

Greyhound Lines, Inc.

Service Description and Fares

Greyhound runs daily round-trip service from Bangor, ME to Boston, MA with intermediate stops of Waterville, Augusta, Bates College, Lewiston, Portland, Wells, and Portsmouth. Greyhound only requests 5311(f) subsidy for the portion of the route between Bangor and Portland.

The service provides meaningful connections to the intercity bus network in Augusta, Lewiston, Portland, Wells and Boston, where passengers can connect to schedules that travel across the country serving thousands of locations.

Ridership

In 2022, Greyhound served 10,832 passengers on this route, or an average of 30 passengers per day.

Fares

- » Bangor to Portland: approximately \$21–27 depending on factors below.
- » Portland to Bangor: approximately \$21–27 depending on factors below.

The Greyhound fare system, similar to the airlines, is not static; fares change daily based on the day of the week, hour of the day and season of the year passengers plan their travel. Greyhound uses a complex methodology for computing fares that considers a variety of criteria. The process for developing fare tables starts with computing mileage-based fares. Fares may then be dynamically changed based on day of week, time of day, remaining capacity of the bus, travel dates (for example, holiday travel), and/or sales channel. Currently, online customers get a small discount. Additionally, Greyhound offers special fares for advance purchases, senior, military personnel, students, and special promotions. Customers can access these fare offerings 24/7 online, through the Passenger Call Centers, at full-service terminals and (where available) kiosks.

Buses and Facilities

Greyhound currently uses around 217 buses to serve routes in Maine. Greyhound also utilizes buses from its national Greyhound fleet as backups in case there are issues with any of the primary buses. All buses are ADA accessible.

The Greyhound coaches used on the intercity service are maintained at company-managed facilities. The buses for this service are primarily maintained at the Boston garage. Equipment is cycled to maintenance facilities to address preventive maintenance without disruption to normal operations. The company uses emergency towing companies and repair shops to handle minor problems, and maintains driver bases and extra bus storage throughout the nation in order to send a bus and driver for passengers stranded by a breakdown.