

BASIN TRANSIT SERVICE TRANSPORTATION DISTRICT

BOARD OF DIRECTORS MEETING

Wednesday, January 28, 2026

4:15 PM

Conference Call No. 1-(669)900-6833 ID: 863 1258 9273 Passcode: 676163

<https://us06web.zoom.us/j/86312589273?pwd=m2xLrRvxI1DbPA5A60IzCs1p9JA54u.1>

ORDER	AGENDA	TYPE
A.	CALL TO ORDER - Chairperson	
B.	PLEDGE OF ALLEGIANCE	
C.	INTRODUCTION OF GUESTS	
D.	PUBLIC COMMENT: Members of the Public are invited to address the Board on items not listed on the agenda that are within the scope and jurisdiction of the District. Comments are limited to three (3) minutes per person.	
E.	HUMAN COORDINATED PLAN STATUS UPDATE	Information
F.	CONSENT AGENDA	
	All item(s) listed below are considered to be routine by the Board and will be enacted by one motion. Request approval - Board of Directors Meeting Minutes for December 2025. Approval - Budget Statement for October-December 2025.	Action
G.	OLD BUSINESS None	
H.	ACTION ITEMS	
	(1.) General Manager's Report	Information
I.	NEW BUSINESS - Discussion Only Items	
J.	ADJOURNMENT	
	This meeting is accessible to persons with disabilities. A request for an interpreter for the hearing impaired or for other accommodations for persons with disabilities should be made at	

least 48 hours before the meeting by calling Basin Transit Service at 541-883-2877.





INFORMATION

Public Comment



PRESENTATION

Human Coordinated Plan Status Update



1

Project Update

2

Round 1 Public Outreach Key Findings

3

Draft Tech Memo #3: Needs and Opportunities

4

Next Steps & Open Discussion



PROJECT UPDATE

Project Tasks

Task 1: Project Management

Task 2: PAC Meeting #1 (Kick-Off Meeting)

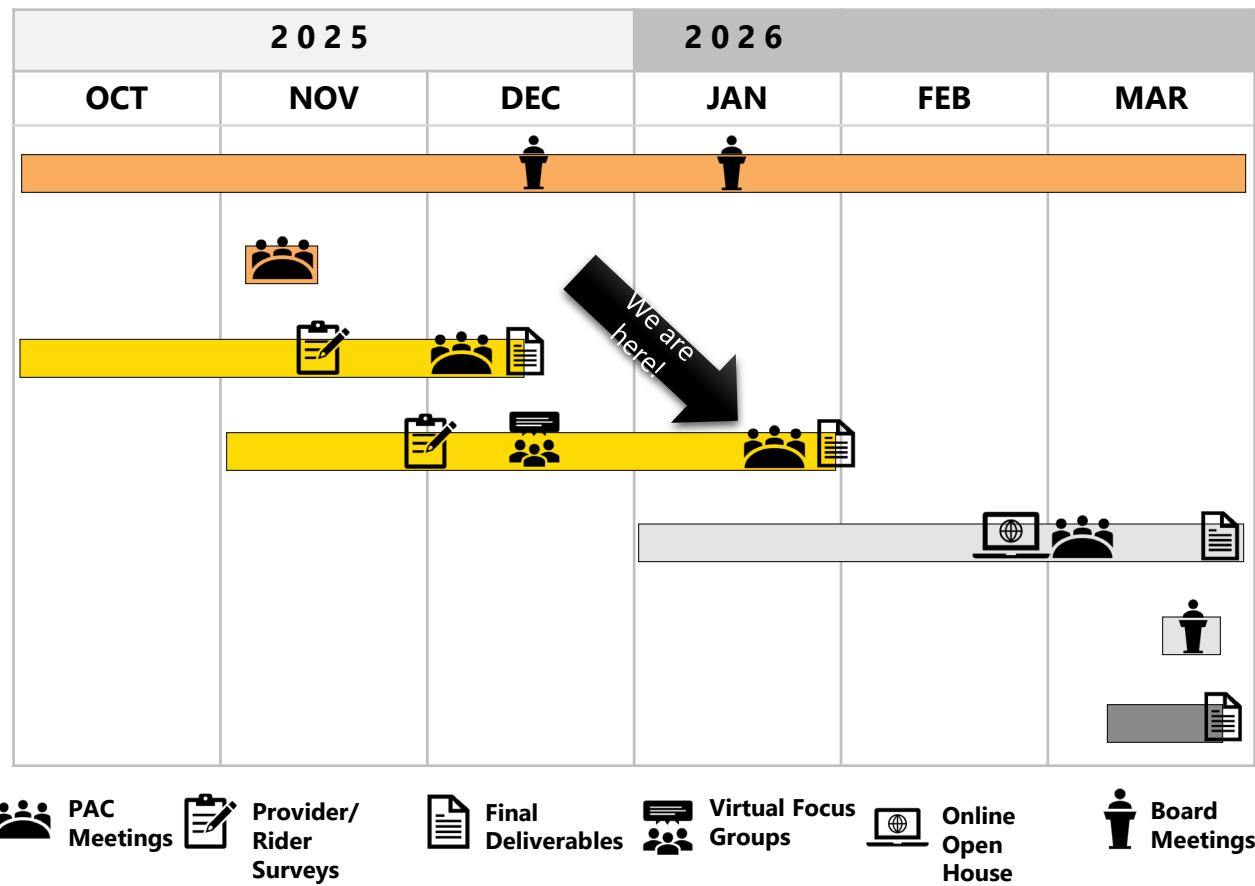
Task 3: Existing Services & Stakeholder Engagement Memos

Task 4: Needs & Opportunities Memo

Task 5: Final Coordinated Plan

Task 6: Final Presentation

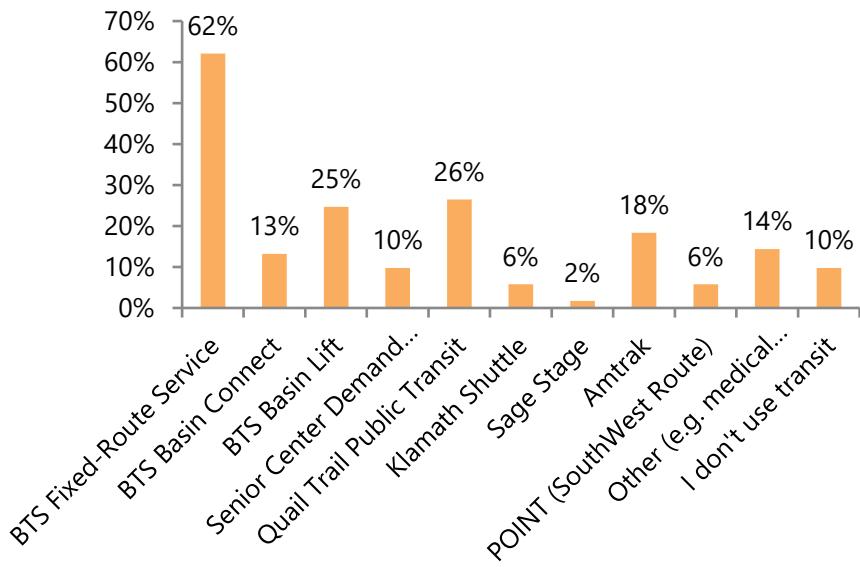
Task 7: Final Deliverables



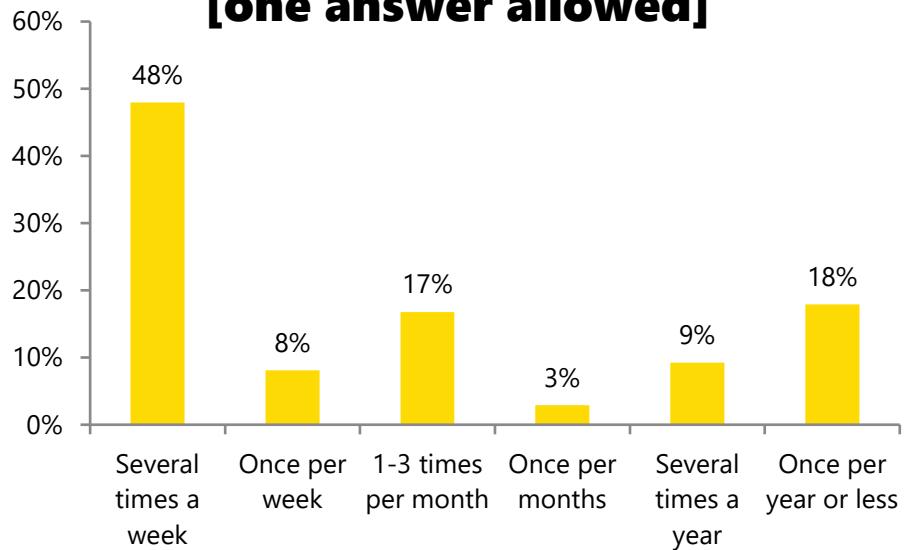
ROUND 1 PUBLIC OUTREACH KEY FINDINGS

SERVICES USED & TRANSIT USE FREQUENCY

Transit Services Used Last Year [multiple answers allowed]

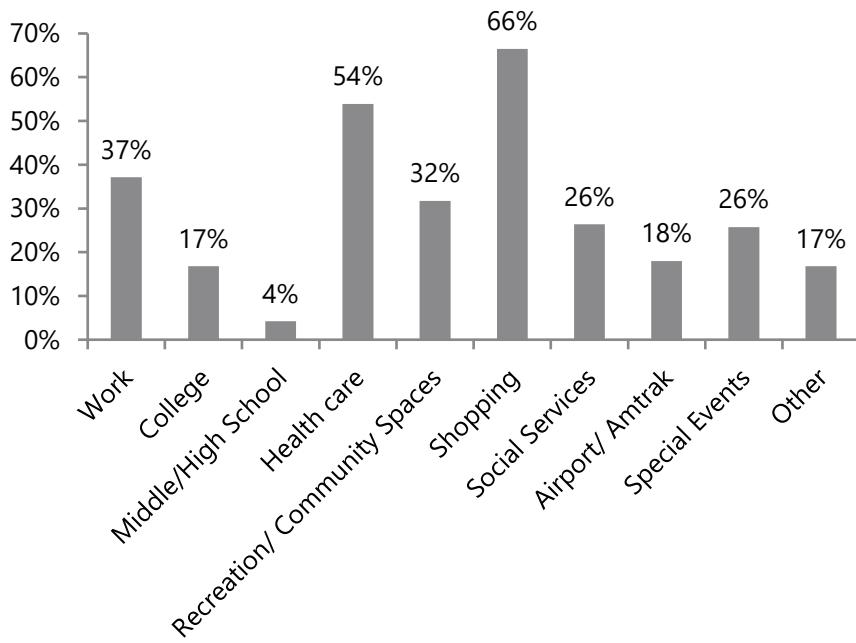


Transit Use Frequency [one answer allowed]

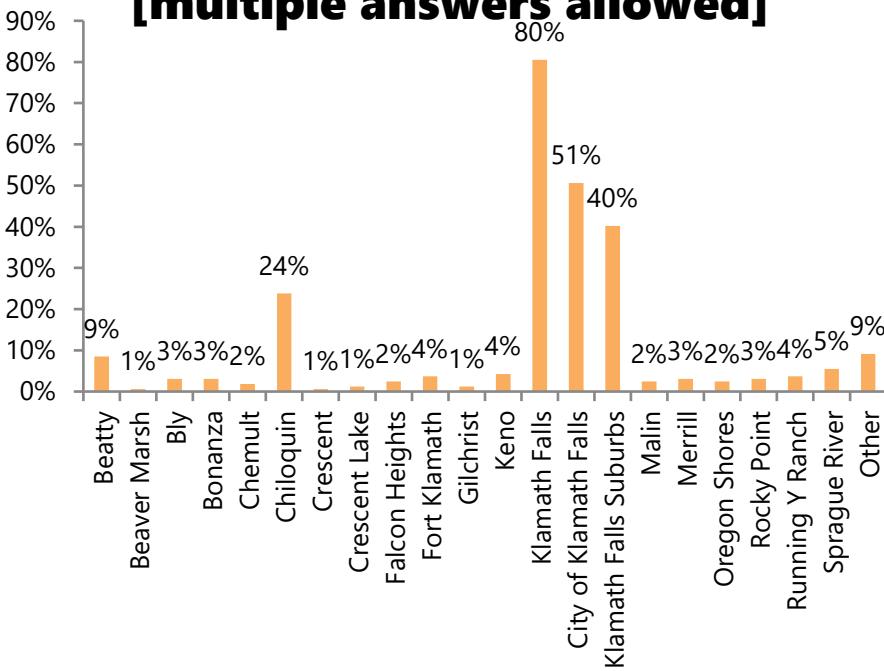


TRIP PURPOSES & DESTINATIONS

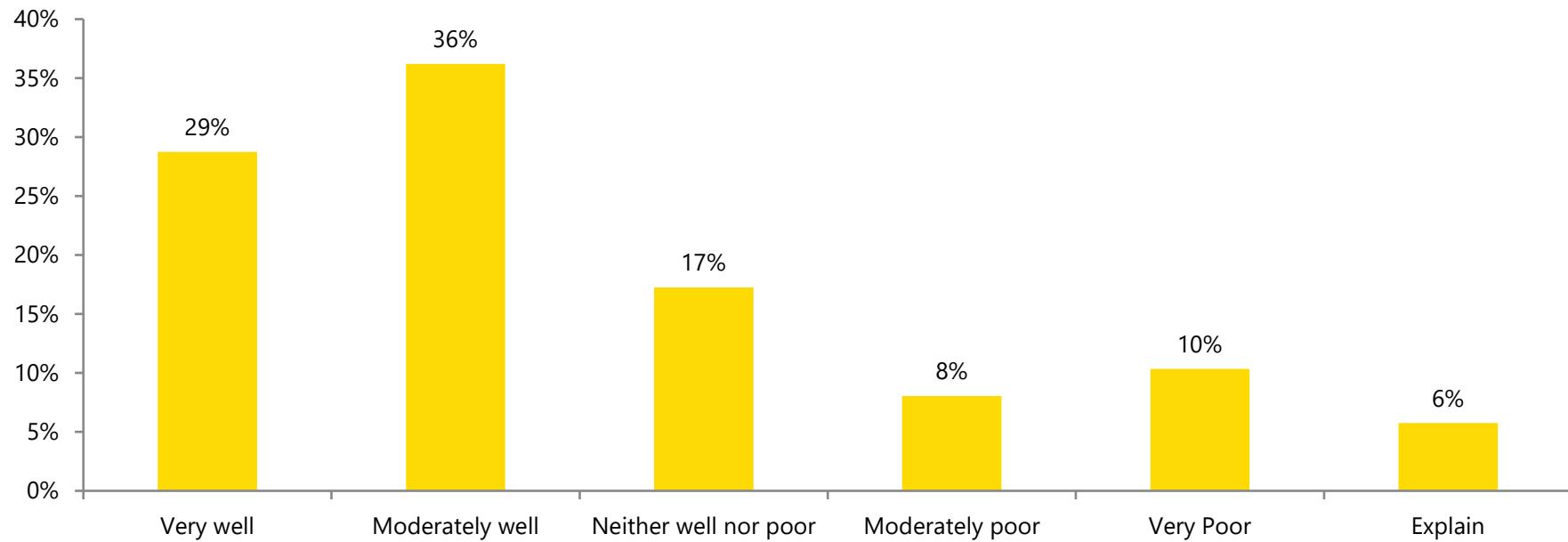
Trip Purpose
[multiple answers allowed]



Community Destinations
[multiple answers allowed]



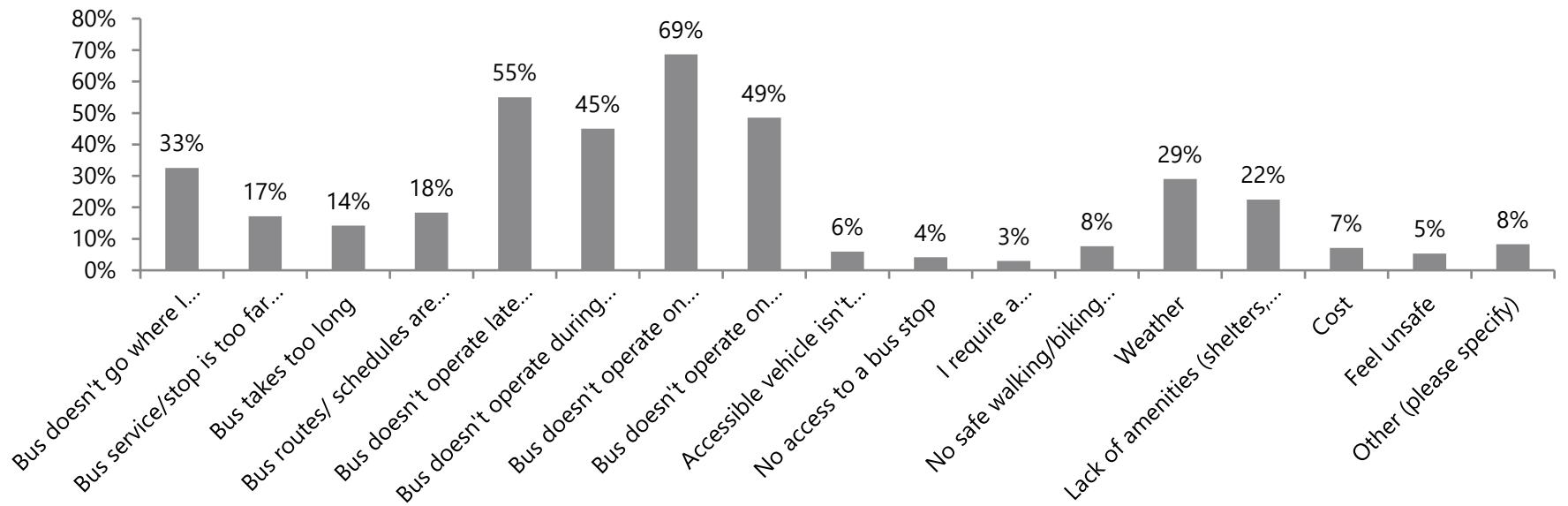
Understanding of Transit Services Available in Klamath County



BARRIERS TO TRANSIT USE

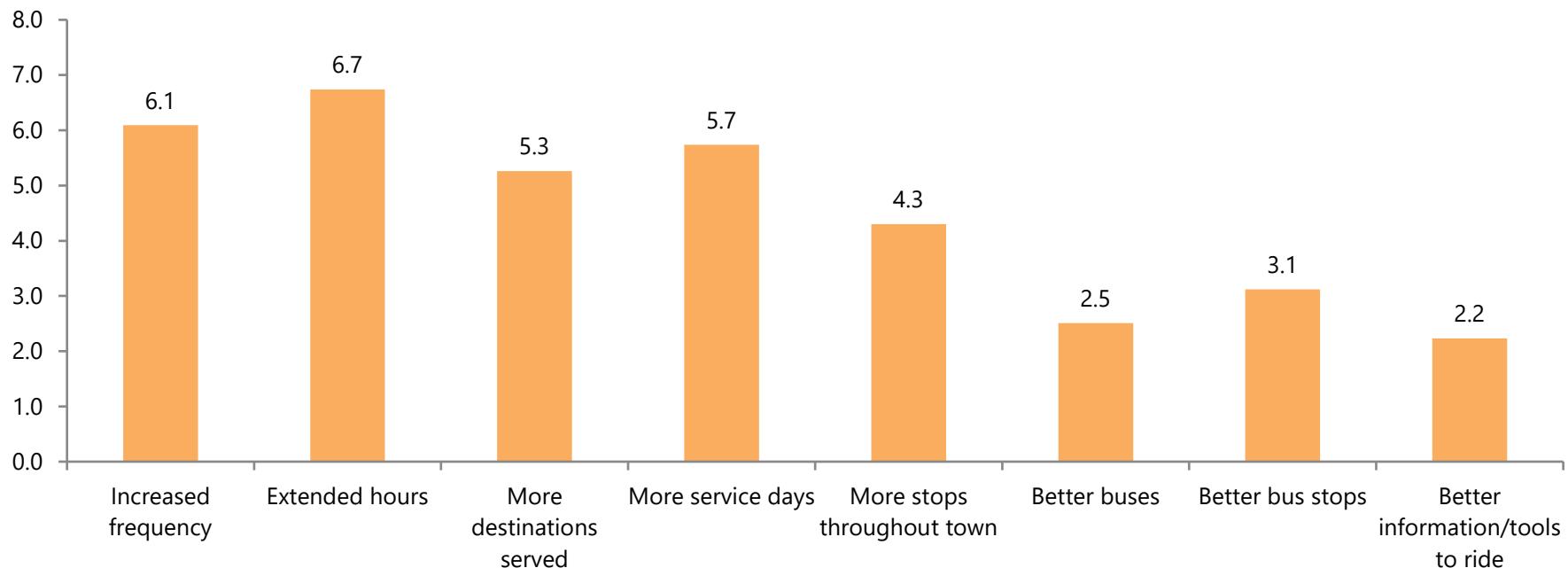
Challenges Faced When Using Transit Services in Klamath County

[multiple answers allowed]



RIDER PRIORITIES

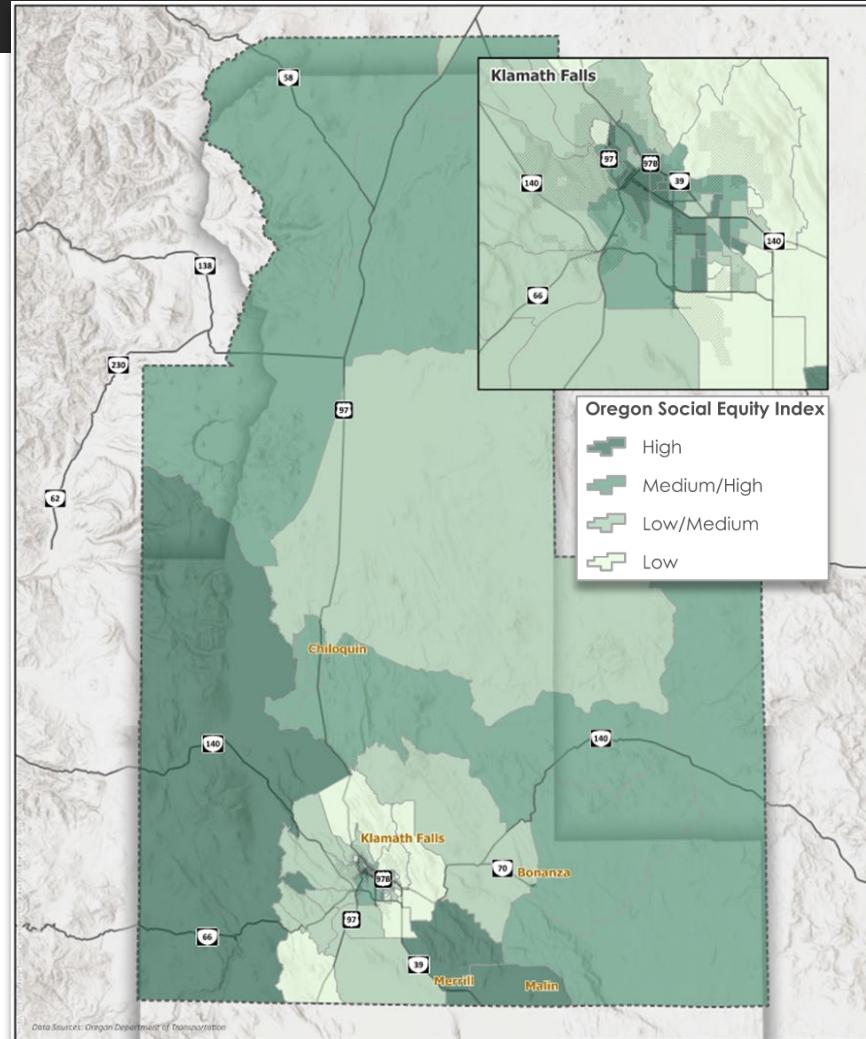
Top Priorities for Riders



DRAFT TECH MEMO #3: NEEDS AND OPPORTUNITIES

Transportation Disadvantaged Populations

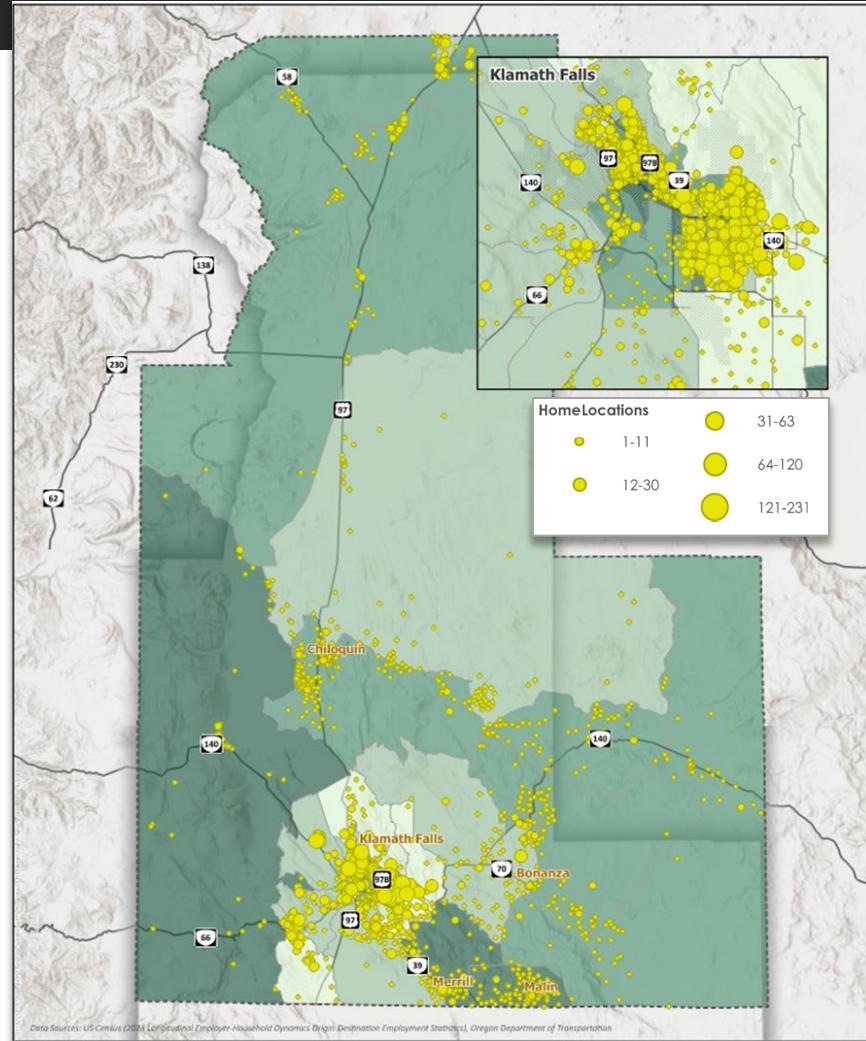
- Highest needs are clustered in Klamath Falls
- Rural areas like Chiloquin, Bonanza, Merrill, and Malin show medium-high density
- Many rural areas have high senior populations



DRAFT TM #2. NEEDS

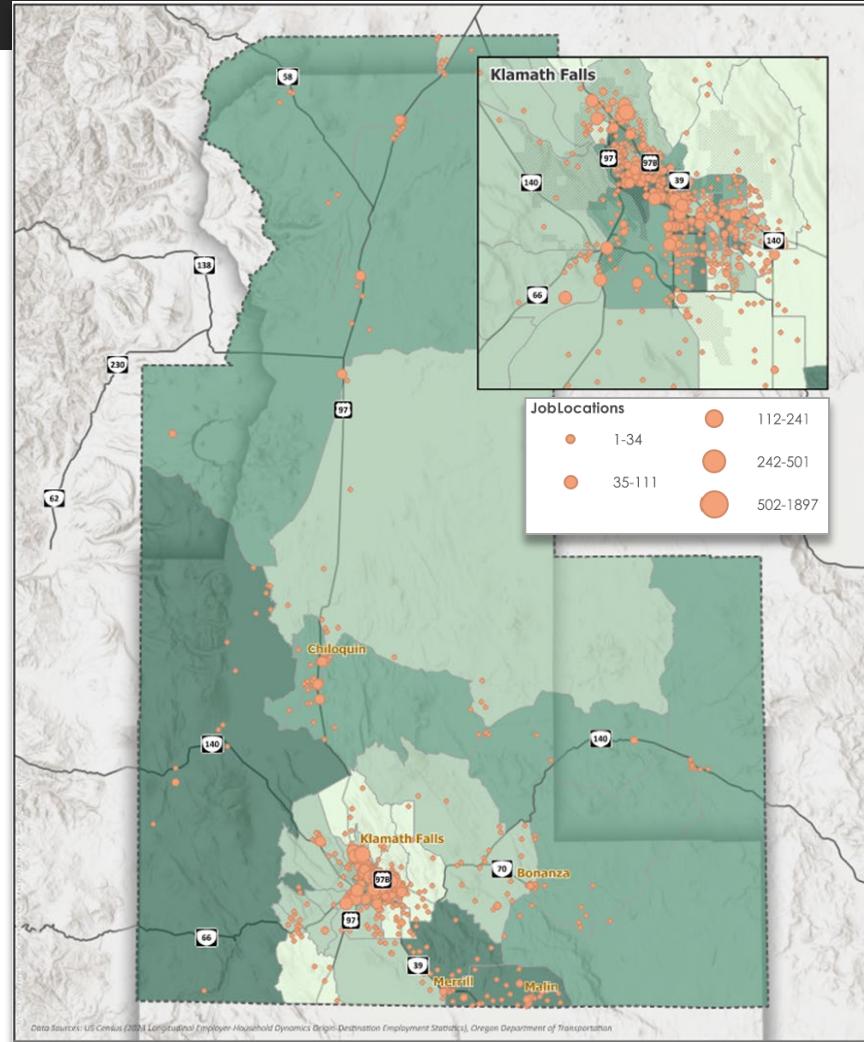
Home Locations of People Employed in Klamath County

- Most concentrated in the Klamath Falls urban area. Smaller populations in Chiloquin, Bonanza, Merrill, and Malin.
- Residential patterns show that populations in rural areas overlap with medium-high transportation disparity.



