is in addition, and projections of vehicle replacement needs call for a new coach every other year and a rebuild in between for Jefferson, including periodic replacements of the smaller buses used by Souris Basin and Standing Rock on their intercity feeder routes. It is estimated that over the next five years these needs would be approximately $650,000 per year in federal funds.

Improving Coordination

Intercity bus stop locations are important to customers who need a safe, sheltered place to wait for the bus or a ride. Locating these stops at a place where local transit also stops has the effect of spreading access to the intercity network to persons who do not have access to a personal vehicle or a ride. In North Dakota the Jefferson stop is co-located with transit in Bismarck and in Grand Forks, but in the

largest city in the state it is located far from local transit in an industrial park lacking pedestrian access as well. As planning goes forward in Fargo there is a need to identify issues in co-locating intercity bus and local transit and finding a means to address this issue, which was identified by stakeholders in the outreach process. Other opportunities may exist for either co-locating stops, or providing some administrative funding to local transit to operate as an intercity bus agent, providing information and ticketing assistance (for example in Minot) even if the stop location needs to be at a 24-facility near the interstate.

Improving Information

The stakeholder input identified a need to provide more information about intercity services and how they can work together to provide more access, and to provide more support to potential users in navigating ticket purchases, luggage and wheelchair access. The public survey revealed that there is much less awareness of intercity bus services as compared to Amtrak rail service.

Currently intercity bus information is provided primarily through the Jefferson Lines website, which is comprehensive and easy to use. Many people may not be able to find it, however, and some lack mobile phone or computer access. One recommendation from both this study and the separate Human Service-Public Transportation Coordinated Transportation Plan is for NDDOT to create and maintain a more comprehensive website with transportation information—one that could be used not only by the public, but also by those assisting potential riders such as mobility managers, local public transit, and human services agency staff. Intercity bus services should be included in any such efforts, with more information than simply a link to the Jefferson site.

As noted above with coordination needs, there is a need at the local level for improved support for passengers—a possible means of doing this is to provide administrative funding and training that allows transit agencies at intercity bus stops to function as bus agents—providing schedule information, selling tickets, etc.

Sustainable Expansion

Input provided both by stakeholders and the public survey identified a need for more coverage of the intercity network. With the limited federal funding and the requirement that Jefferson Lines provide its own non-federal match, expansion of the Jefferson Lines services is not likely. However, the Souris Basin and Standing Rock feeder services provide a model for expanding coverage through connecting feeder services which also meet regional travel needs. Several options for expanded coverage were developed, and the most feasible from a cost and service perspective is a connection from Devils Lake to Jamestown.

However, implementing such feeder services is dependent on the willingness and ability of the local transit system to provide the local match, vehicle, and staff to operate such a service. Souris Basis has funding to provide a link from Williston to Minot, but has not been able to recruit staff to operate it (illustrating the issues).

Other potential feeder routes include Devils Lake to Grand Forks (with a potential expansion to Fargo), and Williston to Dickinson. Any implementation of additional feeder routes should be considered only if the funding is available to support them on an ongoing basis—potentially if there are increases in the federal funding under new federal transportation authorization programs or if state operating assistance for intercity services became available. There is scope for an expanded network, but presently the resources are limited.

North Dakota's intercity bus network provides intercity access to 68% of the state's population, and if the additional access provided by Amtrak is included, the intercity surface access expands to 77% of the population. The intercity services operated by Jefferson Lines and rural feeder operators Souris Basis Transportation and Standing Rock Transit together provide just under 56,000 rides per year. The Jefferson Lines services cover 50% of their costs from fare revenue, which is the most cost-effective transit service in the state. NDDOT should continue its policies of supporting these services through its administration of federal funds, and work to increase the mobility provided by this network through coordination with local transit and additional public information.