Job Locations of People Employed in Klamath County

- Employment centers are primarily located in Klamath Falls
- Secondary employment locations exist in Chiloquin, Bonanza, Merrill, and Malin
- Many workers commute from high-disparity rural areas to Klamath Falls for work.
- High-need populations often live far from job centers



DRAFT TM #3: NEEDS AND OPPORTUNITIES

Implementation Plan Prioritization Criteria

- **Initial & Ongoing Costs**
 - Order-of-magnitude cost ranges
 - Detailed estimates may be developed later to support grant funding
- **Ease of Implementation**
 - Based on whether strategy maintains existing service/capital or requires new ones
 - Considers trip distance and need for additional resources
- **Community Need**
 - Reflects input from PMT, PAC, and community
 - Considers population density served and service expansion needs
- **Regional Benefit**
 - Evaluates how regional services/connections to regional services are enhanced



DRAFT TM #3: NEEDS AND OPPORTUNITIES

Service Strategies

Strategy	Need Addressed	Timeline	Provider Responsible
Plan for microtransit service on weekdays (6-8AM / 5-7PM) and weekends in Klamath Falls.	Morning, evening, and weekend service.	Short-Term (0-1 Years)	BTS
Initiate transit service in northern Klamath County.	Service for Crescent, Gilchrist, Chemult with local driver.	Short-Term (0-1 Years)	BTS
Explore deviating fixed-route service in Chiloquin to access the Wellness Center.	Direct service to the Chiloquin Wellness Center.	Short-Term (0-1 Years)	Quail Trail
Expand service within Sprague River.	Reduce “first-mile/last-mile” distances for Sprague River riders.	Short-Term (0-1 Years) / Ongoing	Quail Trail
Transport Veterans between Klamath Falls and Medford twice per week.	More flexibility to access VA appointments/services.	In progress	BTS
Sustain current operations and maintenance of existing service levels that satisfy minimum transportation requirements	Ensure the continuity of critical transportation services in a statewide environment marked by persistent resource shortages.	In progress	BTS



DRAFT TM #3: NEEDS AND OPPORTUNITIES

Facility Strategies

Strategy	Need Addressed	Timeline	Provider Responsible
Enhance bus stop amenities for high-use stop locations (e.g. shelters, benches, route maps, etc.).	Lack of amenities makes is a barrier to accessing services.	In progress	BTS, Quail Trail
Coordinate with agency partners on improving walking and biking infrastructure connecting to bus stops.	Poor infrastructure is a barrier to accessing services.	Long-Term (4-5+ Years)	BTS, Quail Trail

Vehicle Fleet Strategies

Strategy	Need Addressed	Timeline	Provider Responsible
Increase ADA-accessible vehicles.	More ADA accessible vehicles for those with mobility challenges.	Mid-Term (2-3 Years)	KTHFS, KBBH



DRAFT TM #3: NEEDS AND OPPORTUNITIES

Information & Technology Strategies

Strategy	Need Addressed	Timeline	Provider Responsible
Create centralized web-page advertising all transit services and related information in the county.	Lack of understanding around all available services and how to navigate them.	Short-Term (0-1 Years)	BTS, Quail Trail, Klamath County, cities, KTHFS, ODHS, BMT, REACH, VHA, DAV, KCDDS, KBBH, SLMC
Create / distribute printed and social media materials that advertise all services in the county.	Lack of understanding around all available services and how to navigate them.	Short-Term (0-1 Years)	BTS, Quail Trail, Klamath County, cities, KTHFS, ODHS, BMT, REACH, VHA, DAV, KCDDS, KBBH, SLMC
Deploy a transit app with real-time bus tracking.	Real-time information on bus service.	In progress	BTS, BMT



DRAFT TM #3: NEEDS AND OPPORTUNITIES

Operations Strategies

Strategy	Need Addressed	Timeline	Provider Responsible
Establish collaborative partnerships/ share data with providers that operate within and adjacent to Klamath County.	Overlapping services to areas in need.	Mid-Term (2-3 Years) / Ongoing	BTS, Quail Trail, BMT, REACH, Point, Pacific Crest, Lake County Transit, Sage Stage
Coordinate with hospital discharge planners / human service agencies on post-discharge rides.	Streamline services and reduce missed connections.	Mid-Term (2-3 Years) / Ongoing	BTS, Quail Trail, KTHFS, ODHS, BMT, REACH, VHA, DAV, KCDDS, KBBH, SLMC
Plan for extended service that targets populations that would benefit.	Difficulty accessing Human Services in Klamath Falls with fixed-route coverage.	Mid-Term (2-3 Years) / Ongoing	BTS, Quail Trail, KTHFS, ODHS, BMT, REACH, VHA, DAV, KCDDS, KBBH, SLMC



DRAFT TM #3: NEEDS AND OPPORTUNITIES

Coordination Strategies

Strategy	Need Addressed	Timeline	Provider Responsible
Hold semi-annual meetings between BTS, Quail Trail, and Human Service Agencies.	Coordination on serving riders with greatest needs.	Short-Term (0-1 Years) / Ongoing	BTS, Quail Trail, KTHFS, ODHS, BMT, REACH, VHA, DAV, KCDDS, KBBH, SLMC
Review State's vanpool service available to students and partner to implement.	Efficient commuting between campuses and to regional transportation connections (Amtrak, Points, Pacific Crest, and Sage Stage).	Mid-Term (2-3 Years)	BTS, ODOT, OIT, KCC
Create shared pickups/drop-offs calendar for common destinations.	Single platform on transit options to shared locations.	Mid-Term (2-3 Years) / Ongoing	BTS, Quail Trail, KTHFS, ODHS, BMT, REACH, VHA, DAV, KCDDS, KBBH, SLMC
Improve coordination / resource allocation for clients who rely on Medicaid-authorized transportation / vouchers.	Cost-effective transportation service for clients / equitable access to resources	Mid-Term (2-3 Years) / Ongoing	KCDDS, BTS



DRAFT TM #3: NEEDS AND OPPORTUNITIES

Coordination Strategies

Strategy	Need Addressed	Timeline	Provider Responsible
Improve coordination opportunities to connect riders between Klamath and Lake counties.	Transportation connections to/for Lakeview.	Mid-Term (2-3 Years) / Ongoing	BTS, Quail Trail
Establish resource sharing, create centralized inventory of vehicles and assets, and share dispatch data.	Duplicate trips.	Long-Term (4-5+ Years) / Ongoing	BTS, Quail Trail, KTHFS, ODHS, BMT, REACH, VHA, DAV, KCDDS, KBBH, SLMC
Improve coordination amongst regional providers for veteran riders with specific needs.	Veterans live in rural county with specific transportation needs to access regional urban areas.	Short-Term (0-1 Years) / Ongoing	BTS, Quail Trail, KTHFS, VHA, DAV, KCDDS



DRAFT TM #3: NEEDS AND OPPORTUNITIES

Marketing & Education Strategies

Strategy	Need Addressed	Timeline	Provider Responsible
Increase awareness and interest in public transportation.	Lack of awareness around services.	Short-Term (0-1 Years) / Ongoing	BTS, Quail Trail, KTHFS, ODHS, BMT, REACH, VHA, DAV, KCDDS, KBBH, SLMC
Overcome rider eligibility misconceptions.	Belief that transit is only for seniors or people with disabilities.	Short-Term (0-1 Years) / Ongoing	BTS, Quail Trail, KTHFS, ODHS, BMT, REACH, VHA, DAV, KCDDS, KBBH, SLMC
Advertise State's vanpool program to OIT and KCC students.	Lack of awareness around services.	Mid-Term (2-3 Years) / Ongoing	BTS, Quail Trail, ODOT, OIT, KCC
Advertise all public transit services available in Klamath County.	Lack of awareness around services.	Short-Term (0-1 Years) / Ongoing	BTS, Quail Trail, KTHFS, ODHS, BMT, REACH, VHA, DAV, KCDDS, KBBH, SLMC
Maintain / expand mobility manager outreach for target populations.	Lack of awareness around services.	Mid-Term (2-3 Years)	BTS, Quail Trail
Promote Basin Connect and Quail Trail bus transfer and accompanying free day passes.	Lack of awareness around services.	Short-Term (0-1 Years) / Ongoing	Quail Trail, BTS



NEXT STEPS & OPEN DISCUSSION



**PAC to provide TM #3
comments by Wednesday,
February 4**



Project Team to finalize TM #3 and
develop Draft Plan



**PAC Meeting #4 (virtual)
and Public Outreach
Round 2 in early March**



THANK YOU!



CONSENT AGENDA

All item(s) listed below are considered to be routine by the Board and will be enacted by one motion. Request approval - Board of Directors Meeting Minutes for December 2025 and Budget Statement for October- December 2025.



General Manager Report

Service Delivery

- **Primary Objective**

- 2 MAR 26: North Klamath Country service begins

Improving the Organization

- **Data Collection & Continuous Improvement**
 - Basin Lift: pre & post trip fully digitalized
- **Risk Management**
 - Emergency Action Plan update complete
- **Inspection Program**
 - JAN 26: Compliance Review received

Leading People

- **Discipline**

- Increase in disciplinary action due to distracted driving: phones

- **Training**

- MAR 26: Safety Committee required training scheduled
- HR Answers: Supervisor Training in progress
- 5-8 FEB SDAO Conference

- **Quality of Life**

- 19-23 JAN: Climate survey

Managing Resources

- **Resource Management**

- Audit in progress
- 12 JAN: Received Governance Letter from Sorren RE: 23 audit
- 7 JAN: ODOT Annual Audit Letter – Corrective action plan



Photo of Basin Transit Service Holiday Party 2025



NEW BUSINESS



NEW BUSINESS





1001 SW Emkay Drive, Suite 140
Bend, OR 97702
P 541.312.8300

TECHNICAL MEMORANDUM

January 26, 2026

Project# 32070.0

To: Project Advisory Committee
From: Kacie Schmidt, Katie Popp, Miranda Barrus, PE, and Susan Wright, PE, PMP
Project: Basin Transit Service Transportation District and Klamath Tribes Coordinated Human Services Transportation Plan Update
Subject: Draft Tech Memo 3: Needs and Opportunities

INTRODUCTION

This memorandum presents transportation services needs and opportunities for Klamath County across facilities, transportation fleets, information and technology, operations, and coordination with other transportation providers. These needs and opportunities were identified through an analysis of existing transportation services (summarized in Technical Memorandum #1), Klamath County demographic information presented in this memo, input from the Project Advisory Committee and community focus group interviews, feedback from human services providers collected through a provider survey (Attachment A), and public input gathered through the rider survey (Attachment B). They also incorporate relevant needs identified in Klamath County's 2016 Coordinated Human Services Public Transportation Plan that remain relevant today. This information provides the basis for developing strategies to better coordinate existing services, address service gaps, reduce redundancies, and improve transportation options over time.

POPULATION DEMOGRAPHICS

This section presents transportation-dependent populations in Klamath County, which include individuals and groups whose mobility is constrained by physical, financial, or age-related factors and who therefore rely on public transportation or human services transportation to access essential destinations such as jobs, schools, healthcare facilities, social, and other essential services. The demographic profile of Klamath County is described with an emphasis on the geographic distribution of transit-dependent populations. Demographic conditions are evaluated alongside housing and employment patterns to highlight areas where residents may face challenges accessing jobs and essential services due to limited transportation options.

Title VI of the Civil Rights Act of 1964 prohibits discrimination in the provision of federally supported benefits and services, including public transportation service, and requires agencies to consider how transportation investments affect protected populations. In addition to Title VI populations, this analysis evaluates other demographic groups that are commonly more reliant on transit or have historically experienced barriers to transportation access.

For the purposes of this plan, transit-dependent populations in Klamath County generally include:

- Persons with disabilities
- Persons with low income
- Youth/high school students
- Older adults
- Racial/ethnic minorities and households with Limited English Proficiency (LEP)
- Persons without access to a vehicle
- Veterans

Demographic data used in this analysis are from the 2023 five-year American Community Survey (ACS). Table 1 summarizes the distribution of populations considered transportation disadvantaged across the state, county, City of Klamath Falls, and all of the Census County Divisions (CCDs)¹ within Klamath County. The CCDs and their coverages include:

- **Klamath Falls CCD** – Encompasses the Klamath Falls urban area and nearby unincorporated communities, including Falcon Heights, Pine Grove, Olene, Running Y Ranch, and Shady Pine.
- **Crescent Lake CCD** – Covers northern Klamath County, including the unincorporated communities of Crescent, Gilchrist, Chemult, Beaver Marsh, and Crescent Lake Junction.
- **Chiloquin CCD** – Includes the central and eastern portions of the county, encompassing the City of Chiloquin and the unincorporated communities of Sprague River, Fort Klamath, Oregon Shores, and Beatty.
- **Keno CCD** – Includes unincorporated communities of Keno, Lake of the Woods, and Rocky Point.
- **Langell Valley CCD** – Covers eastern Klamath County, including the City of Bonanza and the unincorporated communities of Bly and Lorella.
- **Malin CCD** – Includes the City of Malin.
- **Merrill CCD** – Includes the City of Merrill.
- **Yonna Valley-Poe Valley CCD** – Includes unincorporated community of Dairy.

Statistics that are higher compared to state averages are shown as shaded and bold text. This information establishes a baseline for identifying priority areas, evaluating service gaps, and informing strategies to improve coordination and accessibility across the countywide transportation network.

At the county level, Klamath County exceeds state averages in several key indicators of transportation disadvantage. The proportion of residents with a disability (19.3%) is higher than the statewide average (15.0%). In addition, the county has higher shares of both youth under the age of 18 (21.7%) and older adults age 65 and over (22.1%). Veterans represent 7.9% of the county's population, larger than the statewide average. While the overall shares of racial/ ethnic minority populations and zero-vehicle households in Klamath County are slightly lower than Oregon averages, these characteristics vary considerably by location within the county.

¹ U.S. Census Bureau. 2018. *2020 Census Participant Statistical Areas Program (PSAP) Quick Reference: Census County Divisions (Form G-660)*. U.S. Department of Commerce. Accessed December 31, 2025.
<https://www2.census.gov/geo/pdfs/partnerships/psap/G-660.pdf>.

Table 1. Transit Dependent Populations

Area	Total Population (2020 Census)	Total Population (ACS)	Total Households (ACS)	Below Poverty Line	People with a Disability	Youth (Under 18)	Seniors (65 and Older)	Racial/ Ethnic Minority	Zero Vehicle Households	Households with LEP	Veteran
Oregon	4,237,256	4,238,714	1,701,548	11.7%	15.0%	20.2%	18.6%	27.7%	7.1%	2.3%	6.0%
Klamath County	69,413	69,812	28,840	18.0%	19.3%	21.7%	22.1%	24.6%	6.3%	1.0%	7.9%
Klamath Falls city ^a	21,813	21,879	9,245	22.6%	20.8%	21.3%	15.5%	29.0%	11.6%	0.7%	7.2%
Klamath Falls CCD	51,168	51,415	21,071	19.1%	18.8%	23.0%	20.1%	25.9%	7.3%	1.0%	7.5%
Crescent Lake CCD	3,301	3,546	1,500	17.1%	24.9%	13.0%	29.5%	6.3%	2.6%	0.0%	11.3%
Chiloquin CCD	5,017	4,547	2,201	17.2%	22.9%	14.9%	37.5%	26.3%	4.1%	0.0%	10.4%
Keno CCD	3,304	2,977	1,270	12.9%	18.1%	17.0%	23.1%	11.9%	6.2%	0.0%	11.3%
Langell Valley CCD	1,608	1,663	710	15.3%	20.7%	18.2%	35.7%	7.5%	2.3%	2.0%	10.0%
Malin CCD	1,472	1,624	511	20.5%	17.4%	29.1%	11.9%	36.8%	2.5%	0.0%	2.6%
Merrill CCD	2,069	2,361	873	9.4%	16.6%	24.9%	15.0%	21.6%	2.9%	4.0%	4.2%
Yonna Valley-Poe Valley CCD	1,474	1,679	704	11.3%	18.5%	19.1%	28.2%	16.3%	0.9%	0.9%	10.8%

^aKlamath Falls city is within the Klamath Falls CCD but covers a smaller geographic area.

Sub-area analysis by City and Census County Division (CCD) shows that the City of Klamath Falls, the county's most urbanized area, exhibits the highest overall level of need, with the highest shares of residents with disabilities, zero-vehicle households, racial and ethnic minority populations, and LEP households. Additionally, several rural CCDs, including Crescent Lake, Chiloquin, Langell Valley, and Yonna Valley–Poe Valley, exhibit relatively low shares of no-vehicle households but high concentrations of seniors. Malin and Merrill have notably higher shares of youth.

Overall, these findings indicate that Klamath County experiences higher levels of transportation disadvantage compared to statewide averages, with needs that are both widespread across the county and concentrated within specific sub-areas, particularly where population, economic activity, and community services are clustered.

Oregon Social Equity Index

Identifying where transportation-disadvantaged populations live in Klamath County is critical to understanding current transportation needs and for guiding future service planning. The [Oregon Social Equity Index Map](#) shows areas where some of these transportation disadvantaged population factors overlap, indicating communities that are likely experiencing disparities².

Figure 1 identifies transportation disadvantage populations (TDPs) in Klamath County by census block group, showing where there are populations who may be more transportation disadvantaged than other regions, to capture a cross section of demographics and transportation needs. Each region has been assigned a Transportation Disadvantaged Population (TDP) Index, which is calculated based on the densities of each demographic within a region. Figure 2 and Figure 3 illustrate where people who are employed in Klamath County both live and work, underlaid by the TDP Index of each Census Block group.

These figures show census block groups with higher levels of transportation-related disparity, particularly in rural areas outside the urbanized core of Klamath Falls, as well as within select areas of the Klamath Falls urban area. Population concentrations are greatest within the Klamath Falls urban area and in smaller population centers such as Chiloquin, Bonanza, Merrill, and Malin, which also serve as key locations for employment and services. Several census block groups near Bonanza and Chiloquin exhibit medium-high levels of disparity and contain clusters of homes for people that are employed within the county.

Employment centers are primarily located in and around Klamath Falls, while many higher-disparity populations reside in rural or outlying communities such as Chiloquin, Merrill, Malin, and north county. This spatial mismatch highlights the importance of providing equitable and reliable transportation connections between rural communities, the urban core, and smaller population centers, including Merrill, Malin, Bonanza, Chiloquin, and communities along the US 97 corridor, to ensure equitable access to employment areas and essential services.

² The social equity index assigns an equity disparity score to each census tract based on demographic data from the American Community Survey (ACS) at the block group level, with classifications ranging from Low disparity to High disparity. Metrics include age, disability status, income level, limited English proficiency, and race/ethnicity, among others.