Appendix A:
All Trip Generators

Airports

Name	Address
Bismarck Municipal Airport	2301 University Dr, Bismarck, ND 58504
Fargo - Hector International Airport	2801 32nd Ave N, Fargo, ND 58102
Minot International Airport	305 Airport Rd, Minot, ND 58703
Devils Lake Municipal Airport	106 National Guard St NW, Devils Lake, ND 58301
Dickinson - Theodore Roosevelt Regional Airport	11120 42nd St SW, Dickinson, ND 58601
Grand Forks International Airport	2301 Airport Dr, Grand Forks, ND 58203
Williston Basin International Airport	14127 Jensen Ln, Williston, ND 58801

Colleges/Universities

Name	Address
Minot State University	500 University Ave W, Minot, ND 58707
Dakota College at Bottineau	105 Simrall Blvd, Bottineau, ND 58318
Dickinson State University	291 Campus Dr, Dickinson, ND 58601
Bismarck State College	1500 Edwards Ave, Bismarck, ND 58501
Lake Region State College	1598 College Dr N, Devils Lake, ND 58301
Mayville State University	330 3rd St NE, Mayville, ND 58257
North Dakota State College of Science	800 6th St N, Wahpeton, ND 58076
North Dakota State University	1340 Administration Ave, Fargo, ND 58105
University of Jamestown	6000 College Ln, Jamestown, ND 58405
University of Mary	7500 University Dr, Bismarck, ND 58504
University of North Dakota	775 Hamline St, Grand Forks, ND 58203
Valley City State University	101 College St SE, Valley City, ND 58072
Williston State College	1410 University Ave, Williston, ND 58801

Correctional Facilities

Name	Address
BIA Corrections Fort Totten Jail	St Michael, ND 58370, United States
BIA Corrections Standing Rock Jail	51 Proposal Ave, Fort Yates, ND 58538, United States
Bismarck Transition Center	2001 Lee Ave, Bismarck, ND 58504, United States
Burleigh Morton Detention Center	4000 Apple Creek Rd, Bismarck, ND 58504, United States
Cass County Jail	450 34th St S, Fargo, ND 58103, United States
Corrections & Rehabilitation	3100 Railroad Ave, Bismarck, ND 58501, United States
Dakota Women's Correctional	440 McKenzie St, New England, ND 58647, United States
Grand Forks County Correctional	1701 N Washington St # A, Grand Forks, ND 58203, United States
Heart of America Correctional and Treatment Center	110 Industrial Rd, Rugby, ND 58368, United States
James River Correctional Center	Circle Dr, Jamestown, ND 58401, United States
Lake Region Law Enforcement Center	222 Walnut St W, Devils Lake, ND 58301, United States
McKenzie County Law Enforcement Center	1202 12th St SE, Watford City, ND 58854, United States
Missouri River Correctional	1800 48th Ave SW, Bismarck, ND 58506, United States
North Dakota State Penitentiary	3100 Railroad Ave, Bismarck, ND 58501, United States
North West Regional Corrections Center	US-75, Crookston, MN 56716, United States
Stutsman County Correction Center	205 6th St SE #2, Jamestown, ND 58401, United States
The Southwest Multi-County Correction Center (SWMCCC)	66 W Museum Dr, Dickinson, ND 58601, United States
Tompkins Rehabilitation And Corrections Center	2504 Circle Dr, Jamestown, ND 58401, United States
Williams County Correctional Center	223 E Broadway #302, Williston, ND 58801, United States
Youth Correctional Center	701 16th Ave SW, Mandan, ND 58554, United States

Hospitals

Name	Address
Altru Health System Hospital	1200 S Columbia Rd, Grand Forks, ND 58201, United States
Altru Specialty Center	4500 S Washington St, Grand Forks, ND 58201
Ashley Medical Center	612 Center Ave N, Ashley, ND 58413
Cavalier County Memorial Hospital	909 2nd St, Langdon, ND 58249
CHI Lisbon Health	905 Main St, Lisbon, ND 58054
CHI Mercy Health Valley City	570 Chautauqua Blvd, Valley City, ND 58072, United States
CHI Oakes Hospital	1200 7th St N, Oakes, ND 58474
CHI St. Alexius Carrington	800 4th St N, Carrington, ND 58421, United States
CHI St. Alexius Health Bismarck Medical Center	900 E Broadway Ave, Bismarck, ND 58501, United States
CHI St. Alexius Health Devils Lake Hospital (Mercy Hospital)	1031 7th Street Northeast, Devils Lake, ND 58301, United States
CHI St. Alexius Health Dickinson Medical Center	2500 Fairway St, Dickinson, ND 58601, United States
CHI St. Alexius Health Garrison Memorial Hospital	407 3rd Ave SE, Garrison, ND 58540
CHI St. Alexius Health Turtle Lake Hospital (Community Memorial Hospital)	220 5th Ave, Turtle Lake, ND 58575, United States
CHI St. Alexius Health Williston Medical Center	1301 15th Ave W, Williston, ND 58801, United States
Cooperstown Medical Center	107 12th St S, Cooperstown, ND 58425, United States
Essentia Health-Fargo Hospital	3000 32nd Ave S, Fargo, ND 58103
First Care Health Center	115 Vivian St, Park River, ND 58270
Fort Yates Hospital	10 Standing Rock Ave, Fort Yates, ND 58538
Heart of America Medical Center	2975 US-2, Rugby, ND 58368
Jacobson Memorial Hospital	601 E St N, Elgin, ND 58533, United States
Jamestown Regional Medical Center	2422 20th St SW, Jamestown, ND 58401
Kenmare Community Hospital	317 1st Ave NW, Kenmare, ND 58746