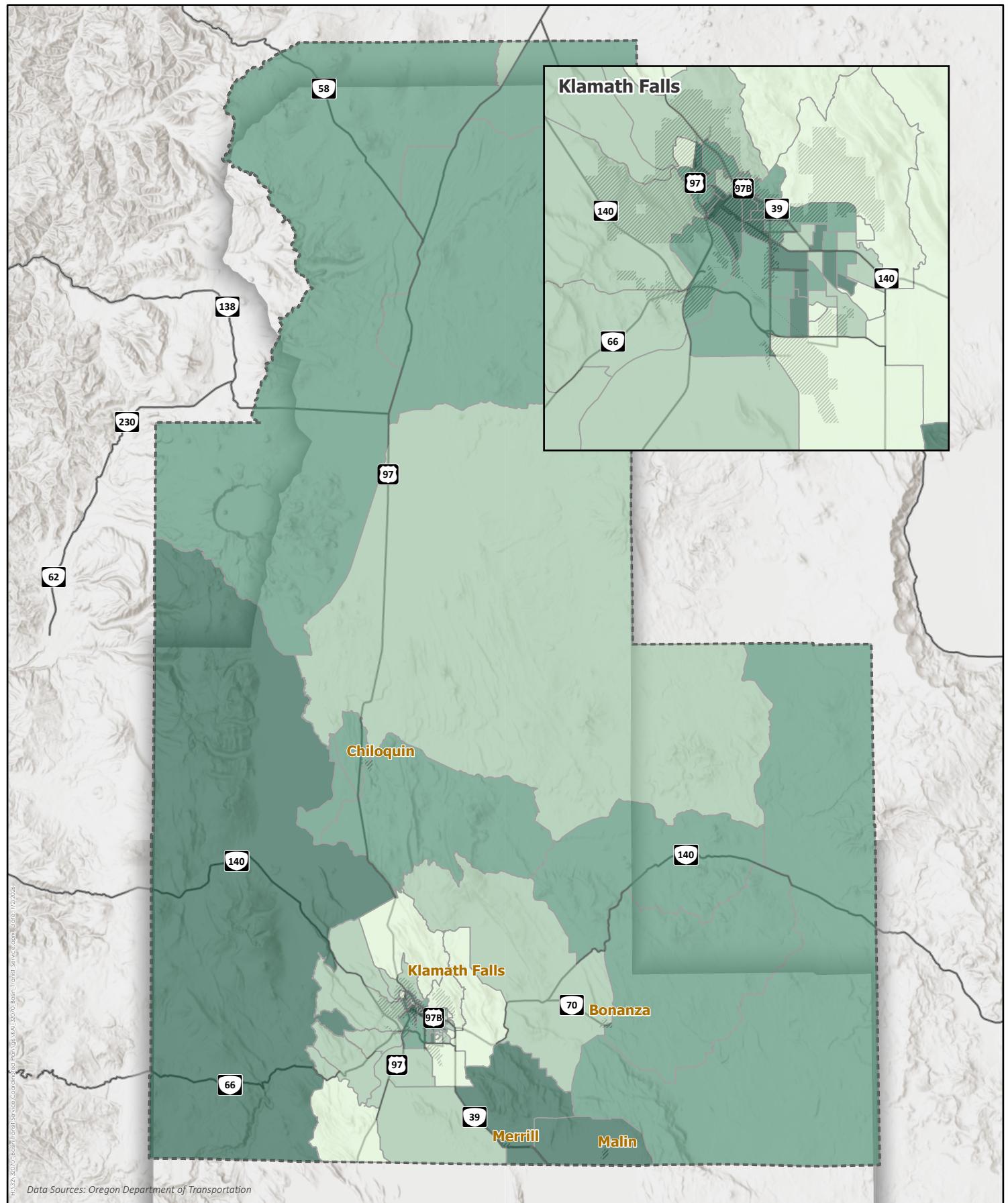
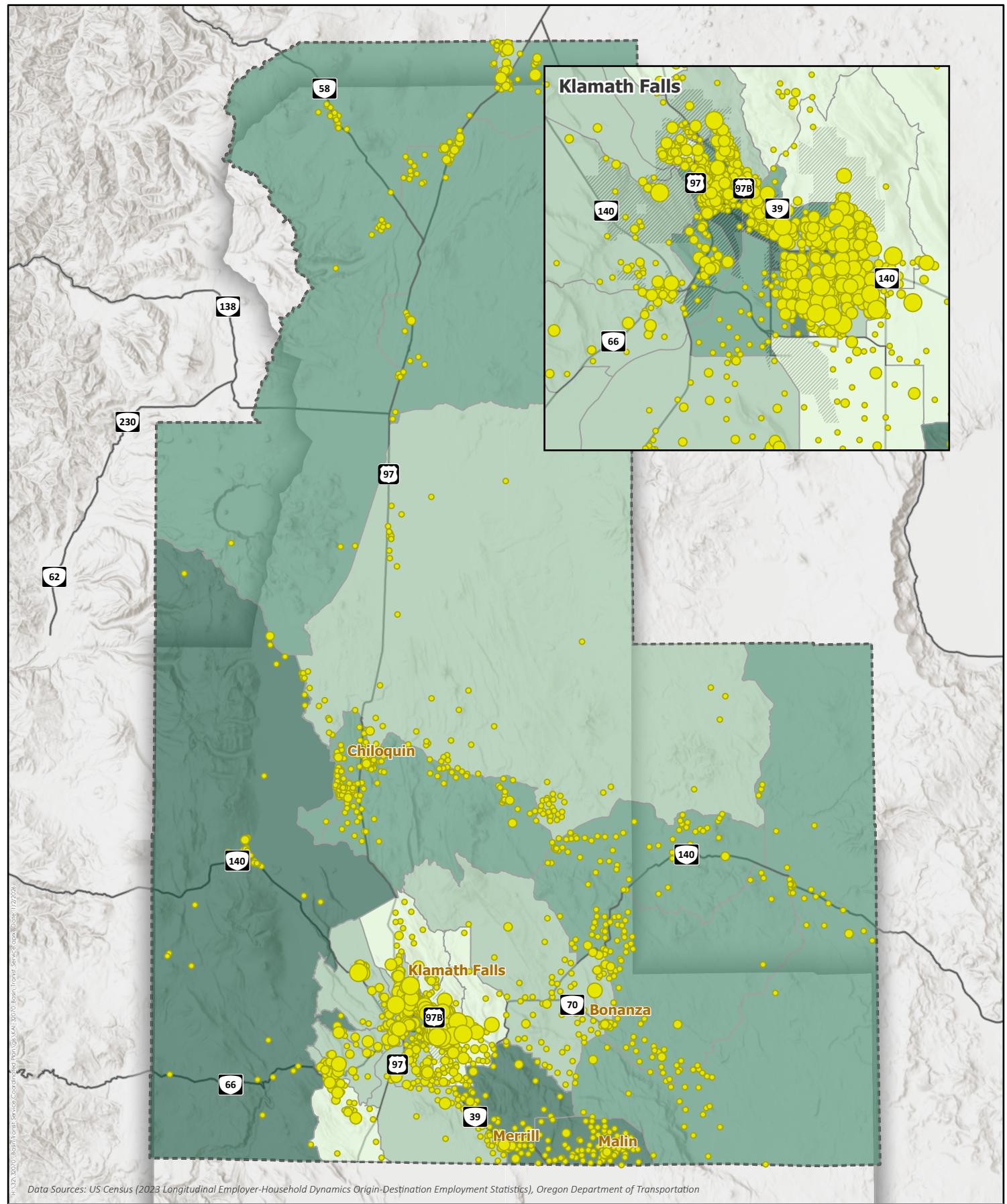


Figure 1

Transportation Disadvantaged Populations by Census Block Group
Klamath County, OR



Home Locations

- 1-11
- 12-30
- 31-63
- 64-120
- 121-231

Oregon Social Equity Index - Disparity Category

- High
- Medium/High
- Low/Medium
- Low

Incorporated City

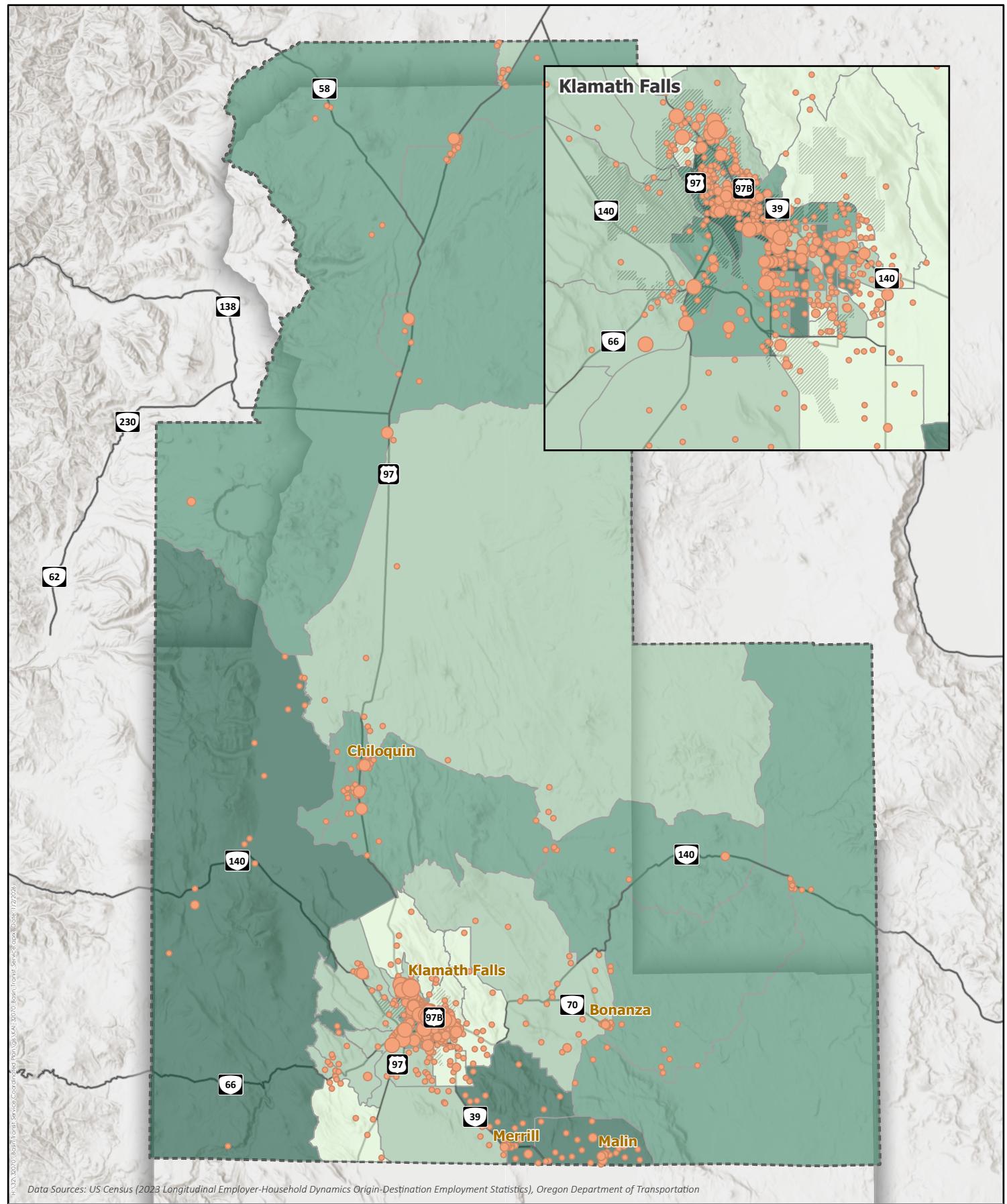
County Boundary

0 5 10 15 20 Miles



Figure 2

Home Locations of People Employed
Klamath County, OR



Job Locations

- 1-34
- 35-111
- 112-241
- 242-501
- 502-1897

Oregon Social Equity Index - Disparity Category

- High
- Medium/High
- Low/Medium
- Low

Incorporated City

County Boundary

0 5 10 15 20 Miles



Figure 3

Job Locations of People Employed
Klamath County, OR

RIDER SURVEY FINDINGS

This section summarizes key findings from the Rider Survey conducted during the first round of public outreach, which inform the needs and opportunities identified in the following sections. The survey confirmed known service gaps and opportunities for improvement. Many riders report that buses do not operate late enough, are infrequent, and lack weekend and evening coverage, supporting that there is a demand to expand service hours and frequency. Additionally, service does not reach all desired destinations, leaving some communities underserved and limiting access for those who rely on transit for work, healthcare, and shopping. Rider awareness is another area for improvement; a portion of respondents do not feel well-informed about available services or how to use them, affirming a need for better outreach, clearer information, and user-friendly tools. Accessibility also remains a concern, with many riders reporting disabilities and mobility challenges, as well as issues with vehicle and bus stop accessibility. Addressing these gaps by increasing service coverage and frequency, enhancing communication and rider education, and prioritizing accessible vehicles and stops will help create a more inclusive and effective transit system that better serves the needs of the community, especially its older adults, low-income residents, and those with disabilities, all of whom make up a significant portion of transit users.

SERVICE COVERAGE AND FREQUENCY

To address gaps in service coverage, it is recommended that transit providers expand both the geographic reach and operating hours of bus routes. Increasing the frequency of buses, especially during evenings and weekends, will better accommodate riders' needs for work, healthcare, shopping, and recreation. Extending service to currently underserved communities and destinations will ensure more equitable access and help reduce barriers for those who rely on public transit as their primary mode of transportation.

RIDER AWARENESS AND INFORMATION

Improving rider awareness is essential for increasing transit usage and satisfaction. Opportunities for improvement include investing in clearer, more accessible communication channels, such as updated websites, mobile apps, and printed materials at stops. Outreach efforts, including community workshops, informational campaigns, and trip-planning support, can help educate riders about available services, fare payment options, and how to navigate the system. These steps will empower riders to make informed decisions and reduce confusion about routes and schedules.

ACCESSIBILITY AND INFRASTRUCTURE

Enhancing accessibility and improving transit infrastructure are critical for serving older adults, people with disabilities, and those with mobility challenges in Klamath County. Rider survey feedback emphasized the need for better bus shelters and waiting areas to provide protection from adverse weather, as well as more bus stops and improved routes to effectively serve the community. Ensuring that vehicles and stops are ADA-compliant, providing accessible amenities like benches and shelters, and offering specialized services for riders who require assistance are key opportunities for improvement. Additionally, many respondents highlighted concerns about the lack of crosswalks and safe pedestrian access to bus stops, underscoring the importance of investing in safe walking and biking routes through coordination with appropriate agency partners (e.g., City of Klamath Falls, Klamath County, ODOT). Addressing these

infrastructure and accessibility gaps will foster a more inclusive, comfortable, and safe transit environment, enabling all community members to participate fully in public transportation.

PAYMENT PREFERENCES

Rider survey results indicate a diverse range of payment preferences among public transit users in Klamath County. Over half of respondents prefer monthly or annual passes, reflecting a desire for convenient, cost-effective options for frequent riders. Mobile payments are favorable by many respondents, highlighting the growing importance of digital and contactless fare solutions. Additionally, a small percentage of riders indicated they would only use transit services if they were free, underscoring the need to consider additional approaches to fare affordability and equity in future planning. Incorporating these preferences into fare policy and payment system upgrades will help ensure that transit services are accessible, user-friendly, and responsive to the needs of the community.

NEEDS AND OPPORTUNITIES

The transportation needs identified in this section reflect a synthesis of findings from the provider survey, rider survey, Project Advisory Committee discussions, coordination meetings with BTS and Quail Trail Public Transit, and a series of virtual focus groups.

Basin Transit Service Transportation District and Quail Trail Public Transit

Because BTS and Quail Trail coordinate transit services across their respective service areas, identified needs are presented jointly to reflect shared challenges, opportunities, and priorities. A summary of the key transportation needs identified through this engagement and analysis is provided below.

SERVICES

■ **Expand evening and weekend service**

- Both BTS and Quail Trail decreased transit services in April 2024 due to funding which limited or discontinued services during evenings and weekends, these service reductions restricted access to employment, medical appointments, education, and other essential trips outside standard weekday hours.
- Restoring or expanding service during evenings and weekends would address unmet needs.
- Demand-based microtransit or flexible-route services could also fill service gaps during early morning (6-8am), evening (5-7pm), and weekend periods. **Microtransit** is a flexible, demand-responsive public transportation service that uses smaller, multi-passenger vehicles—such as vans or shuttles—to provide shared rides within a defined service area. Unlike fixed-route buses, microtransit uses dynamic routing and trip requests to match passengers and vehicles in real time. Microtransit could prioritize trip purposes such as medical appointments, employment, education, and essential shopping.

■ **Improve service coverage in unserved and high-need locations**

- BTS, Quail Trail and several other providers serve the areas outside of the Klamath Falls urban area, but gaps in service exist due to the sparse populations and large distances between riders and destinations.
- BTS discontinued Extend Service during the pandemic within the District. BTS should consider restoring Extend Service to underserved populations within the urban area of Klamath Falls such as Wocus, Henely, South View. Providing service to areas such as Pine Grove, Running Y, and similar areas should be considered.
- Many transportation-disadvantaged populations live in rural and hard-to-access areas of Klamath County where sparse development and long travel distances limit transit availability, such as central Klamath county.
- A bus stop at New Way is a critical need for Klamath Tribal Health and Family Services; this need could potentially be addressed through BTS, Quail Trail, and Klamath Tribal Health and Family Services partnering together to provide services from the Oregon Institute of Technology (OIT) bus stop, or through a microtransit service.
- Improved access to the wellness center in Chiloquin is a priority; Quail Trail may be able to provide service directly to the facility through flexible routing outside its fixed-route service.
- Students commuting between Klamath Community College (KCC) and OIT could benefit from the state's new vanpool program, which BTS, KCC, and OIT in partnership could consider funding to support faster and more direct option.
- For Quail Trail specifically, challenges related to long distances between destinations and bus stops, as well as adverse weather conditions, could be addressed through improved communication with the public.

■ **Improve regional and intercommunity connectivity**

- There is a need for regular, reliable transit connections to other communities in and outside Klamath County.
- Northern Klamath County communities—including Crescent, Gilchrist, and Chemult—are currently disconnected from transit services described in this plan and often rely on communities in Deschutes County for medical and other essential needs.
- Improved coordination and/or expanded service options are needed to better connect northern county communities with regional destinations and essential services.
- While service to Medford and Brookings (POINT), Klamath Falls to Redmond (Pacific Crest), and Klamath Falls to Alturas connecting to Redding and Reno, (Sage Stage) exists and should be maintained, there is currently no convenient regular service to communities such as Lakeview.

FACILITIES

■ **Maintain and enhance BTS Administration and Maintenance facility in Klamath Falls**

- The BTS facilities serve as the central administrative and maintenance complex for fixed route, intercommunity and paratransit operations, it includes offices, maintenance bays, storage, and parking facilities.

- As organizational needs change and services expand or evolve, continued investment will be needed to ensure the facilities can accommodate services and operations. Future facility planning should consider opportunities to improve operational efficiency, enhance regional coordination, and support expanded or flexible service models.
- BTS needs to develop a Facilities Assessment and Needs Plan that assesses needs for its facilities to determine safety improvements, maintenance, future long term capital investments, equipment replacement such as the 20-year-old bus washing station, update building to current fire codes, develop plans and priorities for office and maintenance enhancements. Perform other needs assessments for transfer stations, bus stops, benches, single and dual seating and other amenities.

- **Maintain and enhance the Quail Trail operations facility in Chiloquin**
 - This facility serves as the primary location for administrative functions, transit operations, vehicle storage, dispatch, and is conveniently located near the Tribal Administration.
 - As service expands or evolves, continued investment may be needed to ensure the facility can accommodate services and operations. Future facility planning should consider opportunities to improve operational efficiency, enhance regional coordination, and support expanded or flexible service models.

VEHICLE FLEET

- **Maintain existing vehicle fleet:** Both BTS and Quail Trail Public Transit operate a wide range of vehicles within their respective fleets. Maintaining these vehicles through regular preventative maintenance and/or vehicle replacement is critical to the ongoing service each provides. The vehicle fleet includes several vehicles exceeding milage and service years that require replacement to ensure reliability and accessibility, especially for riders with mobility challenges.
- **Environmentally friendly, fuel efficient, and/or right-sized vehicles:** Time and funding constraints often prevent local agencies from purchasing buses that are more environmentally friendly and fuel efficient than typical diesel/gasoline vehicles. Additionally, smaller vehicles that are right-sized to the ridership trends seen on the routes could also increase fuel efficiency of the fleets. Quail Trail is seeking to right-size its vehicle fleet by replacing existing caravans with a single small Ford Transit van.
- **Vehicles for Unique Conditions:** For Quail Trail specifically, some vehicles in the fleet are all-wheel drive because they are used specifically to reach their most rural riders through rough terrain. It is critical for Quail Trail to maintain the use of these unique vehicles.

INFORMATION AND TECHNOLOGY

- **Consolidated transit information:** Klamath County offers a variety of public transportation services, but many community members are unaware of what is available or how to use it. There is a particular need to develop a central resource, such as a web page and/ or physical flyer, that clearly advertises all services available and provides information on how to get more information about them. Marketing should target populations most likely to benefit from these services.

- There is a need for BTS to restore its Extended Service program to provide potential riders with service in the BTS service areas through purposeful marketing practices, including outreach and coordination to reach target populations that could most benefit from these services.
- **Ridership information/instructions for users:** Riders sometimes are confused and/or have anxiety as to how to schedule service. Additional information and/or ride coaching may be helpful to support ride education. This is especially critical for target populations.
 - BTS Mobility Manager provides hands-on rider training, offers presentations at organizations and accompanying riders into the community to help them learn how to use transit services. This program addresses barriers related to system navigation and supports new and existing riders in building confidence and independence. To maximize its impact, additional outreach may be needed to ensure riders are aware of this educational resource.
 - Quail Trail bus drivers help riders transfer to the BTS bus/stop they need to reach to continue to their ultimate destination. These riders are also given a free bus pass for the day. Not all riders are aware of this assistance. To maximize its impact, additional outreach to the community may be needed to ensure riders are aware of it.
 - There is also a need to clarify and communicate lead-time requirements and same-day availability for paratransit and demand-response services, which would reduce uncertainty for both riders and clinics.
- **Technology enhancements:** BTS needs to review online ride request systems, real-time status tracking, and other technological improvements that would make transit services more accessible and convenient. BTS is working to make its service information available on the Transit app. The app provides information on available transportation options based on your location. There is a need for other transit providers to also make their information available through the app so that users can have access to information on all transportation services available to them.

OPERATIONS

- **Operations**
 - It is critical that current operations for fixed-route, paratransit, and intercommunity services are prioritized first with current local, state, and federal funding, this ensures that current and future operations can be maintained.
 - Restoring or expanding operations for fixedroute, paratransit and intercommunity services should be sustainable and supported by stable local, state, and federal funding.
- **Optimize demand-response operations**
 - Relocate contractor Demand Response Service (Dispatching) operations to BTS to increase capacity for microtransit.
- **Coordinate with regional transit services**
 - Many users of public transportation have destinations or origins outside the County. To fulfill the needs of users throughout their entire trips, coordination is needed with transit providers outside the County. Providing such coordination will help users facilitate connections to other transit services.

- Coordination with other providers, such as hospital discharge planners and human service agencies, could be strengthened to streamline post-discharge rides and reduce missed connections.
- Additionally, sharing data with agencies and organizations that issue passes, tokens, and vouchers could help optimize service delivery and target travel training for those populations with unmet needs.

COORDINATION

- **Enhance coordination among public and private providers**
 - Klamath County has a large number of transportation providers beyond those that receive Federal 5310 funding and Oregon's State Transportation Improvement Funding (STIF) support. These organizations and agencies can benefit from coordination of services and/or financial or logistical support. Some organizations would benefit from vehicles that are no longer useful to public transportation providers.
- **Quarterly focus group with key stakeholders**
 - BTS, Quail Trail, and partner organizations (e.g., Klamath County Developmental Disability Services, Klamath Tribal Health and Family Services) should meet regularly to identify opportunities to streamline services, fill gaps, and address client needs. Focus groups can prioritize the needs of the most vulnerable populations, ensuring equitable access to transportation resources.
- **Improve resource sharing**
 - Coordination with other providers could be improved, limiting duplicate rides and missed opportunities for resource sharing. Formalizing coordination and increasing awareness among agencies would help reduce redundancies.
 - Developing a shared pickup and drop-off calendar with Quail Trail and BTS for common destinations would increase efficiency and reliability for all users.
- **Leverage funding opportunities**
 - Collaboration with human services providers and other community partners can help identify and access additional funding sources. These efforts can be integrated into quarterly focus group discussions to support both service expansion and sustainability.
- **Veterans**
 - Many veterans in Klamath County needing door-to-door transit service live outside of the Klamath Falls urban area and need access to Klamath Falls, Bend, and Medford. Coordination amongst providers should be strengthened to determine how best to serve these veterans.

MARKETING/ ADVERTISING/ EDUCATION

- **Education and awareness of public transportation options**
 - Those who need transportation services, such as lower income populations, may not be aware of the ability to ride. Promoting these services broadly may improve knowledge of the available rides and increase ridership.
- **Overcome misconception that services are only for seniors and disabled**
 - Some residents of Klamath County believe existing transportation services are for seniors and disabled only. Additional outreach as to the availability of trips to all users may increase ridership.

Human Services Transportation

This section summarizes the key transportation needs of human services populations in Klamath County, based on engagement with stakeholders, service providers, and community members.

KLAMATH TRIBAL HEALTH

Providers identified opportunities to improve service clarity, accessibility, and coordination between service providers. Key needs include consolidating or clarifying program descriptions, expanding ADA-accessible capacity, and formalizing after-hours protocols in coordination with BTS and Basin Medical. Additional opportunities exist to strengthen partnerships with Quail Trail Public Transit and contracted providers to improve service efficiency and increase awareness of available resources such as bus passes.

REACH KLAMATH FALLS

Although REACH does not provide direct transportation, providers identified opportunities to improve coordination and reliability for clients using Basin Lift, local taxis, or foster provider transportation. Key needs include establishing recurring trip windows for program hours, sharing weekly attendance schedules with BTS, to strengthen coordination with its Basin Lift service would ensure clients have consistent and accessible transportation to the facility.

OREGON DEPARTMENT OF HUMAN SERVICES

Providers identified opportunities to improve access and coordination for clients who rely on bus passes, gas vouchers, and contracted non-emergency medical transportation. Key needs include streamlining eligibility and referral pathways to TransLink and BTS and establishing a shared dashboard with BTS to monitor pass distribution, track trip utilization, and ensure resources are reaching clients effectively.

VETERAN HEALTH ADMINISTRATION

Providers identified opportunities to improve coordination and accessibility for veterans using VA transportation. Key needs include creating a unified scheduling system for VA, DAV VTN, and BTS Wednesday trips to Medford, and developing a clear, easy-to-use rider guide that explains eligibility, available vouchers, and ADA accommodations. Strengthening coordination and communication would

enhance service efficiency and ensure veterans can reliably access medical, dental, and mental health appointments.

DISABLED AMERICAN VETERANS VOLUNTEER TRANSPORTATION NETWORK

Providers identified opportunities to improve coordination and accessibility for veterans traveling to VA appointments in Southern Oregon. Key needs include aligning trip calendars with BTS Veterans on the Go Wednesday service and establishing a simple, clear referral flow from VA clinic staff to both VTN and BTS for riders with varying mobility needs. Strengthening scheduling coordination and communication would enhance reliability and ensure veterans can access medical and mental health services efficiently.

KLAMATH COUNTY DEVELOPMENTAL DISABILITIES SERVICES

Providers identified opportunities to improve access and coordination for clients who rely on Medicaid-authorized transportation, bus passes, Basin Lift, and taxi services. Key needs include standardizing referral packets with BTS and local taxi providers, tracking approved but unused transportation benefits, and enhancing coordination to ensure clients can reliably access medical, work, school, shopping, and social service trips. Strengthening these processes would improve efficiency, reduce missed trips, and better support individuals with developmental disabilities.

KLAMATH BASIN BEHAVIORAL HEALTH

Providers identified opportunities to improve accessibility and coordination for clients using KBBH transportation and transit support. Key needs include expanding ADA-accessible capacity through formal coordination with BTS and Basin Lift, implementing a simple scheduling template with standing slots for high-volume therapy or program hours, and strengthening the integration of internal vehicles with external transportation options. These improvements would enhance reliability, increase access for clients with mobility needs, and streamline transportation for medical, wellness, work, and social trips.

IMPLEMENTATION

This section translates the needs and opportunities summarized previously into actionable strategies and presents them within a proposed implementation timeline. The proposed timeframes to implement strategies are prioritized into Near-Term (0-1 years), Mid-Term (2-3 years), and Long-Term (4-5+ years) timeframes based on initial costs, ongoing costs, ease of implementation, community need, and regional benefit.

- **Initial and Ongoing Costs:** these do not reflect specific cost estimates, but rather order-of-magnitude costs based on input from Basin Transit Service and Quail Trail Public Transit. Specific cost estimates may be developed by BTS for the final plan to aid in grant funding pursuits.
- **Ease of Implementation:** this was determined for each proposed strategy primarily based on whether it will expand upon or modify existing services and/or capital, or if it is a new service and/or new capital. These were further evaluated based on trip distance and if additional resources or coordination with other transportation providers are needed to support the strategy (e.g., additional vehicles, additional drivers, additional staff, etc.).
- **Community Need:** this was determined for each strategy primarily based on the collective input received from the Project Management Team (PMT), Project Advisory Committee (PAC), and public, and considered factors such as the general population density a strategy might serve or if capital expansions are needed to support service expansions with their own level of need.
- **Regional Benefit:** this was determined for each strategy primarily based on whether it enhances existing regional services, expands coverage of existing localized services, and/or increases connection across services that transport riders to regional destinations within Klamath County and beyond.

These strategies and their implementation timelines will be refined based on PMT and PAC input and incorporated into the updated Coordinated Human Services Transportation Plan.

Table 2 through Table 8 present the proposed strategies and their accompanying implementation timeframes that can enhance transit service across Klamath County. Each criterion rating for each strategy is shaded a specific color to illustrate priority.