Name	Address
Linton Hospital and Medical Center	111 W Elm Ave W, Linton, ND 58552
McKenzie County Healthcare System	709 4th Ave NE, Watford City, ND 58854, United States
Mountrail County Health Center	615 6th St SE, Stanley, ND 58784, United States
Nelson County Health System	200 Main St S, McVille, ND 58254, United States
North Dakota State Hospital	2605 Circle Dr, Jamestown, ND 58401, United States
Northwood Deaconess Health Center	4 S Park St, Northwood, ND 58267, United States
Pembina County Memorial Hospital	301 Mountain St E, Cavalier, ND 58220
Prairie St. John's Psychiatric Center	510 4th St S, Fargo, ND 58103
Presentation Medical Center	213 2nd Ave NE, Rolla, ND 58367
Quentin N. Burdick Memorial Healthcare Center	1300 Hospital Lp, Belcourt, ND 58316
Sakakawea Medical Center	510 8th Ave NE, Hazen, ND 58545, United States
Sanford Broadway Medical Center	801 Broadway N, Fargo, ND 58102
Sanford Hillsboro Medical Center	315 E Caledonia Ave, Hillsboro, ND 58045
Sanford Mayville Medical Center	42 6th Ave SE, Mayville, ND 58257
Sanford Medical Center	1720 S University Dr, Fargo, ND 58103
Sanford Medical Center Bismarck	300 N 7th St, Bismarck, ND 58501, United States
Sanford Medical Center Fargo	5225 23rd Ave S, Fargo, ND 58104, United States
St. Aloisius Medical Center	325 Brewster St E, Harvey, ND 58341, United States
St. Andrew's Health Center	316 Ohmer St, Bottineau, ND 58318
St. Luke's Hospital	702 1st St SW, Crosby, ND 58730
Tioga Medical Center	810 Welo St N, Tioga, ND 58852, United States
Towner County Medical Center	228 1st Ave, Cando, ND 58324
Trinity Hospital	2305 37th Ave SW, Minot, ND 58701, United States
Trinity Hospital-St. Joseph's	407 3rd St SE, Minot, ND 58701
Unity Medical Center	164 W 13th St, Grafton, ND 58237, United States

Major Employers

Name	Address
Aldevron	4055 41st Ave S, Fargo, ND 58104
CNH	3401 1st Ave N, Fargo, ND 58102
Doosan Bobcat	210 1st Ave NE, Gwinner, ND 58040
Doosan Bobcat	530 S 26th St, Bismarck, ND 58504
Grand Forks AFB	1 Steen Ave, Grand Forks, ND 58205
Marvin	14835 ND-17, Grafton, ND 58237
Minot AFB	15 Missile Ave, Minot AFB, ND 58704
Nordian Healthcare Solutions	4510 13th Ave S, Fargo, ND 58103

Multi-Family Housing

Name	Address
Sierra Ridge	1060 W Turnpike Ave, Bismarck, ND 58501, USA
Dakota East & West Apartments	1704 Dakota Dr N, Fargo, ND 58102, USA
Dakota View Estates	1717 40th St S, Fargo, ND 58103, USA
Danbury	1881 39th St SW, Fargo, ND 58103, USA
Dakota Crossing Apartments - APM	1900 Dakota Dr N, Fargo, ND 58102, USA
Cottonwood Apartment Homes	2020 S 12th St, Bismarck, ND 58504, USA
Forest Park Apartments	2200 S 34th St apt 528, Grand Forks, ND 58201, USA
Dakota Park Apartments	3001 34th Ave S, Fargo, ND 58104, USA
Coulee Ridge Apartments and Twin Homes	3009 43rd Ave NE, Bismarck, ND 58503, USA
Northridge Apartment Homes	3103 E Calgary Ave, Bismarck, ND 58503, USA
Dakota Property Management	3108 S Broadway STE J, Minot, ND 58701, USA
Sundance Apartments	320 W Lasalle Dr, Bismarck, ND 58503, USA
Blackmore Flats	3233 24th Ave S #113, Grand Forks, ND 58201, USA
Southpoint Apartments	3450 Ruemmele Rd, Grand Forks, ND 58201, USA
The Retreat Apartment Homes	3602 7th St W, Williston, ND 58801, USA
Legacy Heights Apartments	3841 Knudsen Ave, Bismarck, ND 58503, USA
Hawk Pointe Apartments	4201 Montreal St, Bismarck, ND 58503, USA
The Retreat At Urban Plains	4955 30th Ave S, Fargo, ND 58104, USA
Dakota Ridge	5963 US-85, Williston, ND 58801, USA
Deer Ridge Apartment Homes	800 12th Ave NE, Jamestown, ND 58401, USA

Human Services Agencies

Name	Address
Addiction Rehabilitation Center ND	809 US-83, Minot, ND 58703, USA
Adopt-a-Block Jeannette Myhre School - Food Distribution Center	919 S 12th St, Bismarck, ND 58504, USA
Alfred Dickey Public Library	105 3rd St SE, Jamestown, ND 58401, USA
Altru's Inpatient Rehabilitation	4500 S Washington St, Grand Forks, ND 58201, USA
AMEN Food Pantry	30 7th St W, Dickinson, ND 58601, USA
Aurora Dialysis	1451 44th Ave S # 104D, Grand Forks, ND 58201, USA
Benedictine Living Community-Bismarck	4580 Coleman St, Bismarck, ND 58503, USA
Bismarck Emergency Food Pantry	220 W Front Ave, Bismarck, ND 58504, USA
Bismarck VA Clinic	2700 State St # 5, Bismarck, ND 58503, USA
Bismarck Veterans Memorial Library	515 N 5th St, Bismarck, ND 58501, USA
Bowman Parks and Recreation EDGE Activity Complex	320 US-12, Bowman, ND 58623, USA
Bowman Parks and Recreation Rouzie Recreation Center	305 1st St SW, Bowman, ND 58623, USA
Brick City Senior Citizens Center	707 Main Ave, Hebron, ND 58638, USA
BSC Aquatic & Wellness Center	1601 Canary Ave, Bismarck, ND 58501, USA
Burleigh County Senior Adults	315 N 20th St #4753, Bismarck, ND 58501, USA
Carnegie Regional Library	630 Griggs Ave, Grafton, ND 58237, USA
Center Community Pool	207 Lincoln Ave, Center, ND 58530, USA
Center Community Pool	207 Lincoln Ave, Center, ND 58530, USA
Centre, Inc.	3501 Westrac Dr, Fargo, ND 58103, USA
DaVita Dialysis At The Forks	1300 S Columbia Rd, Grand Forks, ND 58201, USA
DaVita Fargo Dialysis Center	4474 23rd Ave S ste m, Fargo, ND 58104, USA
Devils Lake VA Clinic	1031 7th Street Northeast, Devils Lake, ND 58301, USA
Dickinson Adult Learning Center	402 4th St W, Dickinson, ND 58601, USA
Dickinson Area Public Library	139 3rd St W, Dickinson, ND 58601, USA
Dickinson VA Clinic	3275 West Ridge Drive, West Ridge, Market Center, 3275 W Ridge Dr Suite P, Dickinson, ND 58601, USA
Door of Hope Freedom Center	1998 43rd Ave NE, Bismarck, ND 58503, USA
Dream Center Bismarck	1805 Park Ave, Bismarck, ND 58504, USA