Table 2: Services Strategies and Implementation

Strategy	Initial Cost	Ongoing Cost	Ease to Implement	Community Need	Regional Benefit	Timeframe	Responsible Provider
Initiate transit service in the Klamath County northern district (Gilchrist, Crescent, Chemult, etc.).	\$	\$\$	Moderate	High	High	In progress	BTS
Increase Veterans on the Go trips between Klamath Falls and Medford to twice per week for Veteran Administration approved appointments.	\$	\$\$	Moderate	High	High	In progress	BTS
Investigate capacity to deviate the fixed-route service in Chiloquin to provide direct access to the Wellness Center.	\$	\$	Moderate	High	Low	Short-Term (0-1 Years)	Quail Trail
Expand service within Sprague River.	\$	\$\$	Easy	High	High	Short-Term (0-1 Years) / Ongoing	Quail Trail
Develop a plan to provide microtransit service on weekday mornings and evenings (6-8AM and 5-7PM) within the Klamath Falls urban area. Implementation depends on available and stable funding.	\$	\$\$	Moderate	High	Low	Mid-Term (2-3 Years)	BTS
Develop a plan to provide microtransit service on weekends within the Klamath Falls urban area. Implementation depends on available and stable funding.	\$	\$	Moderate	High	Low	Mid-Term (2-3 Years)	BTS

Table 3: Facility Strategies and Implementation

Strategy	Initial Cost	Ongoing Cost	Ease to Implement	Community Need	Regional Benefit	Timeframe	Responsible Provider
Enhance bus stop amenities for high use stop locations (e.g., shelters, benches, route maps, etc.).	\$\$\$	\$	Moderate	High	Moderate	In progress	BTS, Quail Trail
Develop a Facilities Plan for improvements to buildings for offices, maintenance, storage, and parking. Plan to include transfer stations, shelters, bus stops, benches, and other amenities.	\$	\$	Moderate	High	Moderate	Mid-Term (2-3 Years)	BTS
Improve and maintain administrative, operations, maintenance, and storage facilities for transit services.	\$\$\$	\$	Difficult	Low	Moderate	Long-Term (4-5+ Years)	BTS, Quail Trail
Coordinate with agency partners on improving walking and biking infrastructure connecting to bus stops.	\$\$\$	\$	Difficult	High	Low	Long-Term (4-5+ Years)	BTS, Quail Trail

Table 4: Vehicle Fleet Strategies and Implementation

Strategy	Initial Cost	Ongoing Cost	Ease to Implement	Community Need	Regional Benefit	Timeframe	Responsible Provider
Maintain preventive vehicle maintenance program.	\$	\$\$	Easy	High	High	Ongoing	BTS, Quail Trail
Replace vehicles that meet mileage and years of service requirements.	\$\$\$	\$	Moderate	Moderate	Moderate	Ongoing	BTS, Quail Trail
Develop a vehicle replacement plan for all transit vehicles. Investigate the benefits and costs of acquiring fuel-efficient/right-sized vehicles and ADA needs.	\$	\$	Easy	Moderate	Moderate	Short-Term (0-1 Years) / Ongoing	BTS, Quail Trail
Increase ADA-accessible vehicles.	\$\$\$	\$\$	Difficult	Moderate	Moderate	Mid-Term (2-3 Years)	KTHFS, KBBH

KTHFS: Klamath Tribal Health & Family Services; KBBH: Klamath Basin Behavioral Health

Table 5: Information and Technology Strategies and Implementation

Strategy	Initial Cost	Ongoing Cost	Ease to Implement	Community Need	Regional Benefit	Timeframe	Responsible Provider
Monitor bus pass distribution and track pass usage to inform and coordinate future resource allocation.	\$	\$	\$\$	Moderate	Moderate	Ongoing	ODHS, BTS
Deploy a transit app with real-time bus tracking capabilities.	\$\$	\$	Moderate	High	High	In progress	BTS, BMT
Create a centralized web page that lists and maps all transit services in the county, booking channels, hours, fares, eligibility, weblinks to individual provider websites, etc.; consider hosting on Klamath County and city websites.	\$	\$	Moderate	High	High	Short-Term (0-1 Years)	BTS, Quail Trail, Klamath County, cities, KTHFS, ODHS, BMT, REACH, VHA, DAV, KCDDS, KBBH, SLMC
Create and distribute printed and social media materials that list and map all services in the county and provide weblinks to individual provider websites for more details (booking channels, hours, fares, eligibility, etc.).	\$	\$	Moderate	High	High	Short-Term (0-1 Years)	BTS, Quail Trail, Klamath County, cities, KTHFS, ODHS, BMT, REACH, VHA, DAV, KCDDS, KBBH, SLMC

KTHFS: Klamath Tribal Health & Family Services; ODHS: Oregon Department of Human Services; BMT: Basin Medical Transportation; VHA: Veterans Health Administration; DAV: Disabled American Veterans; KCDDS: Klamath County Developmental Disabilities Services; KBBH: Klamath Basin Behavioral Health; SLMC: Sky Lakes Medical Center

Table 6: Operations Strategies and Implementation

Strategy	Initial Cost	Ongoing Cost	Ease to Implement	Community Need	Regional Benefit	Timeframe	Responsible Provider
Manage Operation funding to maintain personnel, material and services for current transit operations with current local, state, and federal funding revenue.	\$	\$\$\$	Moderate	High	High	Ongoing	BTS, Quail Trail
Hire a BTS Grant Manager/Procurement position to ensure funding revenue and usage.	\$	\$	Moderate	Moderate	Moderate	Short-Term (0-1 Years)	BTS
Hire additional driver for expanded service within Sprague Rier.	\$	\$\$	Difficult	High	High	Short-Term (0-1 Years)	Quail Trail
Investigate a local funding mechanism to support match dollars for federal dollars (including contracting with Translink) and support Veteran riders outside of Klamath Falls.	\$	\$	Moderate	High	High	Short-Term (0-1 Years)	Quail Trail
Relocate the contractor dispatching center for contracted Demand Response Services to BTS Dispatching Center to optimize microtransit service.	\$	\$\$	Moderate	High	Low	Mid-Term (2-3 Years)	BTS
Study and develop an extended service program in the District that targets populations that would benefit.	\$	\$\$	Moderate	Moderate	Moderate	Mid-Term (2-3 Years) / Ongoing	BTS, Quail Trail, KTHFS, ODHS, BMT, REACH, VHA, DAV, KCDDS, KBBH, SLMC

Strategy	Initial Cost	Ongoing Cost	Ease to Implement	Community Need	Regional Benefit	Timeframe	Responsible Provider
Increase operational capacity through growing staff resources.	\$	\$\$	Moderate	High	Moderate	Mid-Term (2-3 Years)	Quail Trail
Investigate ability to support a local mechanic for vehicle fleet maintenance in Chiloquin; requires coordination with other Klamath Tribes departments.	\$\$\$	\$\$	Difficult	Moderate	Moderate	Long-Term (4-5+ Years)	Quail Trail, KTHFS

KTHFS: Klamath Tribal Health & Family Services; ODHS: Oregon Department of Human Services; BMT: Basin Medical Transportation; VHA: Veterans Health Administration; DAV: Disabled American Veterans; KCDDS: Klamath County Developmental Disabilities Services; KBBH: Klamath Basin Behavioral Health; SLMC: Sky Lakes Medical Center

Table 7: Coordination Strategies and Implementation

Strategy	Initial Cost	Ongoing Cost	Ease to Implement	Community Need	Regional Benefit	Timeframe	Responsible Provider
Schedule semi-annual meetings between BTS, Quail Trail, and Human Service Agencies. Use these meetings to identify targeted service gaps/strategies and funding opportunities.	\$	\$	Easy	High	High	Short-Term (0-1 Years) / Ongoing	BTS, Quail Trail, KTHFS, ODHS, BMT, REACH, VHA, DAV, KCDDS, KBBH, SLMC
Improve coordination amongst regional providers regarding services to countywide veteran riders with specific needs.	\$	\$\$	Moderate	High	High	Short-Term (0-1 Years) / Ongoing	BTS, Quail Trail, KTHFS, VHA, DAV, KCDDS
Update the BTS Transit System 2013 Master Plan.	\$\$	\$	Moderate	High	High	Mid-Term (2-3 Years)	BTS, Quail Trail
BTS, with ODOT, OIT, and KCC review the State's vanpool service available to students. Develop a partnership where all organizations plan and provide necessary oversight and implementation.	\$	\$	Difficult	High	High	Mid-Term (2-3 Years)	BTS, ODOT, OIT, KCC
Create shared pickups/drop-offs calendar for common destinations.	\$	\$	Moderate	Moderate	High	Mid-Term (2-3 Years) / Ongoing	BTS, Quail Trail, KTHFS, ODHS, BMT, REACH, VHA, DAV, KCDDS, KBBH, SLMC

Strategy	Initial Cost	Ongoing Cost	Ease to Implement	Community Need	Regional Benefit	Timeframe	Responsible Provider
Improve coordination for clients who rely on Medicaid authorized transportation and vouchers. Track approved but unused transportation benefits to inform and coordinate future resource allocation.	\$	\$\$	Moderate	High	Moderate	Mid-Term (2-3 Years) / Ongoing	KCDDS, BTS
Investigate coordination opportunities to connect riders between Klamath County and Lake County (e.g., Bly to Lakeview).	\$	\$	Difficult	Moderate	High	Mid-Term (2-3 Years) / Ongoing	BTS, Quail Trail
Improve regional coordination by establishing collaborative partnerships and sharing data with providers that operate within and adjacent to Klamath County.	\$	\$	Moderate	High	High	Mid-Term (2-3 Years) / Ongoing	BTS, Quail Trail, BMT, REACH, Point , Pacific Crest, Lake County Transit, Sage Stage
Coordinate with hospital discharge planners and human service agencies on post-discharge rides.	\$	\$\$	Moderate	Moderate	Moderate	Mid-Term (2-3 Years) / Ongoing	BTS, Quail Trail, KTHFS, ODHS, BMT, REACH, VHA, DAV, KCDDS, KBBH, SLMC

Strategy	Initial Cost	Ongoing Cost	Ease to Implement	Community Need	Regional Benefit	Timeframe	Responsible Provider
Establish resource sharing protocols to reduce duplicate trips, create centralized inventory of vehicles and assets, and share dispatch data to optimize routes.	\$\$	\$\$	Difficult	Low	Moderate	Long-Term (4-5+ Years) / Ongoing	BTS, Quail Trail, KTHFS, ODHS, BMT, REACH, VHA, DAV, KCDDS, KBBH, SLMC

KTHFS: Klamath Tribal Health & Family Services; ODHS: Oregon Department of Human Services; BMT: Basin Medical Transportation; VHA: Veterans Health Administration; DAV: Disabled American Veterans; KCDDS: Klamath County Developmental Disabilities Services; KBBH: Klamath Basin Behavioral Health; SLMC: Sky Lakes Medical Center

Table 8: Marketing and Education Strategies and Implementation

Strategy	Initial Cost	Ongoing Cost	Ease to Implement	Community Need	Regional Benefit	Timeframe	Responsible Provider
Increase awareness and interest in public transportation.	\$	\$	Moderate	High	High	Short-Term (0-1 Years) / Ongoing	BTS, Quail Trail, KTHFS, ODHS, BMT, REACH, VHA, DAV, KCDDS, KBBH, SLMC
Overcome misconceptions about eligibility to ride certain services.	\$	\$	Moderate	High	High	Short-Term (0-1 Years) / Ongoing	BTS, Quail Trail, KTHFS, ODHS, BMT, REACH, VHA, DAV, KCDDS, KBBH, SLMC
Define and plan advertising strategies for Extended Service.	\$	\$	Easy	High	Moderate	Short-Term (0-1 Years) / Ongoing	BTS
Advertise the State's vanpool program to OIT and KCC students.	\$	\$	Moderate	High	Moderate	Mid-Term (2-3 Years) / Ongoing	BTS, Quail Trail, ODOT, OIT, KCC
Advertise all public transit services available in Klamath County.	\$	\$	Moderate	High	High	Short-Term (0-1 Years) / Ongoing	BTS, Quail Trail, KTHFS, ODHS, BMT, REACH, VHA, DAV, KCDDS, KBBH, SLMC

Strategy	Initial Cost	Ongoing Cost	Ease to Implement	Community Need	Regional Benefit	Timeframe	Responsible Provider
Maintain and expand to key populations the mobility manager outreach with hands-on rider training sessions at areas of interest, monthly "ride coaching" workshops, and publish a yearly calendar. Consider creating rider instructional videos to post to provider webpages. Especially critical for target populations.	\$\$	\$\$	Moderate	Moderate	Moderate	Mid-Term (2-3 Years)	BTS, Quail Trail
Increase promotion/advertising of Quail Trail bus transfer assistance to BTS services and accompanying free day pass.	\$	\$	Easy	High	High	Short-Term (0-1 Years) / Ongoing	Quail Trail, BTS

KTHFS: Klamath Tribal Health & Family Services; ODHS: Oregon Department of Human Services; BMT: Basin Medical Transportation; VHA: Veterans Health Administration; DAV: Disabled American Veterans; KCDDS: Klamath County Developmental Disabilities Services; KBBH: Klamath Basin Behavioral Health; SLMC: Sky Lakes Medical Center

NEXT STEPS

The human services transportation needs, opportunities, and strategies summarized in this memo will be refined based on PMT and PAC input and will be incorporated into the updated Coordinated Plan.

ATTACHMENT A – PROVIDER SURVEY

Basin Transit Service Transportation District and The Klamath Tribes Coordinated Human Services Transportation Plan

Survey

Basin Transit Service, in partnership with The Klamath Tribes, is updating its Coordinated Human Services Transportation Plan to identify and prioritize coordination strategies that will improve the efficiency of public transit, paratransit services, and human services transportation programs in Klamath County.

Your participation in this survey will help identify transportation needs, service gaps, and duplicate services in the area. The information provided will be used to identify strategies that encourage more coordination and collaboration between available service providers to bring enhanced mobility to the region's seniors, persons with disabilities, low-income residents, and others.

1. Please tell us about yourself

Name: _____

Name of Organization: _____

Address: _____

Email address: _____

Phone number: _____

2. Please select the option that best describes your organization. Select all that apply.

Public transit agency

Public human services agency

Private for-profit transportation provider

Non-profit transportation provider

Youth transportation provider (e.g., school transportation, Head Start)

Advocacy organization

Faith-based organization

Non-profit human services agency

Other (specify) _____

3. Tell us a little about your services:

Hours of Operation: _____

Days of Operation: _____

Approximate number of clients that need transportation services per month: _____

4. What populations do you serve? (Check all that apply)

- Persons with physical disabilities
- Older adults or Seniors
- Persons with developmental or cognitive disabilities
- Homeless
- Persons with low-income
- Veterans
- Persons with limited English proficiency
- Youth (18 or younger)
- Students
- People with chronic medical needs (e.g., kidney dialysis)
- Tribal members
- People in recovery from substance abuse
- General Public
- Other (specify) _____

5. Where do your clients have the greatest need for transportation? (Check the top 3 choices)

- Banking
- Childcare
- Community events
- Court appointments
- Drug/Alcohol Treatment
- Education
- Elder/Senior services
- Employment

- Grocery shopping
- Food bank
- Job training
- Medical/dental appointments
- Mental health appointments
- Recreation
- Social service appointments
- Vocational rehabilitation
- Work Source appointments
- Other (please specify): _____

6. What main transportation challenges do your clients face? (Check the top 3 choices)

- Local routine trips such as appointments, work, and grocery shopping aren't accessible by transit
- Lack of understanding on how to use transit
- Transit trips take longer than a client's capacity for travel
- Difficulty due to lack of a permanent address
- Lack of resources to pay for transportation services
- Public transit service does not operate late enough in the evening
- Need for companion/care giver when traveling
- Path to bus stops or stations is not accessible for those with mobility devices
- Public transit service does not operate on weekends
- An accessible vehicle isn't always available
- Bus stops are not close enough to residences and/or destinations like work

- Customers must meet age, income, or disability requirements to use paratransit and non-profit specialized transportation services
- Eligible trip purposes are limited (e.g., for medical, senior nutrition, day program, or work trips only).
- Difficulty making reservations for demand response services
- Other (please specify):

7. Does your organization directly provide the transportation services?

- Yes, we directly provide transportation rides.
- No, we fund or contract transportation services and other programs.
- No, we do not fund or contract transportation services and other programs.

If your agency or program provides transportation or support for transportation (bus pass, gas voucher, etc.) please complete the following questions. If your agency or program does NOT provide transportation or support for transportation, you have completed this survey. Thank you so much for your time!

8. What type of transportation services do you provide? Check all that apply.

- Fixed-route service
- Non-emergency medical transportation
- Demand-response service
- Program transportation
- Other (please specify):

9. Are there opportunities or current plans to broaden your organization's service coverage or introduce new routes to meet growing demand?

- No
- Yes (please specify)

10. What type of challenges do you face and/or opportunities that you see for improved coordination with other transportation providers in Klamath County?

- Challenges

- Opportunities

11. What type of vehicles does your agency/organization offer? Please indicate the number of vehicles your organization owns or leases or leave blank if not applicable.

- Car/Truck (owned by your organization)
- Bus (20 – 30 feet long; directly owned by your organization)
- Bus (40-45 feet long; directly owned by your organization)
- Bus (leased)
- Car/Truck (leased)
- Van (owned by your organization)
- Van (leased)
- Cutaway van/mini-bus (shorter than 40 feet; directly owned by your organization)
- Cutaway van/mini-bus (leased)
- Other (please specify)/Number of vehicles:

12. Of the total number of vehicles in your fleet, how many of them are ADA-accessible?

13. What trip purposes does the transportation services you provide serve? Select all that apply?

- Any trip purpose
- Wellness/nutrition

- Medical/health care/dental
- Religious activities
- Work
- Social/recreational
- School/training
- Shopping/groceries
- Senior center/adult day care
- Volunteer activities
- Not Applicable
- Other (please specify):

14. How do your clients schedule rides with you?

- Fixed-route (Clients board at regularly scheduled times)
- Clients call a dispatcher, and vehicles make pickups shortly thereafter
- Clients must reserve rides in advance
- Other (please specify):

15. What type of transportation services does your organization fund? (Check all that apply)

- Transit tickets/passes
- Ride hail credits (Uber, Lyft, etc.)
- Taxi vouchers/reimbursement
- Mileage reimbursement
- Gas vouchers
- Information/trip planning assistance
- Provide travel training guidance
- Subsidize travel aides/escorts
- Other (please specify):

16. How are your transportation services funded?

Select all that apply.

- Federal funds
- State funds
- City funds
- Grants/private donations/fundraising
- County funds
- Charging clients a fare
- Sales tax
- Other (please specify):

17. Please share any additional information that will help inform the plan.

Thank you for your time and involvement! If you would like to schedule a follow-up interview, please feel free to contact us

ATTACHMENT B – RIDER SURVEY

Basin Transit Service Transportation District and The Klamath Tribes Quail Trail Public Transit Coordinated Human Services Transportation Plan

SURVEY QUESTIONS

Thank you for participating in this important survey! The information you provide will be used in identifying and planning opportunities to better integrate transit service across Klamath County. Please note that all personally identifiable information will be kept confidential.

If you would like to complete this survey using an online form, follow the QR code to the right!



Transit Use

1. Please select all transit and bus providers that you have used to ride a bus in the last 12 months [checkboxes, multiple answers allowed]:

<input type="checkbox"/> Basin Transit Service: Fixed-Route Service	<input type="checkbox"/> Sage Stage
<input type="checkbox"/> Basin Transit Service: Basin Lift	<input type="checkbox"/> Amtrak
<input type="checkbox"/> Basin Transit Service: Basin Connect	<input type="checkbox"/> POINT (SouthWest Route)
<input type="checkbox"/> Senior Center Demand Service	<input type="checkbox"/> Other (e.g., medical transportation)
<input type="checkbox"/> Quail Trail Public Transit	<input type="checkbox"/> I don't use transit
<input type="checkbox"/> Klamath Shuttle	

2. How often do you ride a bus? [select one answer]:

<input type="checkbox"/> Several times a week	<input type="checkbox"/> Once per month
<input type="checkbox"/> Once per week	<input type="checkbox"/> Several times a year
<input type="checkbox"/> One to three times per month	<input type="checkbox"/> Once per year or less

3. Why don't you use transit services?

<input type="checkbox"/> Transit service doesn't go where I need it to go	<input type="checkbox"/> Can't afford transit
<input type="checkbox"/> Transit service doesn't run when I need to travel	<input type="checkbox"/> Don't know how to pay fare or ride transit
<input type="checkbox"/> Transit service isn't as frequent as I need it to be	<input type="checkbox"/> I have a disability that makes traveling via transit difficult
<input type="checkbox"/> Transit service isn't as fast as I need it to be	<input type="checkbox"/> I prefer to drive
	<input type="checkbox"/> Other (specify)

4. What types of places do you use bus service to get to? [checkboxes, multiple answers allowed]:

<input type="checkbox"/> Work	<input type="checkbox"/> Shopping
<input type="checkbox"/> College	<input type="checkbox"/> Social Services
<input type="checkbox"/> Middle/High School	<input type="checkbox"/> Airport or Amtrak Station
<input type="checkbox"/> Health care (hospital, clinic, etc.)	<input type="checkbox"/> Special Events
<input type="checkbox"/> Recreation, Parks, or other Community Gathering Spaces	<input type="checkbox"/> Other (specify) _____

5. What communities do you access via bus service? [checkboxes, multiple answers allowed]:

<input type="checkbox"/> Beatty	<input type="checkbox"/> Fort Klamath	<input type="checkbox"/> Merrill
<input type="checkbox"/> Beaver Marsh	<input type="checkbox"/> Gilchrist	<input type="checkbox"/> Oregon Shores
<input type="checkbox"/> Bly	<input type="checkbox"/> Keno	<input type="checkbox"/> Rocky Point
<input type="checkbox"/> Bonanza	<input type="checkbox"/> Klamath Falls	<input type="checkbox"/> Running Y Ranch
<input type="checkbox"/> Chemult	<input type="checkbox"/> City of Klamath Falls Destinations	<input type="checkbox"/> Sprague River
<input type="checkbox"/> Chiloquin	<input type="checkbox"/> Klamath Falls Suburbs	<input type="checkbox"/> Other/communities outside of Klamath County (specify) _____
<input type="checkbox"/> Crescent	<input type="checkbox"/> Malin	

6. How well do you feel you understand the transit services that are available in Klamath County? For example, how to access Basin Lift services or find bus stops.

<input type="checkbox"/> Very Well	<input type="checkbox"/> Moderately Poor
<input type="checkbox"/> Moderately Well	<input type="checkbox"/> Very Poor
<input type="checkbox"/> Neither Well nor Poor	<input type="checkbox"/> Explain _____

7. Based on your experience, which of the following challenges do you face when using transit services in Klamath County?

<input type="checkbox"/> Bus doesn't go where I need to go	<input type="checkbox"/> I require a companion/caregiver when traveling
<input type="checkbox"/> Bus service/stop is too far from my home	<input type="checkbox"/> No safe walking/biking routes to bus stops
<input type="checkbox"/> Bus takes too long	<input type="checkbox"/> Weather
<input type="checkbox"/> Bus routes and schedules are confusing	<input type="checkbox"/> Lack of amenities (restrooms, shelters, benches, etc.)
<input type="checkbox"/> Bus doesn't operate late enough	<input type="checkbox"/> Cost
<input type="checkbox"/> Bus doesn't operate during the times I require	<input type="checkbox"/> Feel unsafe
<input type="checkbox"/> Bus doesn't operate on Saturdays	<input type="checkbox"/> Other, _____
<input type="checkbox"/> Bus doesn't operate on Sundays	
<input type="checkbox"/> Accessible vehicle isn't always available	
<input type="checkbox"/> No accessibility to a bus stop	

Improved Services

8. Please rank the following areas for service improvement, 1 being the highest priority and 8 being the lowest priority for you. [ranked choice 1-8]

- Increased Frequency (bus comes more often)
- Extended Hours (bus starts earlier and runs later)
- Service to More Destinations
- More Service Days (e.g., weekends)
- More stops throughout town such as other grocery stores, parks, or community centers
- Better buses (more comfortable to ride, or with amenities like WiFi)
- Better bus stops (more benches, shelters, trash cans, bike racks, etc.)
- Better information and tools to ride (website information, phone apps, trip-planning support)

9. Which communities/destinations would you want bus service available? [open ended]

Please specify: _____

10. How likely are you to ride a service between the communities/destinations you specified in question 9? [scale of 1 to 5]

11. What times of day would you be most likely to use a service to the communities/destinations you specified in question 9? [checkboxes, multiple answers allowed]

<input type="checkbox"/> Before 6 AM	<input type="checkbox"/> 3 PM – 6 PM
<input type="checkbox"/> 6 AM – 9 AM	<input type="checkbox"/> 6 PM – 9 PM
<input type="checkbox"/> 9 AM – 12 PM	
<input type="checkbox"/> 12 PM – 3 PM	<input type="checkbox"/> After 9 PM

12. Which days would you expect to use a service to the communities/destinations you specified in question 9? [checkboxes, multiple answers allowed]:

<input type="checkbox"/> Weekdays	<input type="checkbox"/> Sundays
<input type="checkbox"/> Saturdays	<input type="checkbox"/> During Special Events Only

13. How would you want to pay for bus service? [checkboxes, multiple answers allowed]:

<input type="checkbox"/> Mobile payments	<input type="checkbox"/> Cash/coins paid on bus
<input type="checkbox"/> Monthly/annual passes	<input type="checkbox"/> I would only ride a free service
<input type="checkbox"/> One-way or daily ticket purchased at a kiosk	<input type="checkbox"/> Already ride for free
	<input type="checkbox"/> Other (specify) _____

14. Is there anything else you would like to share with us? [open-ended]

Demographics (Optional)

15. Where is your home zip code? [open-ended]

16. Where is your work or school zip code? [open-ended]

17. What is your age? [select one answer]:

<input type="checkbox"/> Less than 18	<input type="checkbox"/> 50-60 years
<input type="checkbox"/> 19-29 years	<input type="checkbox"/> 61-64 years
<input type="checkbox"/> 30-39 years	<input type="checkbox"/> 65 years and older
<input type="checkbox"/> 40-49 years	

18. What is your race or ethnicity? Select all that apply. [checkboxes, multiple answers allowed]:

<input type="checkbox"/> White or Caucasian	<input type="checkbox"/> American Indian or Alaska Native
<input type="checkbox"/> Hispanic or Latino	<input type="checkbox"/> Two or more races
<input type="checkbox"/> Black or African American	<input type="checkbox"/> Prefer not to answer
<input type="checkbox"/> Native Hawaiian or other Pacific Islander	<input type="checkbox"/> Other (specify) _____
<input type="checkbox"/> Asian or Asian American	

19. Do you have a disability that affects your mobility? [select one answer]:

- Yes
- No

20. Are you: [checkboxes, multiple answers allowed]

<input type="checkbox"/> Full time employee	<input type="checkbox"/> Retired
<input type="checkbox"/> Part time employee	<input type="checkbox"/> College Student
<input type="checkbox"/> Unemployed – seeking employment	<input type="checkbox"/> Middle/High School student
<input type="checkbox"/> Unemployed – not seeking employment	<input type="checkbox"/> Tribal
<input type="checkbox"/> Veteran	

21. How many working vehicles are available to your household? [select one answer]:

- 0
- 1
- 2
- 3+

22. What was your individual income (before taxes) in 2025? [select one answer]:

<input type="checkbox"/> Less than \$10,000	<input type="checkbox"/> \$50,000 - \$74,999
<input type="checkbox"/> \$10,000 - \$24,999	<input type="checkbox"/> \$75,000 or more
<input type="checkbox"/> \$25,000 - \$49,999	<input type="checkbox"/> Don't know/Prefer not to answer

23. What questions or concerns do you have about public transportation in and near Klamath County?

Thank you for completing the survey! More information on this project is available at basintransit.com/human-coordinated-plan.