Name	Address
Emergency Food Pantry	1101 4th Ave N, Fargo, ND 58102, USA
Eventide Heartland Care Center	620 14th Ave NE, Devils Lake, ND 58301, USA
Fargo Elim Health Care Center	3534 S University Dr, Fargo, ND 58104, USA
Fargo Public Library – Dr. James Carlson Library	2801 32nd Ave S, Fargo, ND 58103, USA
Fargo Public Library – Main Library	101 4th St N, Fargo, ND 58102, USA
Fargo Public Library – Northport Library	2714 Broadway N, Fargo, ND 58102, USA
Fargo VA Community Resource & Referral Center (CRRC)	Community Resource & Referral Center (CRRC, 721 1st Ave N, Fargo, ND 58102, USA
Fargo VA Health Care System	2101 Elm St NE, Fargo, ND 58102, USA
Food Pantry - Community Action Region Vi	1108 5th Ave NE, Jamestown, ND 58401, USA
Food Pantry-Our Lady of Grace	707 16th Ave SW, Minot, ND 58701, USA
Fort Yates VA Clinic	116 Yates St, Fort Yates, ND 58538, USA
Four Seasons Health Care Center	483 4th St SW, Forman, ND 58032, USA
Garrison Public Library	32 S Main St, Garrison, ND 58540, USA
Golden Age Services	301 15th St NW, Mandan, ND 58554, USA
Good Road Recovery Center	1308 Elbowoods Ln, Bismarck, ND 58503, USA
Grafton VA Clinic	1319 11th St, Grafton, ND 58237, USA
Grand Forks Public Library	2110 Library Cir, Grand Forks, ND 58201, USA
Grand Forks Senior Center	620 4th Ave S, Grand Forks, ND 58201, USA
Grand Forks VA Clinic	3221 32nd Ave S, Grand Forks, ND 58201, USA
Granville Senior Citizen's Center	101 Lincoln Ave, Granville, ND 58741, USA
Great Plains Food Bank	1315 S 20th St, Bismarck, ND 58504, USA
Great Plains Food Bank	1720 3rd Ave N, Fargo, ND 58102, USA
Hankinson Community Center	112 Main Ave S, Hankinson, ND 58041, USA
Harwood Community Center	210 Freedland Dr, Harwood, ND 58042, USA
Hazen Senior Citizens Center	21 7th St NW, Hazen, ND 58545, USA
HC Community Care Center & Food Pantry - Food Distribution Center	1726 S Washington St, Grand Forks, ND 58201, USA
Heartview Foundation - Bismarck	101 E Broadway Ave, Bismarck, ND 58501, USA
Heavens Helpers Soup Cafe	220 N 23rd St, Bismarck, ND 58501, USA
High Plains Community Center & Dunn County Fair Association	100 5th Ave SW, Killdeer, ND 58640, USA

Name	Address
Hillsboro Community Center	Hillsboro, ND 58045, USA
Hope Center	313 3rd St NE, Devils Lake, ND 58301, USA
Hope Manor	321 S 1st St, Bismarck, ND 58504, USA
Horace Community Center	220 Thue Ct, Horace, ND 58047, USA
Jamestown VA Clinic	2430 20th St SW Suite 8, Jamestown, ND 58401, USA
Kinder Care	2235 Shiloh Street Platted, West Fargo, ND 58078, USA
Knife River Care Center	118 22nd St NE, Beulah, ND 58523, USA
Lake Region Public Library	423 7th Street Northeast, Devils Lake, ND 58301, USA
Lakota City Community Center	404 US-2, Lakota, ND 58344, USA
Listen Day Services	1407 24th Ave S #100, Grand Forks, ND 58201, USA
Lodoen Community Center	109 3rd St E, West Fargo, ND 58078, USA
Lutheran Sunset Home	333 Eastern Ave, Grafton, ND 58237, USA
Maple Manor Care Center	1116 9th Ave, Langdon, ND 58249, USA
Marian Manor Healthcare Center	604 E Ash Ave, Glen Ullin, ND 58631, USA
McKenzie County Public Library	112 2nd Ave NE, Watford City, ND 58854, USA
Medora Community Center	465 Pacific Ave, Medora, ND 58645, USA
Metro Recreation Center	3110 Main Ave, Fargo, ND 58103, USA
Milnor Area Community Center	528 5th St, Milnor, ND 58060, USA
Ministry on the Margins	201 N 24th St, Bismarck, ND 58501, USA
Minot Commission On Aging	21 1st Ave SE B, Minot, ND 58701, USA
Minot Public Library	516 2nd Ave SW, Minot, ND 58701, USA
Minot VA Clinic	3400 S Broadway, Minot, ND 58701, USA
Minto Community Center	114 Harvey Ave, Minto, ND 58261, USA
Missouri Slope	4916 N Washington St, Bismarck, ND 58503, USA
NDSU Library	1201 Albrecht Blvd #2080, Fargo, ND 58105, USA
New Freedom Center	905 E Interstate Ave, Bismarck, ND 58503, USA
New Rockford Senior Center	529 1st Ave N, New Rockford, ND 58356, USA
New Town City Library	307 Main St, New Town, ND 58763, USA
North Dakota Adult & Teen Challenge, Inc.	1406 2nd St NW, Mandan, ND 58554, USA
North Dakota Department of Veterans Affairs	4201 38th St S Suite 104, Fargo, ND 58104, USA