TECHNICAL MEMORANDUM

January 26, 2026

Project# 32070.0

To:

From: Christian Watchie, Cogito

Project: Basin Transit Service Transportation District and Klamath Tribes Coordinated Human Services Transportation Plan

Subject: Draft Tech Memo #2: Stakeholder Engagement

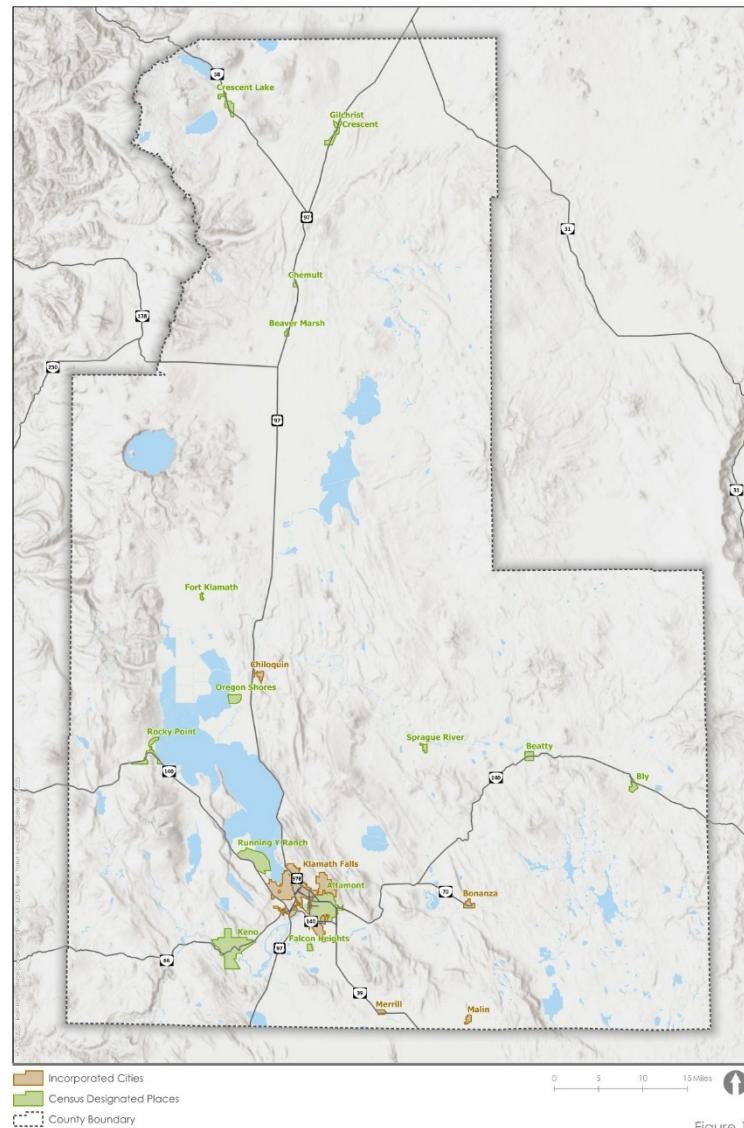
INTRODUCTION

The purpose of the Stakeholder Engagement Memo (SEM) is to provide public process guidance for the Basin Transit Service Transportation District (BTSTD) and Klamath Tribes Quail Trail Public Transit Coordinated Human Services Transportation Plan (Coordinated Plan). The SEM outlines the approach for a clear and adaptable strategy to ensure inclusive and effective public engagement throughout the six-month planning process.

PROJECT OVERVIEW

Project Purpose

The Coordinated Plan's purpose is to broaden the dialogue and enhance coordination between public transportation and human services transportation providers in Klamath County. The focus is on target populations: older adults, people with disabilities, and persons of low income within the BTSTD's service area.



PROJECT GUIDANCE AND DECISION-MAKING

Engagement Goals

Guiding the public process are these goals that direct the involvement approach and communications efforts:

- **Meaningful:** the public input will have the opportunity to affect outcomes.
- **Respectful:** the public will have the opportunity to know how their input was used or not used and the reasons why.
- **Inclusive:** the reach for input beyond those who regularly participate in public meetings, including disadvantaged and minority communities.
- **Transparent:** the process decisions are public, and materials are available on the website in plain language and accessible formats.
- **Realistic:** the clear communication of the Project constraints and objectives.

Project Management Team

The Project Management Team (PMT) includes staff from BTSTD , the Klamath Tribes Quail Trail Public Transit, and consultant team.

Project Advisory Committee

The BTSTD Project Advisory Committee (PAC) will meet four times to provide a collaborative foundation for community alignment on the Coordinated Plan's direction. Committee composition will include representation from BTSTD, the Klamath Tribes Quail Trail Public Transit, BTSTD Statewide Transportation Improvement Fund (STIF) Advisory Committee, the Klamath Tribes Elders Committee, the Klamath Basin Senior Citizens Center, local health care and social service providers, and other relevant stakeholders.

Meeting #1: Project Introduction

November 2025

Meeting #2: Draft Existing Services

December 2025

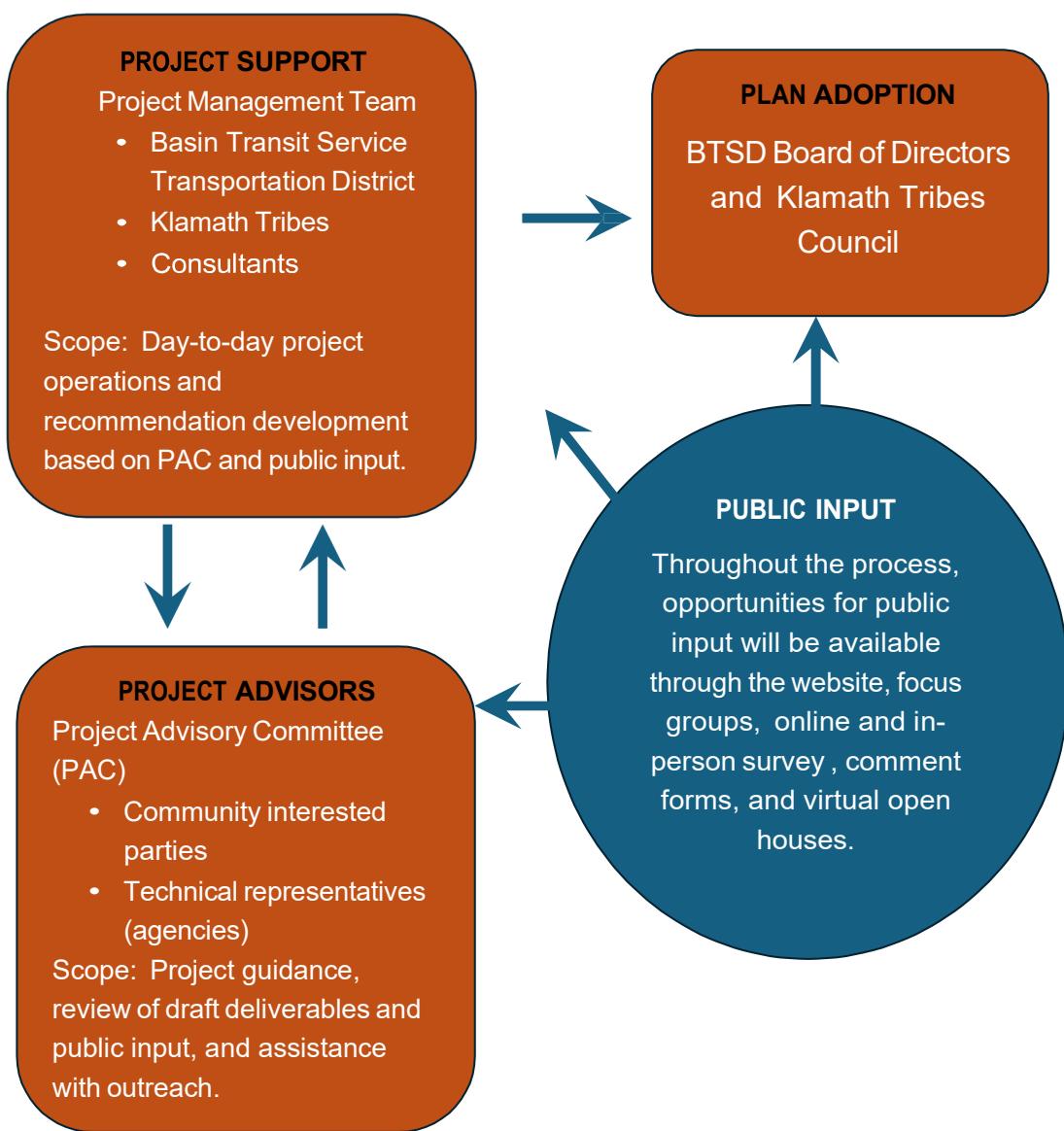
Meeting #3 Draft Public Transportation and Human Services Needs and Opportunities

January 2026

Meeting #4 Draft Basin Transit Service Transportation District and Klamath Tribes Coordinated Human Services Plan

February 2026

Decision-Making Framework



PUBLIC INVOLVEMENT APPROACH

Outlined below are the Coordinated Plan's two phases of outreach including the strategies, targeted audiences, communication channels, timeline, and roles and responsibilities. The outreach schedule is available in Table 1.

Phase 1: Needs and Opportunities

Phase 1 outreach will gather community perspectives on current transportation challenges, where service gaps exist, and future improvement ideas.

Strategies and Audiences

Focus Groups: Three virtual focus groups will support open discussion and be customized to ensure relevant planning discussions. This approach helps build strong relationships, effective outreach partnerships, and public trust. Potential groups include:

- **Human services agencies/Health providers** serving older adults and people with disabilities (e.g., Klamath Lake Community Action, Klamath Basin Senior Citizens Center, Spokes Unlimited, Klamath County Developmental Disabilities Services, Oregon Department of Human Services, REACH Klamath Falls, Disabled American Veterans, Department of Veterans Affairs, Sky Lakes Medical Center, Transformations, Klamath County Public Health, Klamath Basin Behavioral Health, Goodwill, the Oregon Department of Transportation)
- **Education institutions** (e.g., Klamath Falls City Schools, Klamath County Schools, Oregon Institute of Technology, Klamath Community College)
- **Klamath Tribes members** (e.g., Klamath Tribal Health & Family Services)

Survey: A bilingual survey, available online and in print, will be promoted in the Phase 1 flyer, on the project webpage, distributed on transit routes, and through community partners to gather transit riders' feedback. The survey questions will be echoed in the focus groups and the provider inventory survey as part of the existing services assessment (prior to Phase 1 outreach). Key themes will be summarized in updates to this memorandum.

Phase 2: Final Coordinated Plan

Strategies and Audiences

Virtual Open House with Live Session: A virtual static open house available on the project website for the public for a duration of two-weeks. Content will be the draft Coordinated Plan and an accompanying comment form. All comments will be included in the final version of this memorandum. Questions posed will be addressed and posted on the project webpage.

An online interactive live session for public will be publicly announced and offered at a time within the static online open house period. A recording of the session will be posted to the project webpage for those unable to attend the live session. This session will feature a presentation outlining the Coordinated

Plan's issues, opportunities, and proposed strategies to address the transportation needs of older adults, people with disabilities, and individuals with low incomes.

COMMUNICATION TOOLS

Website

BTSTD will host a project webpage with content provided by the consultant. In addition, Klamath Tribes Qual Trail Public Transit will feature and link the project webpage on their website. The outreach team will request additional community partners to highlight project input opportunities (e.g., Phase 1: Survey and Phase 2: Virtual and Live Open House) on their respective sites.

Project Flyers

A printable bilingual flyer for each phase will serve as the basis for website and social media updates. Flyers will contain project purpose, links to website, survey (Phase 1 flyer), and a BTS phone number for non-computer participants. Distribution of the flyers to community partners will promote project awareness and pending input opportunities.

- **Phase 1 Flyer:** Project Introduction and Rider Survey Notification
- **Phase 2 Flyer:** Open House Notification and Available Comment Form

Social Media

Using BTSTD's and other community organizations' social media channels, periodic posts will advertise upcoming public input opportunities throughout the course of the planning process.

TIMELINE



COORDINATED HUMAN SERVICES TRANSPORTATION PLAN



TASK	OCT	NOV	DEC	JAN	FEB	MAR
------	-----	-----	-----	-----	-----	-----

Project Advisory
Committee (PAC)
Meetings



Provider / Rider Surveys

November - December

Virtual Focus Groups
and Online Open House



Deliverables



PROJECT ROLES AND RESPONSIBILITIES

Task	Consultant	BTSTD	Klamath Tribes	PAC
Webpage	Draft content	Webpage formatting and hosting	Posting webpage link on Klamath Tribes' website	Where feasible, post webpage link on websites
Rider Survey	Draft content, formatting, platform link, translation, input analysis	Distribution and collection of paper copies, data entry, post link on project web page	Distribution and collection for BTSTD of paper copies, posting link on project web page	Distribution and collection for BTSTD of paper copies, assistance with survey awareness
Virtual Focus Groups	Draft and final agenda, invitation, facilitation, summary	Review draft agenda and summary, participant recruitment, notification, and confirmation	Assist BTSTD	Assist with recruitment suggestions
Project Flyers	Draft and final content, formatting	Review, post on webpage, distribution, translation	Review, post on webpage, distribution	Post on webpage, distribution
Social Media	Draft and final content	Review, post on social media site	Review, post on social media site	Post on social media sites
Virtual Open House	Draft, final content, comment form, input analysis	Review, post on webpage, assist with advertising, translation/interpretation (live session)	Review, post on webpage, assist with advertising	Post on webpage, assist with advertising
Live Open House	Facilitation and presentation	Attendance	Attendance	Attendance

PUBLIC INVOLVEMENT FINDINGS

Phase 1

During the initial stage, project staff implemented two main outreach methods—focus groups and a rider survey—to assess the needs and opportunities identified by the public.

Focus Groups

Project staff conducted a series of focus groups to confirm and expand upon rider survey data findings from the following perspectives:

- Health and Human Services Providers
- Education Providers
- The Klamath Tribal Services Providers

Outlined below are the overarching themes & recommendations.

Service Accessibility & Gaps

- Expanded Service Hours: Strong demand for earlier, later, and weekend transit options across all groups. Limited-service hours (8 AM–5 PM) restrict access, especially for those needing early/late or weekend transportation.
- First/last-mile challenges.
- Some stops lack shelters.
- Quail Trail and other services sometimes lack capacity, resulting in riders being turned away.

Funding Constraints & Unsuccessful Expansion Efforts

- Funding limitations are a major barrier, especially to expanding service hours and options; alternative sources and microtransit options are being considered.
- Previous attempts to secure additional funding (e.g., a levy) failed, and potential payroll tax increases are not planned in upcoming BTS budget cycles.

Coordination for Vulnerable Populations Transportation

- Improved collaboration between transit providers and community organizations is needed to address gaps and streamline services.
- There is a strong emphasis on serving older adults, people with disabilities, and those facing mental health or substance abuse challenges.
- Transportation is seen as critical for job placement and access to essential services for these groups.

Rider Information, Training, and Communication Barriers

- Ongoing need for education and support to help riders navigate the system.
- Riders and clients need more support and training to understand and use transit services.
- Challenges exist with information sharing and required documentation (e.g., doctor forms for Basin Lift).

Coordination Among Agencies and Stakeholders

- Meetings involve representatives from multiple agencies, tribes, educational institutions, and consulting teams, reflecting a collaborative approach.
- Collaborative data-driven planning to collect and share data on rider needs will help right-size services and justify funding requests.

Education-Specific Needs

- Students at KCC and OIT need transit options that align with class and work-study schedules.
- There is a call for earlier and later service, faster connections, and Saturday service to accommodate students without vehicles.

Planning for the Future

- The need for clear information on funding requirements and the impact of state-level developments is highlighted.

See Attachment A for Focus Groups Summary.

Rider Survey

The rider survey offered online and administered in person on BTS and Quail Transit routes drew 176 total respondents from November 11 to December 5, 2026. The below summary outlines the general themes and data trends on transit usage and preferences for transportation services within Klamath County.

Transit and Bus Providers Used

A significant portion of respondents utilized various transit and bus services in the past year (multiple answers allowed).

- 62% used BTS Fixed-Route Service (108 respondents).
- 25% used BTS Basin Lift (43 respondents).
- 13% used BTS: Basin Connect (23 respondents).
- 18% used Amtrak (32 respondents).
- 26% used Quail Trail Public Transit (46 respondents).
- 10% reported not using transit services (17 respondents).

Frequency of Bus Usage

Most respondents ride the bus at least several times a week, indicating a reliance on public transit.

- 48% ride several times a week (83 respondents).
- 18% ride once a week (14 respondents).
- 17% ride one to three times per month (29 respondents).

Reasons for Not Using Transit Services

Respondents cited various reasons for not using transit services, highlighting accessibility and scheduling issues (multiple answers allowed).

- 47% indicated transit service doesn't run when needed (72 respondents).
- 31% stated transit service doesn't go where they need (48 respondents).
- 35% mentioned transit frequency as a usage barrier (54 respondents).

Destinations for Bus Service Usage

Respondents noted primarily using transit services for healthcare, shopping, work, recreation, and social services reflecting essential travel needs (multiple answers allowed).

- 66% use transit services for shopping (111 respondents).
- 54% use transit services for healthcare (90 respondents).
- 37% use transit services for work (62 respondents).
- 32% use transit services for recreation, parks or other community gathering spaces (53 respondents).
- 26% use transit services for social services (44 respondents).

Communities Accessed via Bus Service

Klamath Falls was noted as the most accessed community, with several other areas mentioned by respondents (multiple answers allowed).

- 81% access central Klamath Falls destinations (132 respondents).
- 51% access other Klamath Falls destinations (83 respondents).
- 40% access the suburbs of Klamath Falls (66 respondents).
- 24% access Chiloquin (39 respondents).
- 9% mentioned other communities outside of Klamath County (15 respondents).

Understanding of Transit Services

Respondents generally felt moderately well-informed about available transit services in Klamath County.

- 29% feel they understand transit services very well (50 respondents).
- 36% feel moderately well-informed (63 respondents).
- 10% feel very poorly informed (18 respondents).

Challenges Faced When Using Transit Services

Respondents identified several challenges, particularly related to service availability operating days and times (multiple answers allowed).

- 69% noted that transit services do not operate on Saturdays (116 respondents).
- 55% indicated transit services do not operate late enough (93 respondents).
- 49% noted that transit services do not operate on Sundays (82 respondents).
- 33% stated that transit services do not go where they need (55 respondents).

Areas for Service Improvement

Respondents prioritized several areas for improvement in transit services, with extended hours being the top concern.

- 43% ranked extended hours as the highest priority (60 respondents).
- 26% prioritized increased frequency of bus service (36 respondents).
- 16% emphasized the need for more service days (22 respondents).

Desired Bus Service Destinations

Respondents expressed a desire for transit service to various communities and destinations, particularly for convenience.

- Many mentioned Medford, Chiloquin, and Beatty as desired destinations.
- Respondents also highlighted the need for service to grocery stores and healthcare facilities.

Likelihood of Using Bus Services to Desired Destinations

A majority of respondents indicated a strong likelihood of using transit services to desired destinations.

- 43% rated their likelihood as very likely (55 respondents).
- 21% rated it as not likely (27 respondents).

Preferred Times and Days for Bus Service to Desired Destinations

Respondents indicated specific times and days they would most likely use transit services to desired destinations (multiple answers allowed).

- 46% prefer service between 9 AM – 12 PM (64 respondents).
- 42% prefer service between 6 AM - 9 AM (59 respondents).
- 82% expect to use the service on weekdays (113 respondents).
- 62% would use the service on Saturdays (86 respondents).

Payment Preferences for Bus Service

Respondents expressed various preferences for how they would like to pay for transit services.

- 52% prefer monthly/annual passes (78 respondents).
- 40% would like to use cash/coins on transit vehicle (60 respondents).
- 38% favor mobile payments (57 respondents).
- 26% prefer one-way or daily ticket purchased at a kiosk (38 respondents).
- 9% would only ride a free service (14 respondents).

Additional Feedback on Transit Services

Respondents provided various comments and suggestions regarding transit services, reflecting their experiences and needs.

- Many praised the drivers for their professionalism and friendliness.
- Some expressed concerns about service availability and scheduling issues.
- Overall, respondents appreciated the existence of transit services in their community.

Public Transportation Service Feedback

The community who responded expressed a strong desire for improved public transportation services, particularly regarding operational hours and weekend availability.

- Many respondents requested the restoration of Saturday service and extended hours before 8 AM and after 5 PM.
- A significant number of individuals noted that rely on public transit for employment and education, highlighting the need for more amenable operational hours.
- Suggestions included increasing transit frequency and providing late-night services to enhance safety and accessibility.

Community Support and Funding Concerns

Respondents called for increased funding and community support for public transportation services to ensure sustainability and improvement.

- Some respondents expressed willingness to pay higher taxes to support transit services, indicating a strong community investment in public transportation.
- Respondents noted concerns about funding cuts affecting service availability and quality are prevalent, particularly for vulnerable populations like the elderly and people with disabilities.
- Suggestions included organizing community efforts to advocate for funding and awareness of public transit services are noted.

User Experience and Driver Feedback

Feedback on the user experience with public transportation services highlighted both positive interactions and areas for improvement.

- Many respondents praised the kindness and helpfulness of bus drivers, indicating a positive perception of staff.
- However, there were reports of safety concerns, including incidents of harassment and drivers not stopping for waiting passengers.
- Suggestions included retraining drivers on safety protocols and customer service are mentioned to enhance the overall experience.

See Attachment B for the full data summary.

Phase 2

Key findings from Phase 2 will be documented here in March 2026.

Attachment A – Focus Group Summary

VIRTUAL FOCUS GROUPS SUMMARY

December 29, 2025

Project #32070.0

Project: Basin Transit Service Transportation District and Klamath Tribes Coordinated Human Services Transportation Plan Update

Topic: Focus Group Summaries and Overarching Themes: Health and Human Services, Education Providers, The Klamath Tribes

HEALTH AND HUMAN SERVICES

December 11, 10-11 a.m.

Notes:

The purpose of this meeting was to connect with Klamath County health and human services representatives about the results of the Coordinated Human Services Transportation Plan Rider Survey and discuss any additional needs not captured.

Attendees:

- Heidi Gaither – Klamath County Developmental Disabilities Services (KCDDS), Director
- Sabrina Garcia – Klamath Transformations Wellness Center, Prime + Peer Program Supervisor, Transformations Peer Programs Manager
- Jessie Oates – REACH Klamath Falls, Executive Director
- Wendy Strohkirch – Oregon Department of Human Services (ODHS), Community Partnership
- Craig Johnston – Basin Transit Service, Operations Manager
- Michelle Carson – The Klamath Tribes, Planning Department/Quail Trail Public Transit, Program Manager
- Miranda Barrus – Kittelson, Consultant Project Manager
- Chris Watchie – Cogito, Principal/Consultant Public Engagement

Agenda:

Project Overview

- Project Schedule
- Focus Group Purpose

Survey Responses Review & Discussion

- **Q: Additional communities to serve?**

- No additional communities to add. Group felt list was comprehensive.

- **Q: Additional destinations to serve?**

- Freida Street and Shasta Way
- Klamath Works
- Oregon Department of Human Services
- Transformations
- Klamath County Courthouse/Circuit Court
- Cascades East Family Medicine
- Sky Lakes Medical Center
- Sobriety events
- Klamath County Library
- Meal sites
- Mental health services (e.g., Klamath Basin Behavioral Health, Klamath Tribal Health)
- Mental Health providers on Main Street (Places to Heal; Healing Minds)
- Squib Counseling Services
- Sherm's Thunderbird Market and Fred Meyer shopping area

- **Q: Additional barriers?**

- Information sharing.
- Doctor forms required to use Basin Lift.
- Training/support for clients to understand how to use the transit service (system doesn't make sense to everyone right away).
- The BTS service hour window from 8 a.m. – 5 p.m. creates a time crunch, particularly when people need to transfer buses.
- People have to re-learn the schedules more frequently and providers struggle to explain how the schedules work.
- Quail Trail doesn't have enough capacity to support demands and has had to turn away riders.
- Concerns for how the limited services may start affecting riders' abilities to improve their physical/mental health and get to support services.
- Being able to serve riders with mental health/substance abuse challenges.

- KCDDS is up near Sky Lakes, Oregon Tech, and Tribal Health and would benefit from a bus stop (and they serve 750 clients). The bus goes to Oregon Tech; BTS offers “extended service” within 2 miles of an existing bus stop that would help that area.
- Funding is a major barrier on the provider side (BTS considering possible microtransit in the earlier/later hours by running smaller on-demand buses).
 - Is there a way to leverage other funding sources to support expanded BTS services?
 - Cascade Health Alliance funding might be an option.
 - KCDDS spends a quarter of a million dollars on taxi services, which inherently affects BTS ridership.
- **Q: What transit amenities are missing?**
 - Lack of shelters (Walmart).
- **Q: What about hours of operations?**
 - Extended hours Monday-Friday (or even Saturday/Sunday service).
 - Weekend service would help ODHS clients and others.
- BTS Mobility Manager offers rider training (will present at organizations; will take riders into the community).
- Quail Trail’s service is relatively simple, so they haven’t needed to offer rider training; BTS provides that when their riders transfer.
- **Q: What are the most important issues/opportunities you would like BTS/Quail Trail to consider focusing on over the next 5 years?**
 - Expanded hours (a little before 8 a.m. and after 5p.m.)
 - Saturday service (Sundays would be even better).
 - How to best serve most vulnerable populations?
 - Potential for regular coordination meetings between BTS/Quail Trail and human/health service providers to collaborate on how best to serve these populations.
 - KCDDS helps with job placement – when they are successful in securing someone a job, it’s critical that they have transportation to reach those jobs.
 - Understanding how much money is needed to expand service.
 - BTS attempted to pass a levy that would support extended hours but 67% voted against it. BTS has not considered the potential increase in the State payroll tax within their next two budget cycles out of caution.

EDUCATION PROVIDERS

December 15, 10:00-11:00 a.m.

Notes:

The purpose of this meeting was to connect with Klamath County education representatives about the results of the Coordinated Human Services Transportation Plan Rider Survey and discuss any additional needs not captured.

Attendees:

- Gail Schull – Klamath Community College (KCC), Vice President of Student Affairs
- Bonita Bontrager – Oregon Institute of Technology (OIT), Dean of Students
- Adrian Mateos – BTS General Manager
- Michelle Carson – The Klamath Tribes, Planning Department/Quail Trail Public Transit Program Manager
- Miranda Barrus – Kittelson, Consultant Project Manager
- Chris Watchie – Cogito, Principal/Consultant Engagement Specialist

Agenda:

Project Overview

- Project Schedule
- Focus Group Purpose

Survey Responses Review & Discussion

- **Q: Additional communities to serve?**
 - No additional communities to add. Group felt list was comprehensive.
- **Q: Additional destinations to serve?**
 - No additional communities to add. Group felt list was comprehensive.
- **Q: Additional barriers?**

KCC Perspective:

- KCC Students know about BTS/QT services.
- KCC advertises during new student orientation, but many are already aware and are a step ahead of the school for transportation planning.
- Students are modifying their school schedules in the morning to 9 a.m. to take transit but cannot do work study with the bus service ending at 5 p.m.
- Have not heard that transit routes are confusing for students.

- Have heard that "transit takes too long" (between KCC and downtown, and between KCC and OIT). This statement is more from students who live in town, but not those who live in rural towns that come into Klamath and prepare for a long day.
- KCC charges for parking and they have sufficient parking.

OIT Perspective:

- On-campus students who don't have cars likely know BTS better than students who live off campus that generally have vehicles.
- BTS services are generally advertised during new student orientation and then with information to parents.
- OIT has started running their own "shuttle" in the first weekend of each month to get supplies for students (students would appreciate weekend access to bus service).
 - On-demand service. No cost to students, covered by OIT.
 - Closer to the holidays, OIT will run the shuttle for a week to get students to the bus and train station to travel home. Requires a sign-up ahead of time. Recent data shows up to 35 riders.
- OIT doesn't have software or a transportation app but has a platform to make announcements that has a public commenting spot where some transportation communications can happen.
- Doesn't hear about transit routes being confusing for students.

OIT charges for parking and they generally have sufficient parking. Residential parking area is highly utilized. Parking on opposite end of campus from residences is more abundant but not as convenient.

▪ **Q: Do students use Get There Oregon?**

- No. Many students report carpooling with a stranger feels unsafe.

▪ **Q: What are the most important issues/opportunities you would like BTS/Quail Trail to consider focusing on over the next 5 years?**

- KCC students need to be able to get to school by 8 a.m. and be able to stay until 5PM for work (closing business hours).
- Get students to BTS transfer stations quicker.
- It seems like the large BTS buses aren't full throughout the day – is there an opportunity to modify the fleet so that smaller buses run more frequently?

- KCC is starting to consider adjusting their class schedules to accommodate students who rely on transit; students are skeptical about rideshare (Get There) for their safety – they'd rather coordinate that organically with class peers.
- OIT has similar needs to KCC plus a Saturday bus (even if it ran once or twice a month).
- Students without vehicles is a growing demographic, particularly because of the economy.

▪ **Q: Could KCC/OIT provide data on how many students need transit between 6-8AM and 5-7PM?**

- OIT can provide ridership data because they have to sign off when they ride. Could ask how many students want services on Saturdays.
- This information helps BTS right-size (like microtransit services).
- The OIT shuttle funding comes from Housing (mainly impacts on-campus students).

THE KLAMATH TRIBES

December 15, 1:00-2:00 p.m.

Notes:

The purpose of this meeting was to connect with The Klamath Tribes members about the results of the Coordinated Human Services Transportation Plan Rider Survey and discuss any additional needs not captured.

Attendees:

- Amanda Mellentine – Klamath Tribal Health and Family Services, Transportation Manager
- Mandy Roberson – Klamath Tribal Health and Family Services, Prevention Supervisor
- Aralia Blackwater – Klamath Tribes Re-entering Employment by Design (RED) Vocational Program, Adult Vocational Training (AVT), Program Specialist
- Michelle Carson – The Klamath Tribes, Planning Department/Quail Trail (QT) Public Transit, Program Manager
- Miranda Barrus – Kittelson, Consultant Project Manager
- Chris Watchie – Cogito, Principal/Consultant Engagement Specialist

Agenda:

Project Overview

- Project Schedule
- Focus Group Purpose

Survey Responses Review & Discussion

- **Q: Additional communities to serve?**
 - Christmas Valley is a community destination, but it's outside of Klamath County.
 - Medical rides to Bend are needed by The Klamath Tribes.
 - Tulelake and Dorris, CA are considered local to the Klamath Basin, but they're outside of the service area, so they typically get directed to places in California.
- **Q: Additional destinations to serve?**
 - Klamath County Courthouse.
 - Mental health providers/services.
 - Quail Trail doesn't serve Bly but is looking into it (BTS currently serves this need with their Basin Connect service on an on-demand basis).

▪ **Q: Additional barriers?**

- Transit information:
 - The riders who use the service understand it, but those who don't use it don't understand it.
 - Quail Trail is going to advertise on their website the transportation services that are available beyond their services.
 - Klamath Tribal Health and Family Services advertise their transportation services on their website and when new patients sign up, they're informed about them.
- Reasons for not using transit:
 - Primary reason for no use is the walking distance from the OIT bus stop to the Klamath Tribal Health and Family Services center up on New Way.
 - BTS provides "extended service" that will pick up/drop off riders within 2 miles of the closest bus stop and bring them to the bus stop to continue onto the fixed-route service.
- Other barriers?
 - Timing is a primary challenge – patients aren't always able to reach their appointments and if they're not on time, they are turned away.
 - Medical/dental appointments start at 7:30 a.m. – 4 p.m. Health appointments start at 8 a.m.
 - The Klamath Tribes is trying to improve their no-show rate (especially for behavioral health patients).
 - Riders do well and look forward to using the bus if they know the bus drivers. BTS is wrapping all their vehicles to provide consistent branding, which also helps with rider comfort/reassurance.
 - Safety – some riders aren't always stable.
 - Health/Family Services (Klamath and Chiloquin clinics) – they operate their transport services based on patient needs and when the providers say patients need to be served (e.g., if the provider says to be there at 5 a.m. staff are there at 5 a.m.).
 - Tribal transit can take riders outside of Klamath County, but they can't bring them back in from outside of the county.

▪ **Q: What are the most important issues/opportunities you would like BTS/Quail Trail to consider focusing on over the next 5 years?**

- BTS, Quail Trail, and Klamath Tribal Health and Family Services should plan a future coordination meeting or recurring meetings on how best to streamline services and address discussed needs.
- The transit stop at New Way is the biggest need but could be addressed with BTS' "extended service."
- AMA/Wocus Road – People walk along U.S. 97 to the Pilot and it's dangerous (unserved area for a long time); these riders could also utilize BTS's "extended service."
- Quail Trail stop at the Klamath Tribes Wellness Center in Chiloquin – Quail Trail can help with this outside of their fixed-route.

OVERARCHING THEMES & RECOMMENDATIONS

Service Accessibility & Gaps

- Expanded Service Hours: Strong demand for earlier, later, and weekend transit options across all groups. Limited-service hours (8 AM–5 PM) restrict access, especially for those needing early/late or weekend transportation.
- First/last-mile challenges.
- Some stops lack shelters.
- Quail Trail and other services sometimes lack capacity, resulting in riders being turned away.

Funding Constraints & Unsuccessful Expansion Efforts

- Funding limitations are a major barrier, especially to expanding service hours and options; alternative sources and microtransit options are being considered.
- Previous attempts to secure additional funding (e.g., a levy) failed, and potential payroll tax increases are not planned in upcoming BTS budget cycles.

Coordination for Vulnerable Populations Transportation

- Improved collaboration between transit providers and community organizations is needed to address gaps and streamline services.
- There is a strong emphasis on serving older adults, people with disabilities, and those facing mental health or substance abuse challenges.
- Transportation is seen as critical for job placement and access to essential services for these groups.

Rider Information, Training, and Communication Barriers

- Ongoing need for education and support to help riders navigate the system.
- Riders and clients need more support and training to understand and use transit services.
- Challenges exist with information sharing and required documentation (e.g., doctor forms for Basin Lift).

Coordination Among Agencies and Stakeholders

- Meetings involve representatives from multiple agencies, tribes, educational institutions, and consulting teams, reflecting a collaborative approach.
- Collaborative data-driven planning to collect and share data on rider needs will help right-size services and justify funding requests.

Education-Specific Needs

- Students at KCC and OIT need transit options that align with class and work-study schedules.
- There is a call for earlier and later service, faster connections, and Saturday service to accommodate students without vehicles.

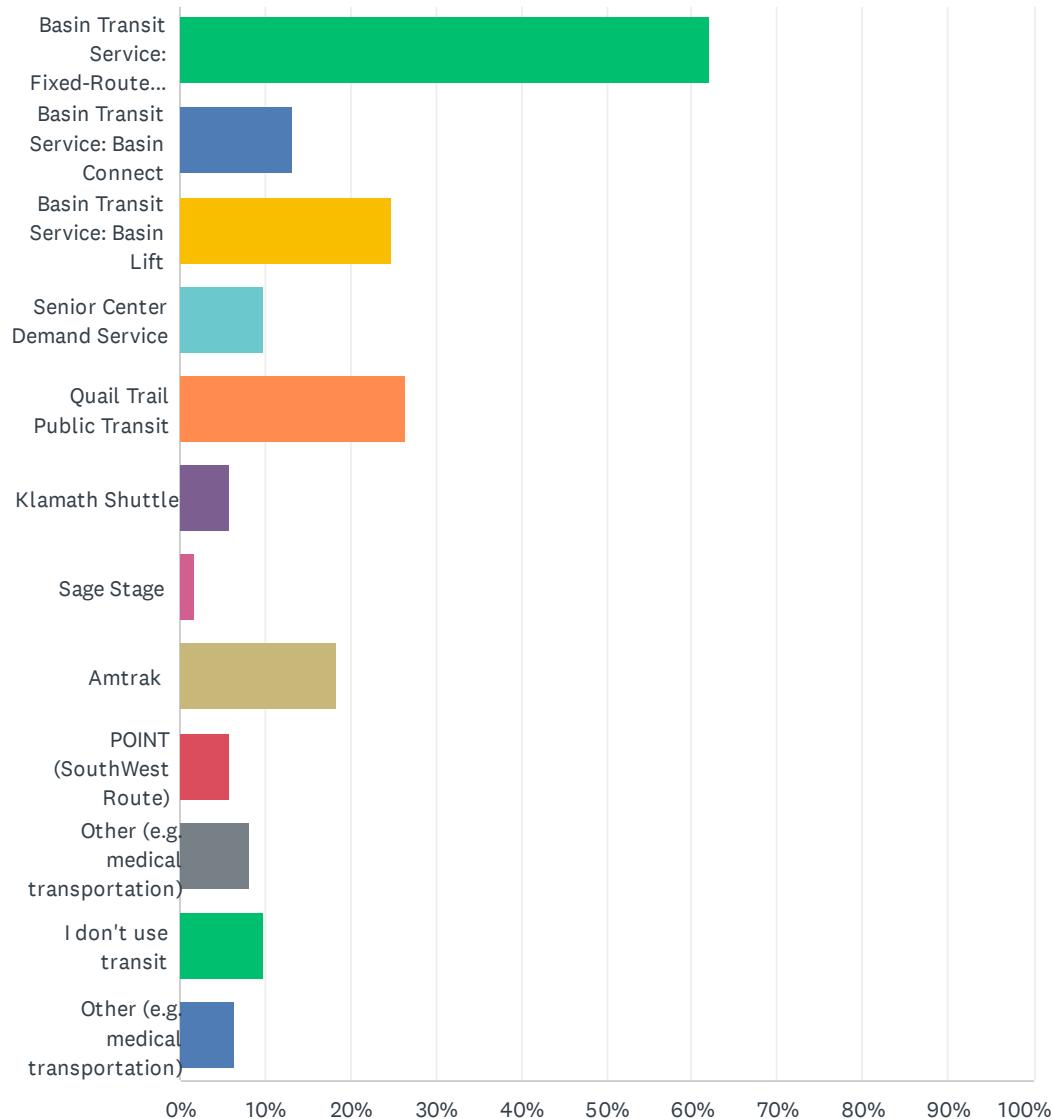
Planning for the Future

- The need for clear information on funding requirements and the impact of state-level developments is highlighted.

Attachment B – Rider Survey Data Summary

Q1 Please select all transit and bus providers that you have used to ride a bus in the last 12 months [Checkboxes, multiple answers allowed]

Answered: 174 Skipped: 2



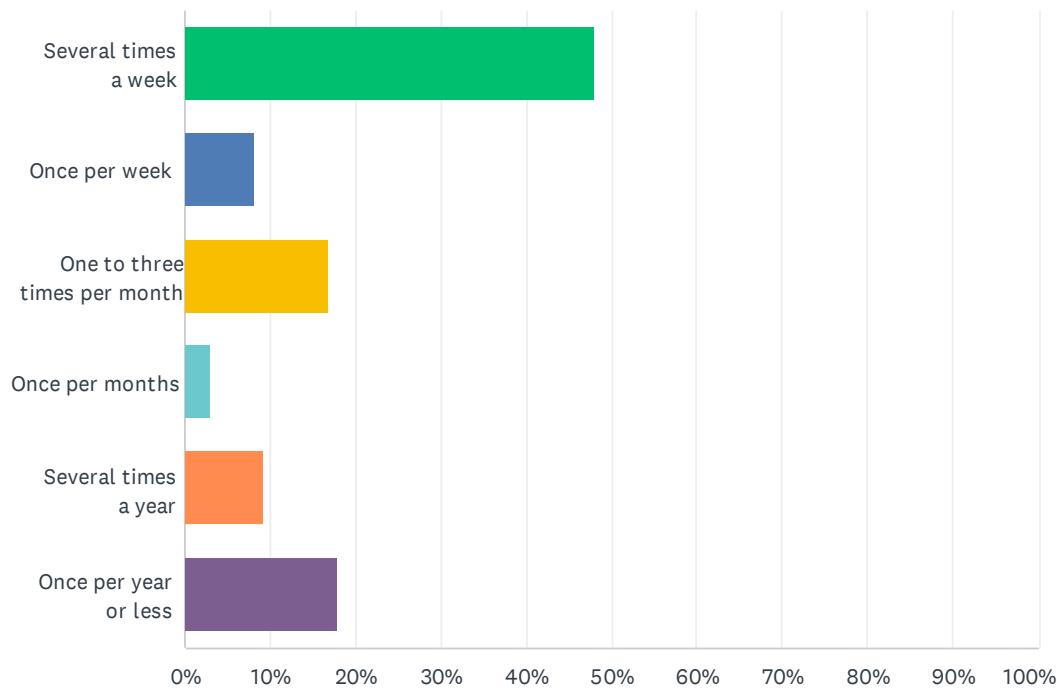
**Basin Transit Service Transportation District and The Klamath Tribes Quail Trail Public Transit
Coordinated Human Services Transportation Plan**

ANSWER CHOICES	RESPONSES	
Basin Transit Service: Fixed-Route Service	62.07%	108
Basin Transit Service: Basin Connect	13.22%	23
Basin Transit Service: Basin Lift	24.71%	43
Senior Center Demand Service	9.77%	17
Quail Trail Public Transit	26.44%	46
Klamath Shuttle	5.75%	10
Sage Stage	1.72%	3
Amtrak	18.39%	32
POINT (SouthWest Route)	5.75%	10
Other (e.g. medical transportation)	8.05%	14
I don't use transit	9.77%	17
Other (e.g. medical transportation)	6.32%	11
Total Respondents: 174		

#	OTHER (E.G. MEDICAL TRANSPORTATION)	DATE
1	Klamath Tribal transport	12/8/2025 9:59 AM
2	Medical transportation	12/7/2025 2:00 PM
3	Medical transport	12/5/2025 8:41 AM
4	None	12/5/2025 8:31 AM
5	Senior center	12/5/2025 8:17 AM
6	Translink or Senior center	12/5/2025 8:07 AM
7	Own vehicle	11/27/2025 3:21 PM
8	Tribal Health Transport	11/26/2025 10:38 PM
9	Medical	11/24/2025 12:59 PM
10	cab, uber	11/19/2025 2:47 PM
11	medical transport	11/17/2025 12:35 PM

Q2 How often do you ride a bus? [Select one answer]

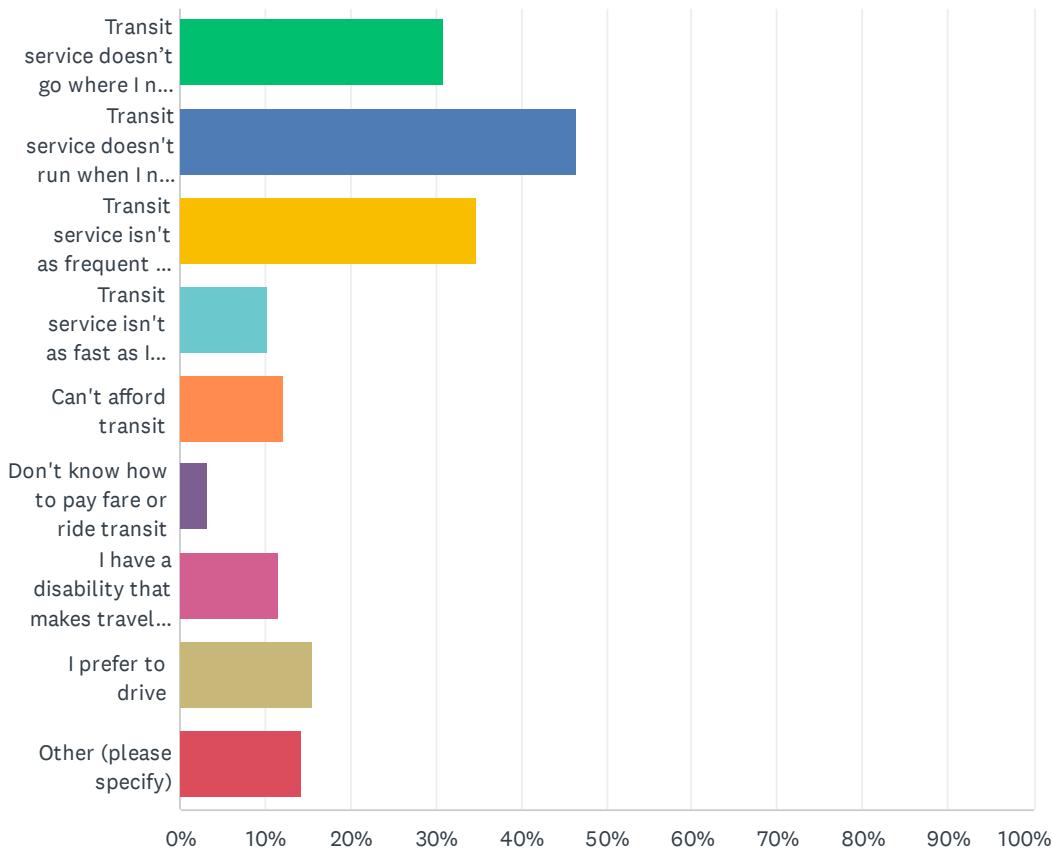
Answered: 173 Skipped: 3



ANSWER CHOICES	RESPONSES
Several times a week	47.98%
Once per week	8.09%
One to three times per month	16.76%
Once per months	2.89%
Several times a year	9.25%
Once per year or less	17.92%
Total Respondents: 173	

Q3 Why don't you use transit services? [Checkboxes, multiple answers allowed]

Answered: 155 Skipped: 21



ANSWER CHOICES	RESPONSES
Transit service doesn't go where I need it to go	30.97% 48
Transit service doesn't run when I need to travel	46.45% 72
Transit service isn't as frequent as I need it to be	34.84% 54
Transit service isn't as fast as I need it to be	10.32% 16
Can't afford transit	12.26% 19
Don't know how to pay fare or ride transit	3.23% 5
I have a disability that makes traveling via transit difficult	11.61% 18
I prefer to drive	15.48% 24
Other (please specify)	14.19% 22
Total Respondents: 155	

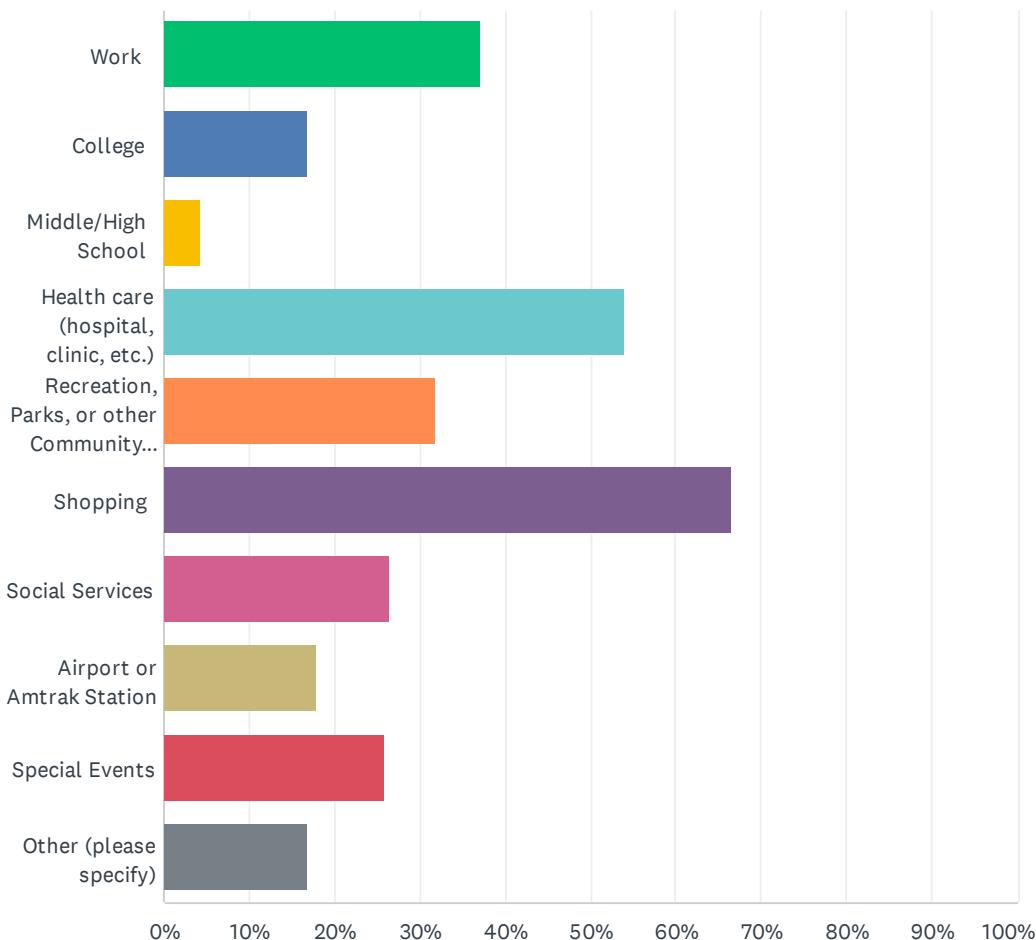
#	OTHER (PLEASE SPECIFY)	DATE
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Basin Transit Service Transportation District and The Klamath Tribes Quail Trail Public Transit
Coordinated Human Services Transportation Plan

1	I use transit.	12/9/2025 8:21 AM
2	Doesn't go many places.	12/9/2025 8:19 AM
3	I do ride!	12/6/2025 3:22 PM
4	Don't know the routes of the buses	12/5/2025 7:29 PM
5	Walk when I can.	12/5/2025 9:57 AM
6	N/A I appreciate basin lift very much!	12/5/2025 9:36 AM
7	SR vans	12/5/2025 8:35 AM
8	Basin transit is too expensive & some people are rude!	12/5/2025 8:17 AM
9	I drive in Klamath Falls when I can	12/2/2025 2:42 PM
10	I live 30 miles south of town	12/2/2025 8:33 AM
11	I do use the bus	11/24/2025 1:36 PM
12	It dont run on weekends	11/24/2025 12:27 PM
13	It gets me to were I need on time	11/18/2025 11:47 AM
14	I enjoy walking	11/18/2025 10:02 AM
15	I do use it.	11/18/2025 2:58 AM
16	n/a	11/17/2025 9:20 AM
17	Track bus in real time	11/16/2025 12:27 AM
18	they dont run on sat which is a big thing here.	11/14/2025 1:28 PM
19	Other types of transport	11/13/2025 7:43 PM
20	Is not available after 5PM	11/12/2025 3:03 PM
21	but I DO use the transit services...	11/12/2025 9:39 AM
22	No need to right now	11/12/2025 9:28 AM

Q4 What types of places do you use bus service to go to? [Checkboxes, multiple answers allowed]

Answered: 167 Skipped: 9



Basin Transit Service Transportation District and The Klamath Tribes Quail Trail Public Transit
Coordinated Human Services Transportation Plan