Name	Address
North Dakota State Library	604 E Boulevard Ave, Bismarck, ND 58505, USA
Northern Lights Rehab and Long Term Care (Previously Minot Health and Rehab)	600 Main St S, Minot, ND 58701, USA
Northwood City Library	206 N Main St, Northwood, ND 58267, USA
PAM Health Rehabilitation Hospital of Fargo	4671 38th St S, Fargo, ND 58104, USA
Prairie Recovery Center	7785 St Gertrude Ave, Raleigh, ND 58564, USA
Progress Community Center	429 2nd St SW, Jamestown, ND 58401, USA
Providence House Men's Center	2126 Vista Ave, Arnegard, ND 58835, USA
Ralph Wells Community Center	1104 Warrior St, Roseglen, ND 58775, USA
Raymond Family Community Center	1002 11th St W, Williston, ND 58801, USA
Richardton Health Center Inc	8885 ND-10, Richardton, ND 58652, USA
Richland Wilkin Food Pantry	699 8th Ave S, Wahpeton, ND 58075, USA
Rough Rider Center	2209 Wolves Den Pkwy, Watford City, ND 58854, USA
Rustad Recreation Center	601 26th Ave E, West Fargo, ND 58078, USA
Sanford Dialysis	1321 W 22nd St, Sioux Falls, SD 57117, USA
Sanford Dialysis	2801 S University Dr, Fargo, ND 58103, USA
Sanford Fort Yates Dialysis	10 S River Rd, Fort Yates, ND 58538, USA
Sanford Health Acute Dialysis Services	801 Broadway N, Fargo, ND 58122, USA
Sanford Jamestown Dialysis	300 2nd Ave NE, Jamestown, ND 58401, USA
Sanford Tom and Frances Leach Bismarck Dialysis	209 N 7th St, Bismarck, ND 58501, USA
Senior Center	715 Randolph St NW, Washington, DC 20011, USA
Senior Citizens	122 Main St N, Velva, ND 58790, USA
Senior Citizens Center	207 S 5th St, Oakes, ND 58474, USA
Senior Citizens Center	42 Dakota Ave, Wilton, ND 58579, USA
Sertoma Community Center	300 Riverside Park Rd, Bismarck, ND 58504, USA
Sheyenne Crossings	125 13th Ave W, West Fargo, ND 58078, USA
Sheyenne Senior Citizen Center	100 1st St N, Sheyenne, ND 58374, USA
Slick City Action Park	3430 Jacks Wy S, Fargo, ND 58104, USA
Soul Solutions Recovery Center	1801 38th St S, Fargo, ND 58103, USA
South Central Adult Services	139 2nd Ave SE, Valley City, ND 58072, USA

Name	Address
Spirit Lake Tribe Rec Center	114 1st Ave, St Michael, ND 58370, USA
Spirit Lake Tribe Rec Center	7296 ND-57, Fort Totten, ND 58335, USA
Spirit of Life Catholic Church - Food Distribution Center	801 1st St SE, Mandan, ND 58554, USA
Sunset Center Senior Citizens	46 1st Ave E, Dickinson, ND 58601, USA
Surrey Senior Citizens	301 2nd St NW, Surrey, ND 58785, USA
The Lord's Cupboard - Food Distribution Center	1901 S Broadway STE 2, Minot, ND 58701, USA
The Meadows on University	1315 S University Dr, Fargo, ND 58103, USA
Three Affiliated Tribes Kidney Dialysis Unit	1250 Elbowoods Loop, New Town, ND 58763, USA
Tioga Community Center	410 6th St NE, Tioga, ND 58852, USA
Trinity Homes	305 8th Ave NE, Minot, ND 58703, USA
Trinity Lenoir Dialysis	1310 Hospital Lp, Belcourt, ND 58316, USA
Two Rivers Activity Center	1501 5th St NE, Jamestown, ND 58401, USA
US Veterans Affairs Department	Veterans Administration Hospital, 2101 Elm St N, Fargo, ND 58102, USA
VA Outpatient Clinic	Frontage Rd, Minot, ND 58701, USA
Valley City Public Library	410 Central Ave N, Valley City, ND 58072, USA
Valley Senior Services	205 N Main St, Hillsboro, ND 58045, USA
Washington Senior Healthcare Center	5300 Shawnee Rd #101, Alexandria, VA 22312, USA
West Fargo Public Library	215 3rd St E, West Fargo, ND 58078, USA
West River Community Center	2004 Fairway St, Dickinson, ND 58601, USA
Western Horizons Care Center	1104 US-12, Hettinger, ND 58639, USA
Williston Area Recreation Center (ARC)	822 18th St E, Williston, ND 58801, USA
Williston Community Library	1302 Davidson Dr, Williston, ND 58801, USA
Williston Senior Center	18 Main St, Williston, ND 58801, USA
Williston VA Clinic	3210 27th St W Suite 206, Williston, ND 58801, USA