ANSWER CHOICES	RESPONSES
Work	37.13% 62
College	16.77% 28
Middle/High School	4.19% 7
Health care (hospital, clinic, etc.)	53.89% 90
Recreation, Parks, or other Community Gathering Spaces	31.74% 53
Shopping	66.47% 111
Social Services	26.35% 44
Airport or Amtrak Station	17.96% 30
Special Events	25.75% 43
Other (please specify)	16.77% 28
Total Respondents: 167	

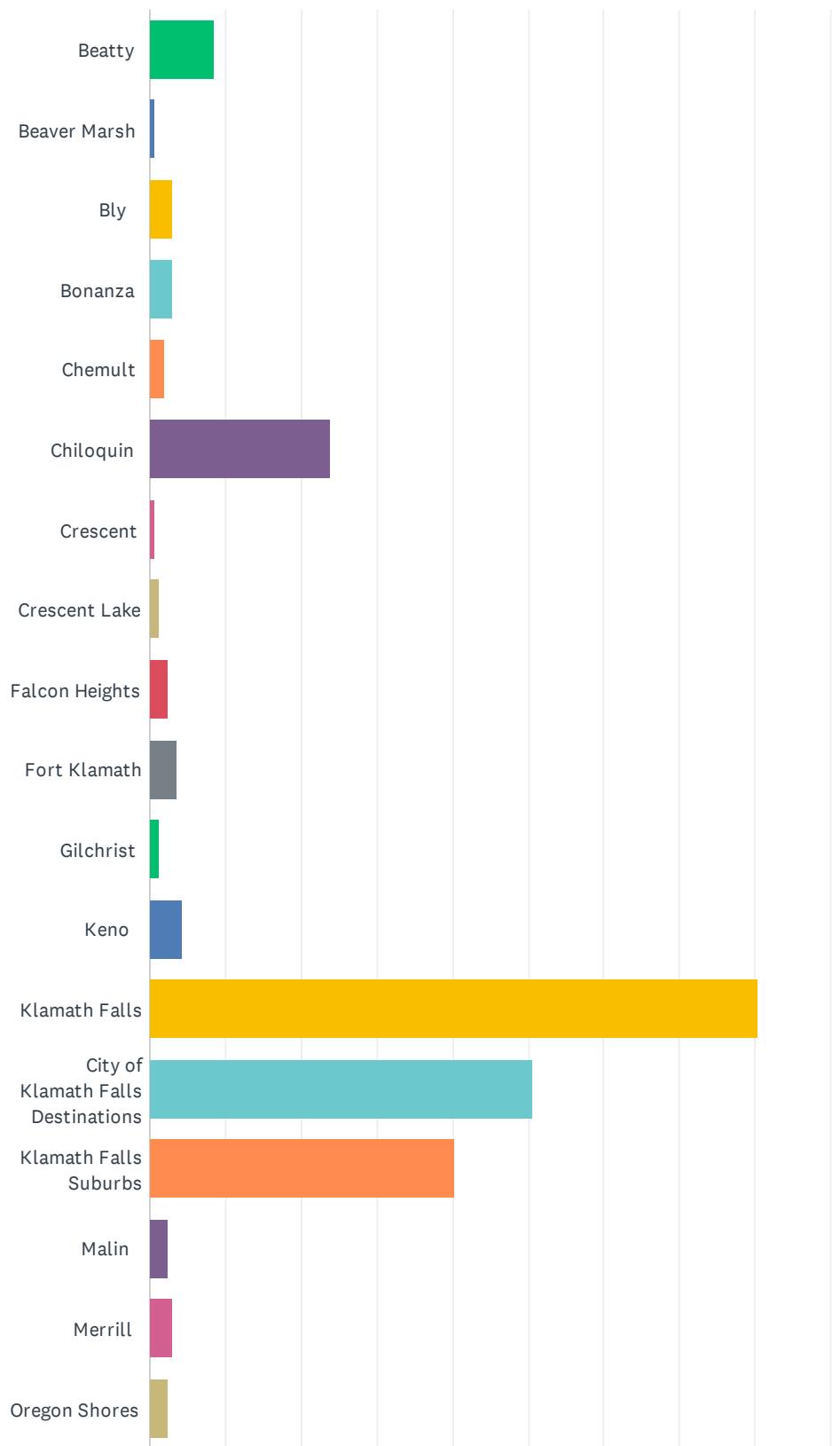
#	OTHER (PLEASE SPECIFY)	DATE
1	All	12/9/2025 8:14 AM
2	Home	12/9/2025 8:09 AM
3	Falcon Heights	12/6/2025 11:34 PM
4	Doctor's appointments	12/6/2025 6:10 PM
5	Moore park	12/6/2025 4:46 PM
6	Travel	12/6/2025 4:43 PM
7	Therapy counseling	12/6/2025 3:39 PM
8	DAV	12/5/2025 10:05 AM
9	Many events, community events, happen in Saturday, there is no transportation available.	12/5/2025 9:26 AM
10	Dr. Appointments	12/5/2025 8:55 AM
11	Senior center	12/5/2025 8:52 AM
12	Don't use.	12/5/2025 8:43 AM
13	Senior center	12/5/2025 8:35 AM
14	Senior center exercise	12/5/2025 8:22 AM
15	Senior center	12/5/2025 8:07 AM
16	Do not use bus	12/2/2025 9:25 AM
17	none	12/2/2025 8:33 AM
18	None because they don't leave near my home	12/2/2025 7:46 AM
19	Vehicle maintenance	12/1/2025 1:05 PM
20	Treatments and parole and probation	12/1/2025 11:29 AM
21	Goto bottle drop	11/27/2025 3:21 PM
22	Tribal Events and to ALL tribal buildings that are too far to walk to	11/20/2025 3:21 PM
23	Visiting friends	11/18/2025 2:58 AM

Basin Transit Service Transportation District and The Klamath Tribes Quail Trail Public Transit
Coordinated Human Services Transportation Plan

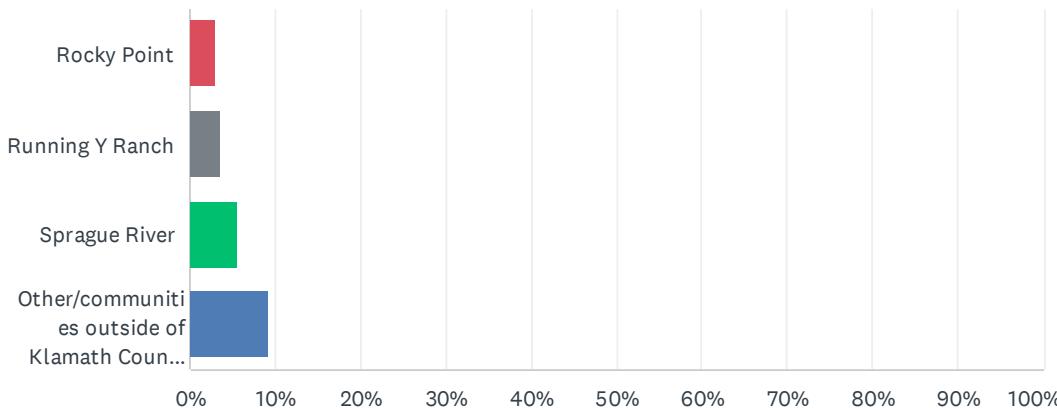
24	Able to track bus in real time	11/16/2025 12:27 AM
25	important appointments, doc and counseling	11/14/2025 1:28 PM
26	Everywhere I go I take the bus	11/13/2025 9:09 PM
27	None	11/13/2025 1:54 PM
28	Visiting Family	11/12/2025 8:36 AM

Q5 What communities do you access via bus service? [Checkboxes, multiple answers allowed]

Answered: 164 Skipped: 12



**Basin Transit Service Transportation District and The Klamath Tribes Quail Trail Public Transit
Coordinated Human Services Transportation Plan**



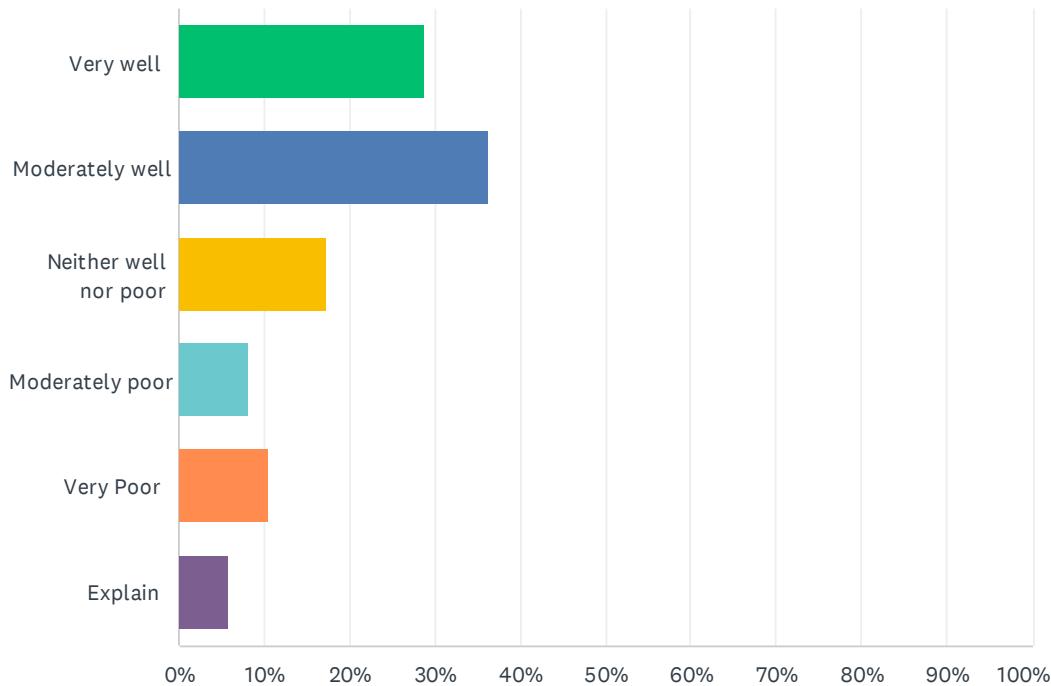
ANSWER CHOICES	RESPONSES
Beatty	8.54% 14
Beaver Marsh	0.61% 1
Bly	3.05% 5
Bonanza	3.05% 5
Chemult	1.83% 3
Chiloquin	23.78% 39
Crescent	0.61% 1
Crescent Lake	1.22% 2
Falcon Heights	2.44% 4
Fort Klamath	3.66% 6
Gilchrist	1.22% 2
Keno	4.27% 7
Klamath Falls	80.49% 132
City of Klamath Falls Destinations	50.61% 83
Klamath Falls Suburbs	40.24% 66
Malin	2.44% 4
Merrill	3.05% 5
Oregon Shores	2.44% 4
Rocky Point	3.05% 5
Running Y Ranch	3.66% 6
Sprague River	5.49% 9
Other/communities outside of Klamath County (please specify)	9.15% 15
Total Respondents: 164	

Basin Transit Service Transportation District and The Klamath Tribes Quail Trail Public Transit
Coordinated Human Services Transportation Plan

#	OTHER/COMMUNITIES OUTSIDE OF KLAMATH COUNTY (PLEASE SPECIFY)	DATE
1	Medford, white city.	12/5/2025 9:26 AM
2	Medford	12/5/2025 8:22 AM
3	Medford	12/5/2025 8:07 AM
4	White City	12/5/2025 7:53 AM
5	No answer	12/2/2025 2:31 PM
6	do not use bus in any community	12/2/2025 9:25 AM
7	I would use the bus from Worden to access Klamath Falls	12/2/2025 8:33 AM
8	Medford	12/2/2025 7:53 AM
9	Not applicable	12/2/2025 7:46 AM
10	None	11/27/2025 3:21 PM
11	Medford and Eugene	11/26/2025 10:38 PM
12	Agency Lake	11/24/2025 12:59 PM
13	Track bus and real time and where the bus at	11/16/2025 12:27 AM
14	White City VA	11/13/2025 4:29 PM
15	None	11/13/2025 1:54 PM

Q6 How well do you feel you understand the transit services that are available in Klamath County? For example, how to access Basin Lift services or find bus stops.

Answered: 174 Skipped: 2



ANSWER CHOICES	RESPONSES
Very well	28.74%
Moderately well	36.21%
Neither well nor poor	17.24%
Moderately poor	8.05%
Very Poor	10.34%
Explain	5.75%
Total Respondents: 174	

#	EXPLAIN	DATE
1	The rules say call by 5. Nobody will call back if you don't schedule basin lift by 3pm	12/6/2025 11:34 PM
2	Not sure what is available & when.	12/5/2025 9:26 AM
3	No idea	12/5/2025 8:22 AM
4	Have used buses for nearly 40 years in various cities	12/2/2025 2:27 PM
5	I don't know what these different BTS means. I take the bus	11/21/2025 1:45 PM
6	I don't know what these different BTS things mean	11/21/2025 1:42 PM

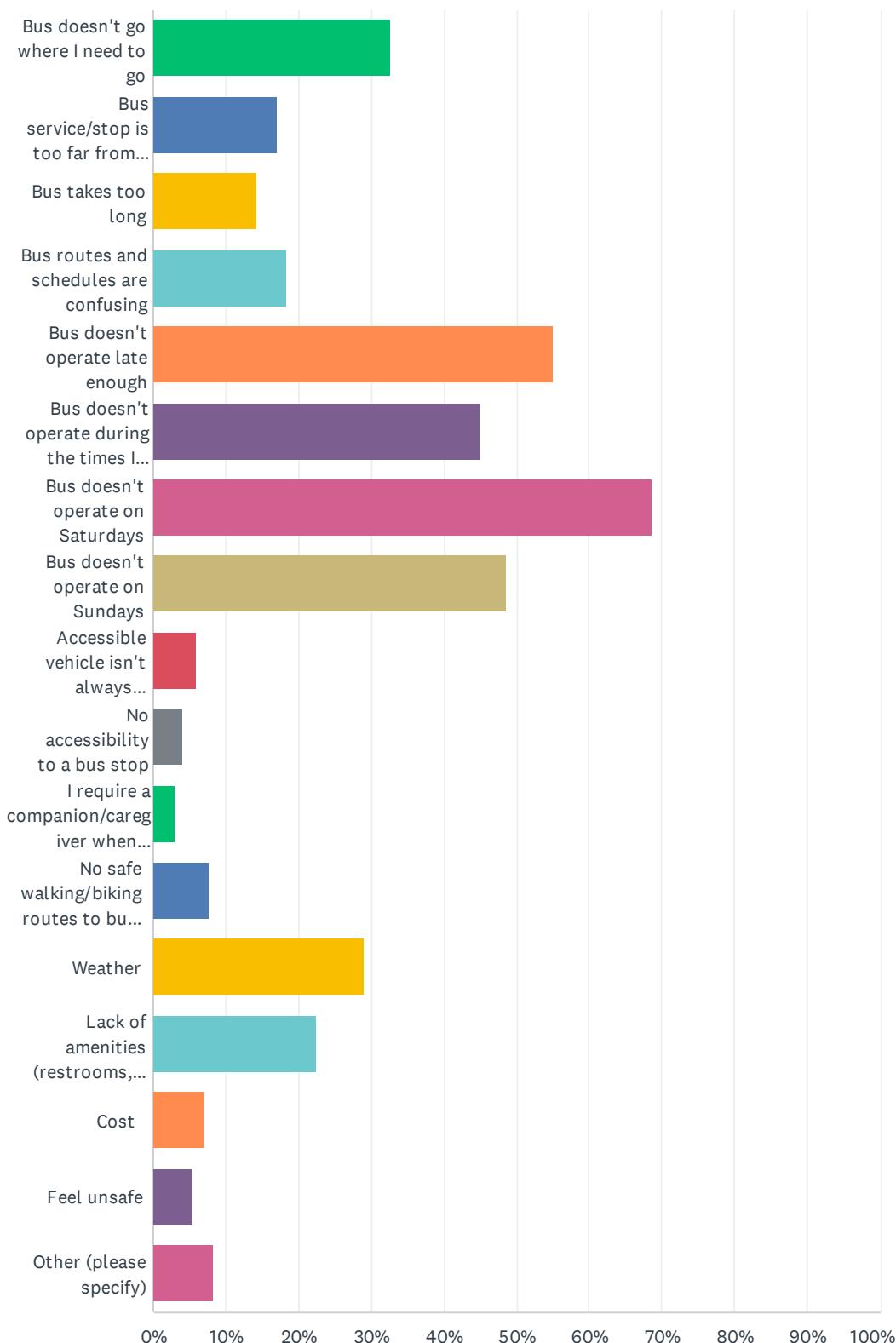
Basin Transit Service Transportation District and The Klamath Tribes Quail Trail Public Transit
Coordinated Human Services Transportation Plan

7	I don't have information about services	11/16/2025 12:27 AM
8	I don't use transit services.	11/13/2025 1:54 PM
9	Apparently not near as well as I thought I did.	11/12/2025 9:39 AM
10	I get where I need to go.	11/12/2025 8:45 AM

Q7 Based on your experience, which of the following challenges do you face when using transit services in Klamath County? [Checkboxes, multiple answers allowed]

Answered: 169 Skipped: 7

Basin Transit Service Transportation District and The Klamath Tribes Quail Trail Public Transit
Coordinated Human Services Transportation Plan



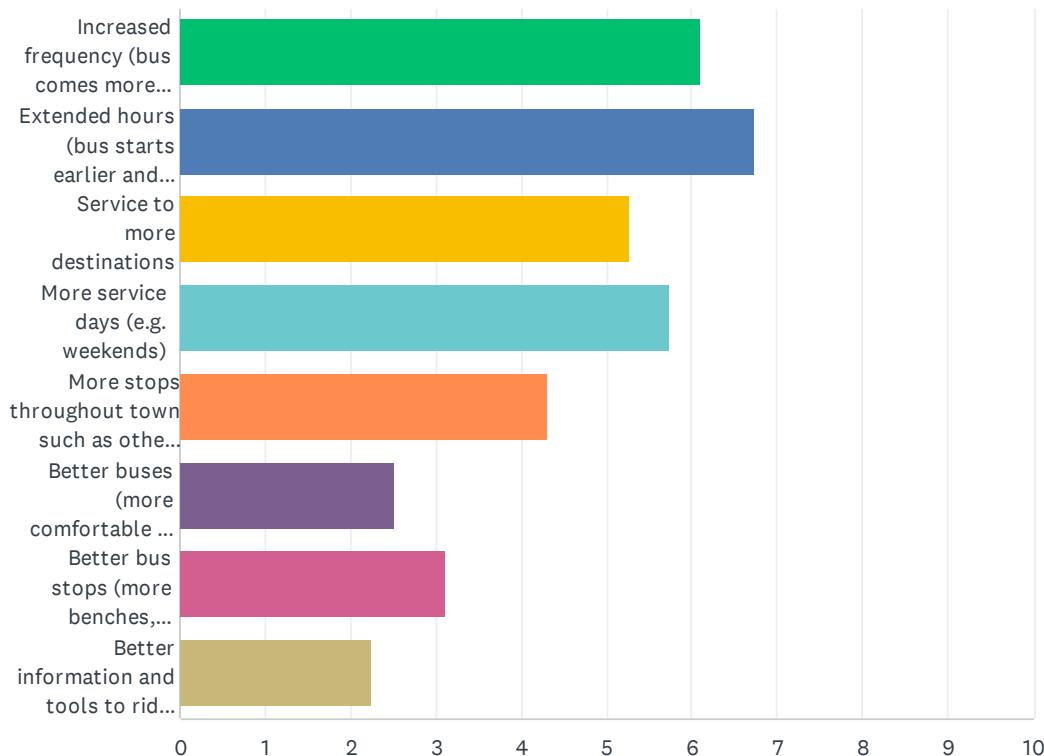
Basin Transit Service Transportation District and The Klamath Tribes Quail Trail Public Transit
Coordinated Human Services Transportation Plan

ANSWER CHOICES	RESPONSES
Bus doesn't go where I need to go	32.54% 55
Bus service/stop is too far from my home	17.16% 29
Bus takes too long	14.20% 24
Bus routes and schedules are confusing	18.34% 31
Bus doesn't operate late enough	55.03% 93
Bus doesn't operate during the times I require	44.97% 76
Bus doesn't operate on Saturdays	68.64% 116
Bus doesn't operate on Sundays	48.52% 82
Accessible vehicle isn't always available	5.92% 10
No accessibility to a bus stop	4.14% 7
I require a companion/caregiver when traveling	2.96% 5
No safe walking/biking routes to bus stops	7.69% 13
Weather	28.99% 49
Lack of amenities (restrooms, shelters, benches, etc.)	22.49% 38
Cost	7.10% 12
Feel unsafe	5.33% 9
Other (please specify)	8.28% 14
Total Respondents: 169	

#	OTHER (PLEASE SPECIFY)	DATE
1	Nothing written.	12/9/2025 8:17 AM
2	No communication after 3 pm for basin lift	12/6/2025 11:34 PM
3	Need more shelters from the weather	12/6/2025 5:36 PM
4	Basin lift doesn't run on Saturday or Sunday	12/5/2025 9:36 AM
5	Health care is an issue in winter for me because I need to go to white city or Medford.	12/5/2025 9:26 AM
6	No problems.	12/5/2025 8:55 AM
7	No need at this time.	12/5/2025 8:43 AM
8	To - from Senior center.	12/5/2025 8:35 AM
9	Don't know how.	12/5/2025 8:22 AM
10	Don't use	12/2/2025 2:31 PM
11	Thats days I work is weekends	11/24/2025 12:27 PM
12	Doesn't pick up in Pine Grove	11/19/2025 1:36 PM
13	Track all bus routes in real time to know where the bus is going to be at my bus stop	11/16/2025 12:27 AM
14	I don't ride the bus but from what clients in DD Services have said these are the issues.	11/13/2025 1:54 PM

Q8 Please rank the following areas for service improvement, 1 being the highest priority and 8 being the lowest priority for you. [Ranked choice 1-8]

Answered: 141 Skipped: 35



**Basin Transit Service Transportation District and The Klamath Tribes Quail Trail Public Transit
Coordinated Human Services Transportation Plan**

	1	2	3	4	5	6	7	8	TOTAL	SCORE
Increased frequency (bus comes more often)	25.53% 36	23.40% 33	19.15% 27	11.35% 16	11.35% 16	6.38% 9	2.13% 3	0.71% 1	141	6.09
Extended hours (bus starts earlier and runs later)	42.55% 60	28.37% 40	11.35% 16	7.80% 11	3.55% 5	1.42% 2	4.26% 6	0.71% 1	141	6.74
Service to more destinations	7.09% 10	15.60% 22	33.33% 47	17.02% 24	7.80% 11	9.93% 14	4.96% 7	4.26% 6	141	5.26
More service days (e.g. weekends)	15.60% 22	20.57% 29	19.15% 27	25.53% 36	11.35% 16	4.26% 6	1.42% 2	2.13% 3	141	5.74
More stops throughout town such as other grocery stores, parks, or community centers	2.13% 3	9.22% 13	6.38% 9	20.57% 29	36.17% 51	14.89% 21	7.80% 11	2.84% 4	141	4.30
Better buses (more comfortable to ride, or with amenities like WiFi)	0.71% 1	0.71% 1	2.13% 3	2.84% 4	9.93% 14	31.91% 45	26.24% 37	25.53% 36	141	2.51
Better bus stops (more benches, shelters, trash cans, bike racks, etc.)	2.84% 4	2.13% 3	6.38% 9	7.80% 11	12.06% 17	21.28% 30	37.59% 53	9.93% 14	141	3.12
Better information and tools to ride (website information, phone apps, trip-planning support)	3.55% 5	0.00% 0	2.13% 3	7.09% 10	7.80% 11	9.93% 14	15.60% 22	53.90% 76	141	2.23

Q9 Which communities/destinations would you want bus service available?