Grocery Stores

Name	Address
Asian & American Market	1425 Main Ave, Fargo, ND 58103, USA
Asian Gourmet Market Store	800 E Bowen Ave, Bismarck, ND 58504, USA
Beach Food Center	181 N Central Ave, Beach, ND 58621, USA
Cash Wise Foods Grocery Store	1144 E Bismarck Expy, Bismarck, ND 58504, USA
Cash Wise Foods Grocery Store	1401 33rd St S, Fargo, ND 58103, USA
Cash Wise Foods Grocery Store	1761 3rd Ave W, Dickinson, ND 58601, USA
Cash Wise Foods Grocery Store	900 43rd Ave NE, Bismarck, ND 58503, USA
Family Fare Supermarket	1100 13th Ave E, West Fargo, ND 58078, USA
Family Fare Supermarket	1190 W Turnpike Ave, Bismarck, ND 58501, USA
Family Fare Supermarket	1283 Roughrider Blvd, Dickinson, ND 58601, USA
Family Fare Supermarket	302 E 1st St, Dickinson, ND 58601, USA
Family Fare Supermarket	3101 N 11th St, Bismarck, ND 58503, USA
Family Fare Supermarket	3103 Yorktown Dr Suite 3, Bismarck, ND 58503, USA
Family Fare Supermarket	3175 25th St S, Fargo, ND 58103, USA
Family Fare Supermarket	500 Burlington St SE, Mandan, ND 58554, USA
Family Fare Supermarket	724 N University Dr, Fargo, ND 58102, USA
Family Fare Supermarket	835 S Washington St, Bismarck, ND 58504, USA
Hornbacher's	2050 Sheyenne St, West Fargo, ND 58078, USA
Hornbacher's	4101 13th Ave S, Fargo, ND 58103, USA
Jim's Supervalue	103 3rd St W, Park River, ND 58270, USA
Miller's Fresh Foods	104 N Main St, Northwood, ND 58267, USA
Natural Grocers	4517 13th Ave S, Fargo, ND 58103, USA
Natural Grocers	840 S Washington St, Bismarck, ND 58504, USA
Walmart Supercenter	1000 Old Red Trail, Mandan, ND 58554, USA
Walmart Supercenter	1400 Skyline Blvd, Bismarck, ND 58503, USA
Walmart Supercenter	1424 US-2, Devils Lake, ND 58301, USA
Walmart Supercenter	1625 Commerce St, Wahpeton, ND 58075, USA
Walmart Supercenter	2456 3rd Ave W, Dickinson, ND 58601, USA
Walmart Supercenter	2551 32nd Ave S, Grand Forks, ND 58201, USA
Walmart Supercenter	2717 Rock Island Pl, Bismarck, ND 58504, USA
Walmart Supercenter	3757 55th Avenue South, Fargo, ND 58104, USA
Walmart Supercenter	3900 S Broadway, Minot, ND 58701, USA
Walmart Supercenter	4001 2nd Ave W, Williston, ND 58801, USA
Walmart Supercenter	4731 13th Ave S, Fargo, ND 58103, USA
Walmart Supercenter	5755 Gateway Dr, Grand Forks, ND 58203, USA
Walmart Supercenter	912 11th St E, Bottineau, ND 58318, USA
Walmart Supercenter	921 25th St SW, Jamestown, ND 58401, USA