Answered: 115 Skipped: 61

#	RESPONSES	DATE
1	Beatty	12/9/2025 8:28 AM
2	Beatty, Sprague, Chiloquin, KF	12/9/2025 8:25 AM
3	Just keep quail trail online.	12/9/2025 8:21 AM
4	Sprague to Klamath	12/9/2025 8:19 AM
5	Chiloquin, Klamath Falls	12/9/2025 8:10 AM
6	Eagle Ridge	12/9/2025 8:01 AM
7	I think there are plenty of stops if you know where and when	12/8/2025 11:24 AM
8	Klamath	12/8/2025 10:02 AM
9	To and from all of Klamath County towns	12/7/2025 5:48 PM
10	Falcon Heights	12/6/2025 11:38 PM
11	Churches	12/6/2025 10:02 PM
12	The outlying community's to make it easier for the elderly and the people with lower income a chance to "get into town"	12/6/2025 9:21 PM
13	Lakeview	12/6/2025 7:34 PM
14	Same as now, plus Bonanza	12/6/2025 6:32 PM
15	Medford	12/6/2025 6:00 PM
16	Chiloquin, Sprague River, Keno, Merril	12/6/2025 4:59 PM
17	More throughout town would be helpful. Putting more infrastructure to make walking to and from bus stop would be better	12/5/2025 7:40 PM
18	Medford	12/5/2025 10:06 AM
19	Medford	12/5/2025 10:01 AM
20	Can't think of any, just Klamath county.	12/5/2025 9:46 AM
21	Weekend to church and shopping	12/5/2025 9:43 AM
22	Shopping trips to Medford. Maybe specific stops with time allowed at each destination.	12/5/2025 9:32 AM
23	Walmart & grocery stores.	12/5/2025 9:14 AM
24	Able to take the bus to Henley.	12/5/2025 9:10 AM
25	Veterans - White city, Medford	12/5/2025 9:06 AM
26	Rural areas outside of downtown.	12/5/2025 9:00 AM
27	Not likely as long as I can drive.	12/5/2025 8:45 AM
28	None	12/5/2025 8:42 AM
29	Senior center	12/5/2025 8:36 AM
30	More towards Keno.	12/5/2025 8:31 AM
31	Merrill	12/5/2025 8:18 AM

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32	Medford for doctors appointments.	12/5/2025 8:08 AM
33	White City	12/5/2025 7:56 AM
34	Stop closer to my house. Maybe at homedale rd and Shasta intersection.	12/4/2025 1:08 PM
35	Klamath Falls	12/2/2025 8:12 PM
36	Chiloquin Tribal Medical and admiration	12/2/2025 2:47 PM
37	Safeway, Division Street	12/2/2025 2:31 PM
38	South of 140 on Washburn	12/2/2025 12:09 PM
39	South Suburbs, Moyina Heights, Pacific Terrace.	12/2/2025 10:29 AM
40	More trips to Bonanza	12/2/2025 10:06 AM
41	Worden	12/2/2025 8:39 AM
42	I live all the way out by Olene and Shield Crest so don't think there is anything close to me, but it would be great if there was something out here even if it was really infrequent.	12/2/2025 7:59 AM
43	Hanks Marsh	12/2/2025 7:50 AM
44	More stops downtown and up to Taphouse	12/2/2025 7:43 AM
45	No answer	12/1/2025 1:07 PM
46	No answer	12/1/2025 1:01 PM
47	Bly, Beatty, Sprague River, Bonanza	12/1/2025 12:53 PM
48	Unsure	12/1/2025 11:31 AM
49	Klamath falls south suburb library for quail trail	12/1/2025 10:50 AM
50	All over klamath County	12/1/2025 10:42 AM
51	Question #8 is totally not understandable. (And I have a college degree in science)	11/29/2025 5:42 PM
52	any and all.	11/28/2025 12:46 PM
53	Na	11/28/2025 8:23 AM
54	I'm not sure. Maybe Medford?	11/28/2025 7:25 AM
55	Chiloquin, Sprague river and all of Sprague river road between those 2 towns. I would also likes rides to downtown chiloquin and otherside of hwy 97 near oregon shores to fort klamath area	11/27/2025 9:06 PM
56	Cresent Ore.	11/27/2025 6:49 PM
57	Warming center, moore park, wocus st	11/27/2025 3:34 PM
58	6000 New Way for klamath Tribal health, mental health, dental, pharmacy, and training center.	11/26/2025 10:42 PM
59	Pacific Terrace	11/26/2025 4:18 PM
60	The new WinCo	11/26/2025 9:08 AM
61	Klamath an suburbs college etc	11/24/2025 4:49 PM
62	The destination change does not affect me	11/24/2025 1:44 PM
63	Stores, schools, service areas	11/24/2025 1:05 PM
64	Chiloquin, Travel Center off hwy 97, Oregon Shores, Amtrak station	11/24/2025 1:05 PM
65	On weekends	11/24/2025 12:30 PM
66	N/A	11/24/2025 12:12 PM
67	N/A	11/24/2025 12:00 PM
68	Wocus, Klamath tribal health and family services building	11/24/2025 11:39 AM

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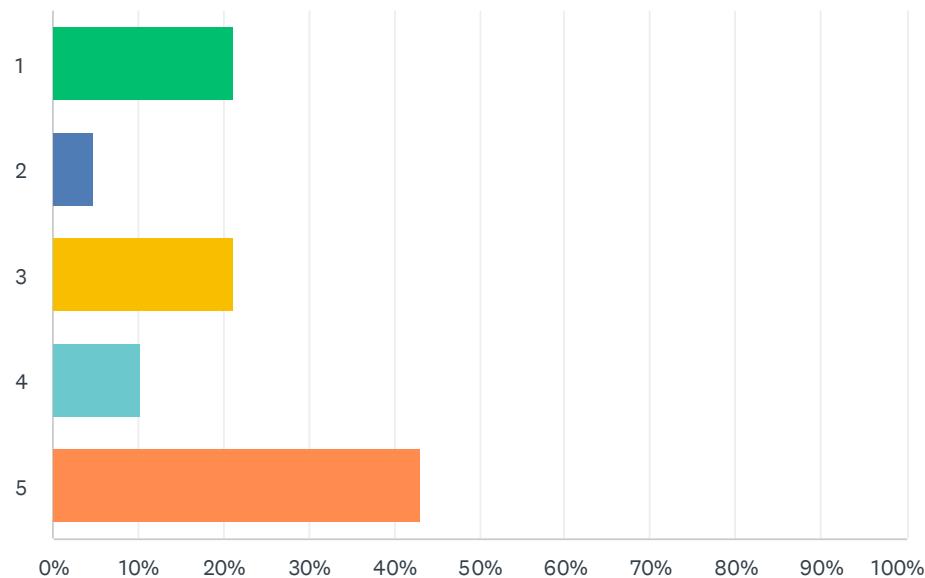
69	Medford	11/24/2025 9:00 AM
70	All throughout Klamath City and surrounding suburbs.	11/24/2025 8:20 AM
71	tulelake	11/21/2025 2:05 PM
72	Idk	11/21/2025 1:46 PM
73	Stops along 66 past Stewart Lenox into Keno	11/21/2025 7:25 AM
74	YFGC Klamath Falls, Tribal buildings not in Chiloquin, Merrill Malin, Tayas Yawks, Keno	11/20/2025 3:28 PM
75	N/a	11/20/2025 8:02 AM
76	The wellness center at 6000 new way	11/19/2025 6:28 PM
77	Rocky Point Oregon	11/19/2025 5:19 PM
78	Medford Airport	11/19/2025 2:49 PM
79	Back our to Moore park an other parks around town	11/19/2025 10:07 AM
80	Having a stop nearer to the homes located behind the grocery outlet would be nice, and near moore park. I primarily use the OIT stop and the stop right near the los Morenos the most.	11/18/2025 3:04 PM
81	Having a bus that goes to every store	11/18/2025 11:50 AM
82	It's not a major concern for me.	11/18/2025 11:49 AM
83	Medford	11/18/2025 10:07 AM
84	I'm indifferent about this.	11/18/2025 3:10 AM
85	Altamont	11/17/2025 2:48 PM
86	Medford (just kidding)	11/17/2025 12:47 PM
87	I don't know	11/17/2025 9:26 AM
88	Oregon Tech, downtown, S 6th St, Washburn Way, Altamont	11/17/2025 8:50 AM
89	Keno, Chiloquin, Sprague River	11/17/2025 7:40 AM
90	Parks. Museums. Outdoor events. Music concerts. Parades... Medford, Lapine, Klamath Falls, Chiloquin, Beatty, Sprague River, White City	11/16/2025 1:12 AM
91	The new Winco grocery store. Would be nice if the Walmart bus shelter was rebuilt.	11/15/2025 8:00 AM
92	Earlier times would be preferred rather than more destinations.	11/15/2025 12:08 AM
93	Klamathfalls	11/14/2025 1:40 PM
94	The food bank locations throughout the town, the housing authority.	11/14/2025 3:39 AM
95	It would be nice to get service out by the tribal clinic and the Developmental Disabilities Services, both are out past Oregon Tech.	11/13/2025 7:55 PM
96	n/a	11/13/2025 3:40 PM
97	Chiloquin, Merrill, Malin, Bonanza and Keno	11/13/2025 2:01 PM
98	I don't know	11/13/2025 10:44 AM
99	Klamath Falls	11/13/2025 5:29 AM
100	Oregon Institute of Technology	11/12/2025 4:46 PM
101	N/A	11/12/2025 3:05 PM
102	can't think of any	11/12/2025 3:04 PM
103	I'd have to give that more thought	11/12/2025 11:49 AM
104	More stops on South 6th. There is a lot of Klamath Falls the bus does not cover.	11/12/2025 9:49 AM
105	Moore park	11/12/2025 9:46 AM

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106	Keno, Merril, Malin	11/12/2025 9:36 AM
107	Klamath	11/12/2025 9:35 AM
108	The route is currently pretty good, just need to be more often in main areas and extended hours and days of operation.	11/12/2025 9:26 AM
109	Klamath Falls	11/12/2025 8:49 AM
110	Moore Park	11/12/2025 8:49 AM
111	Klamath Falls	11/12/2025 8:46 AM
112	I dont know off the top of my head if there's a feeder bus im missing but the area around summers lane and the epicenter/Walmart	11/12/2025 8:45 AM
113	I don't understand the question.	11/12/2025 7:30 AM
114	Running Y	11/12/2025 7:26 AM
115	Medford	11/11/2025 1:33 PM

Q10 How likely are you to ride a service between the communities/destinations you specified in question 9? [scale of 1 (not likely) to 5 (very likely)]

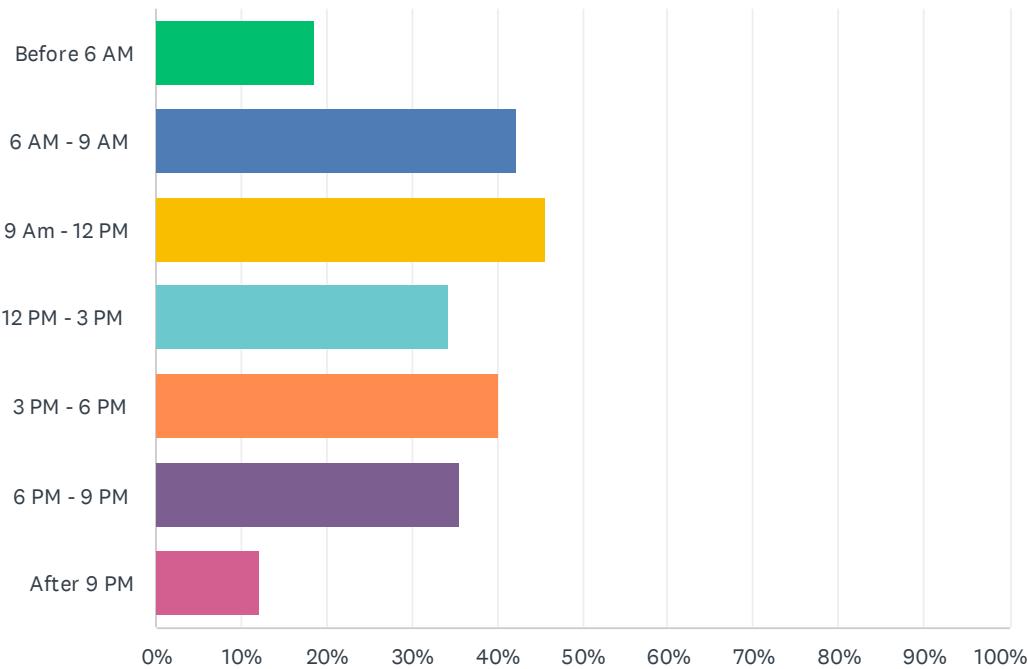
Answered: 128 Skipped: 48



ANSWER CHOICES	RESPONSES	
1	21.09%	27
2	4.69%	6
3	21.09%	27
4	10.16%	13
5	42.97%	55
TOTAL		128

Q11 What times of day would you be most likely to use a service to the communities/destinations you specified in question 9? [Checkboxes, multiple answers allowed]

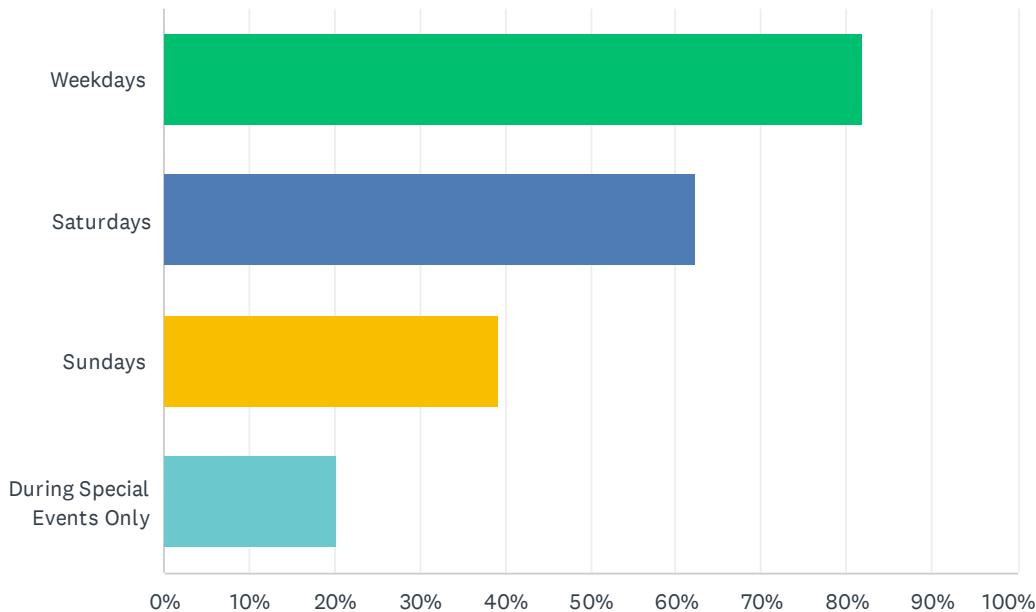
Answered: 140 Skipped: 36



ANSWER CHOICES	RESPONSES	
Before 6 AM	18.57%	26
6 AM - 9 AM	42.14%	59
9 Am - 12 PM	45.71%	64
12 PM - 3 PM	34.29%	48
3 PM - 6 PM	40.00%	56
6 PM - 9 PM	35.71%	50
After 9 PM	12.14%	17
Total Respondents: 140		

Q12 Which days would you expect to use a service to the communities/destinations you specified in question 9? [Checkboxes, multiple answers allowed]

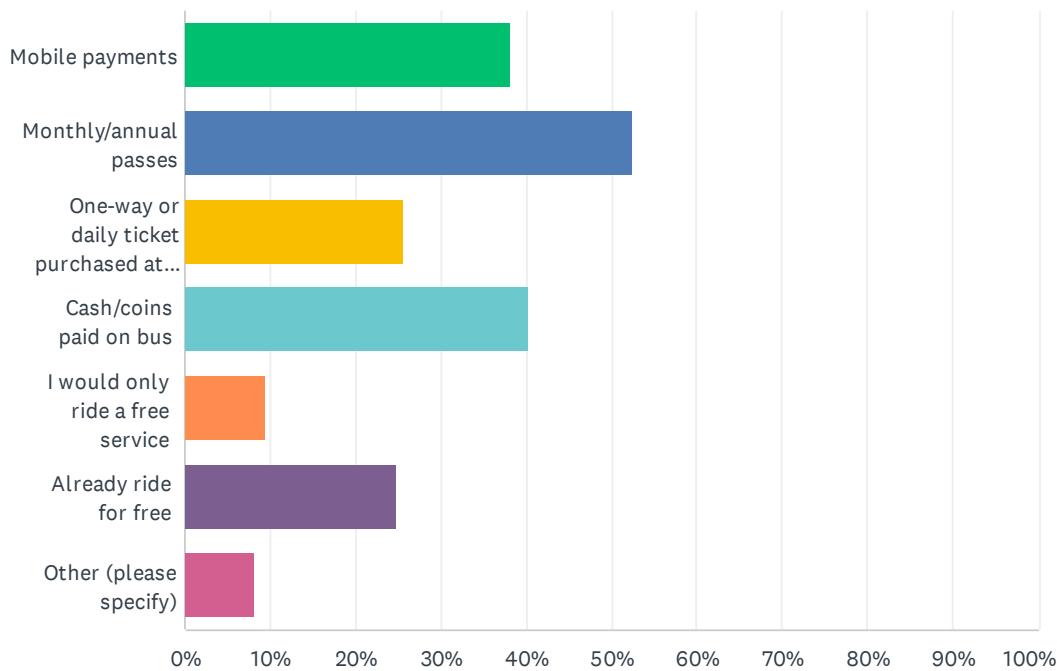
Answered: 138 Skipped: 38



ANSWER CHOICES	RESPONSES
Weekdays	81.88% 113
Saturdays	62.32% 86
Sundays	39.13% 54
During Special Events Only	20.29% 28
Total Respondents: 138	

Q13 How would you want to pay for bus service? [Checkboxes, multiple answers allowed]

Answered: 149 Skipped: 27



ANSWER CHOICES	RESPONSES
Mobile payments	38.26% 57
Monthly/annual passes	52.35% 78
One-way or daily ticket purchased at a kiosk	25.50% 38
Cash/coins paid on bus	40.27% 60
I would only ride a free service	9.40% 14
Already ride for free	24.83% 37
Other (please specify)	8.05% 12
Total Respondents: 149	

#	OTHER (PLEASE SPECIFY)	DATE
1	The punch card (20 rides) available now for basin lift.	12/5/2025 9:37 AM
2	I m a veteran so I ride free but would be willing to pay for a special event outside of regular hours ie; potato festival in Merrill, events at fairgrounds on weekends.	12/5/2025 9:32 AM
3	Good	12/5/2025 9:10 AM
4	Veteran	12/5/2025 8:53 AM
5	Whatever is needed.	12/5/2025 8:45 AM

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6	Great job: on time; friendly drivers; rules to stop anti social behavior Fares should not be raised to make any changes. As is is just fine.	11/29/2025 5:42 PM
7	I don't mind how the pay service operates as it is now as I use a pass from OIT. Having Tap/card might be nice	11/18/2025 3:04 PM
8	need a monthly pass for the lyft bus	11/14/2025 1:40 PM
9	This kind of picks up on the monthly/annual pass, but I think it would be good if there was something like BTS+, meaning "BTS+" would simply mean a subscription fee. It could be a monthly subscription or a yearly subscription fee. But the Non-Subscription would just be people paying per ride	11/13/2025 7:55 PM
10	I don't ride the bus but our services provide bus passes for those who do.	11/13/2025 2:01 PM
11	I am a senior and I buy a monthly pass.	11/12/2025 9:49 AM
12	Connections pay for fare	11/12/2025 9:36 AM

Q14 Is there anything else you would like to share with us? [Open-ended]

Answered: 104 Skipped: 72

#	RESPONSES	DATE
1	Your quail trail has provided no service when bts had suspended service.	12/9/2025 8:25 AM
2	All nice drivers.	12/9/2025 8:21 AM
3	I'm a broke 19 year old high school student just trying to graduate to be honest. I really appreciate the free availability.	12/9/2025 8:01 AM
4	It's okay for now. All things get better.	12/9/2025 7:56 AM
5	No	12/8/2025 11:24 AM
6	The transit service has done there best and had made adjustments to still make it fair for for the bus riders even if things have changed over the years it is still nice to have the bus around for transportation during the weekdays. Thank transit drivers and staff	12/7/2025 12:28 PM
7	You advertise to schedule basin lift until 5 pm. It's impossible to do that when nobody is there at 5.	12/6/2025 11:38 PM
8	Love all the drivers they are very professional and personable.	12/6/2025 10:52 PM
9	It would be nice if someone at the office phone could "track" the busses to let people know how late the bus might be	12/6/2025 9:21 PM
10	I appreciate living somewhere where there is a city bus as I do not drive.	12/6/2025 7:27 PM
11	I would love to have a closer bus stop to Carl's jr restaurant	12/6/2025 6:00 PM
12	I like riding the bus just to get a break from my place	12/6/2025 4:49 PM
13	I think BTS is doing a great job a day have respectful friendly employees..	12/6/2025 4:47 PM
14	I wish that there was more work to make bussing as good as or better than driving. more infrastructure that encouraged people to enjoy bus stops and walking would be deeply helpful. I think public transit will only be most effective if it has a bit of a negative impact on solo driving.	12/5/2025 7:40 PM
15	Keep up the good work!	12/5/2025 10:03 AM
16	I enjoyed riding the bus to work and riding the bus going to home.	12/5/2025 9:49 AM
17	Thank you all for what you do.	12/5/2025 9:43 AM
18	I love the lift service and the nice, kind drivers. Hope you don't change anything.	12/5/2025 9:40 AM
19	I love Basin Lift and tell all the drivers/dispatchers. I use frequently several days a week. I've never been late to an appointment. All the drivers are friendly & caring. Thank you. I very much appreciate all of you!	12/5/2025 9:32 AM
20	Bus drivers are normally friendly.	12/5/2025 9:10 AM
21	So far I like everything about BTS & your personnel	12/5/2025 8:57 AM
22	Convenient bugs times appear inadequate for needing early or late.	12/5/2025 8:45 AM
23	Rode buses in Los Angeles years ago.	12/5/2025 8:27 AM
24	Leave the senior center transport alone!	12/5/2025 8:08 AM
25	Don't lock up bus stops at any time.	12/4/2025 1:08 PM
26	I appreciate the Quail Trail employees, always helpful and friendly and so is the BTS drivers	12/2/2025 2:47 PM
27	I don't use the service provided here	12/2/2025 2:33 PM

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28	Please restore Saturday service and service before 8am/after 5pm! Many count on it for their employment!	12/2/2025 10:29 AM
29	Transit is very important to our communities.	12/2/2025 10:06 AM
30	I feel it is very important to offer bus service that facilitates peoples ability to get to work and school so the operational hours should be amenable to those goals.	12/2/2025 8:39 AM
31	Appreciate what you do and with limited budget. I wish we could pay more taxes, from those with higher incomes, to properly fund this community benefit! I would also like to help organize if there was a vote for a levy to spread awareness.	12/2/2025 7:59 AM
32	Free buses are a good idea but personally I am fine with paying a fare.	12/2/2025 7:50 AM
33	Weekend buses and late night buses will reduce the number of drunk drivers and make our community safer	12/2/2025 7:43 AM
34	No	12/1/2025 1:07 PM
35	It's always nice warm and safe	12/1/2025 1:01 PM
36	Nope	12/1/2025 12:53 PM
37	Unsure	12/1/2025 11:31 AM
38	Quail trail bus drivers are very nice, helpful, accommodating and good representation of our tribal community & values	12/1/2025 10:50 AM
39	Yes get the buses going	12/1/2025 10:42 AM
40	How income ridership so do not raise fares. Bus from outskirts usually very little used...make runs less frequent?	11/29/2025 5:42 PM
41	How Important and valuable the BTS is and Staff. I've always appreciated and Respect you, and your services. THANK YOU!	11/28/2025 12:46 PM
42	Na	11/28/2025 8:23 AM
43	No	11/28/2025 7:25 AM
44	Please help connect our communities!	11/27/2025 9:06 PM
45	no	11/27/2025 6:49 PM
46	I enjoy your drivers and buses are nice to ride	11/27/2025 3:34 PM
47	No	11/26/2025 10:42 PM
48	No	11/26/2025 4:18 PM
49	The drivers are very friendly	11/26/2025 9:08 AM
50	They're not having extended bus hours not only impacts me but it impacts different people with many different intersectionalities. The bus route does not inclusive for all the passengers people can't make it to work if they work early hours people can't get home and late hours difficult to get into doctor's appointments and it's not meeting the social determinant of Health Factor	11/24/2025 4:49 PM
51	The bus drivers need to be retrained about stopping for people I have witnessed several times the bus drivers literally drive right pass the people waiting and have had to call out to the driver's that they've passed someone that should not be the way it works and I have been harassed several times by men on the bus and have felt extremely unsafe and the bus drivers ignore the situation I have autism and speaking up for myself is sometimes hard and I feel unsafe when the bus drivers literally acknowledge what's going on but ignore the situation they're witnessing	11/24/2025 1:44 PM
52	Want to see it in more destimantions and frequency.	11/24/2025 1:05 PM
53	With people in social media, it would be nice to have the schedule out more and what the transit services offer. In addition to outline communities and that leadership posting information regarding public transportation and where and when along with the locations of pick up times, etc. There would be a need to have external transport like Chiloquin to Klamath Falls, perhaps	11/24/2025 1:05 PM

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bonanza to Klamath Falls, Spring River to Klamath Falls. It would be nice to have pick up from Home by transit service services for the elderly and disabled Also a dedicated drop off spot for the Amtrak a.k.a. bus station also. Or to running y People catch the Amtrak to go to the airport so it would be nice to have some consistent times for that or when the Amtrak bus leaves and arrives.to coordinate with those times for people to take public transportation

54	No	11/24/2025 12:30 PM
55	No	11/24/2025 12:12 PM
56	N/A	11/24/2025 12:00 PM
57	N/A	11/24/2025 11:39 AM
58	No	11/24/2025 9:00 AM
59	I would like to see longer operating hours for all bus lines and weekend operation.	11/24/2025 8:20 AM
60	No	11/21/2025 2:05 PM
61	No	11/21/2025 1:46 PM
62	No	11/21/2025 7:25 AM
63	What clients have stated they want.	11/20/2025 3:28 PM
64	No	11/20/2025 8:02 AM
65	Yes, you need to offer more stops at different destinations especially when medical facilities are being built on the outskirts of Klamath Falls like new way	11/19/2025 6:28 PM
66	I am grateful for rides to and from Rocky Point.	11/19/2025 5:19 PM
67	no	11/19/2025 2:49 PM
68	I enjoy riding the bus when I need to just get away most of the drivers are nice	11/19/2025 10:07 AM
69	All of the drivers I've met are incredibly kind. Thank you for all you guys do.	11/18/2025 3:04 PM
70	No thanks	11/18/2025 11:50 AM
71	Not really.	11/18/2025 11:49 AM
72	More friendly drivers	11/18/2025 10:07 AM
73	Shampoo/steam clean the seats on Basin Lift. Instruct drivers not to ask what we are going to the hospital for, or any medical/dental ride. Tell them to mind their own business. Ask if we need any help getting buckled in.	11/18/2025 3:10 AM
74	I like the bus	11/17/2025 2:48 PM
75	Drivers do an excellent job. Never had a bad ride.	11/17/2025 12:47 PM
76	Better updates about weather closures(ie post on socials or on front page of site)	11/17/2025 9:26 AM
77	I appreciate you taking the time to survey users, and hope that you extend the schedule this year!	11/17/2025 8:50 AM
78	The bus does not run early enough or late enough for many working individuals.	11/17/2025 7:40 AM
79	It will be nice to track bus and other services in real time over a cellphone app	11/16/2025 1:12 AM
80	Bus shelter at Walmart. Replace the bench that was removed at the Sherms stop. Serve hot coco at the transfer station, during the winter. 😊🤣🤣🤣	11/15/2025 8:00 AM
81	I understand about funding and staffing, it is a problem. However, the 6am and 6pm routes are the most important for employees and students. I would like to see these routes brought back.	11/15/2025 12:08 AM
82	the bus needs to run on sat so many people need and want to do things on the weekends.	11/14/2025 1:40 PM
83	No	11/14/2025 3:39 AM
84	Better seating. Some of the seats need replaced because you can see wear and tear. Maybe busses can have a tracker on them, and you can have an app to let people see where the bus	11/13/2025 7:55 PM

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is, this would be helpful just incase they need to know if they missed the bus or early, or just to see if the busses are running late. I believe this is something Josephine County does

85	n/a	11/13/2025 3:40 PM
86	I work for Developmental Disabilities Services and answered these questions based of what I have heard from individuals I support.	11/13/2025 2:01 PM
87	No	11/13/2025 10:44 AM
88	No	11/13/2025 5:29 AM
89	Nope :)	11/12/2025 4:46 PM
90	N/A	11/12/2025 3:05 PM
91	n/a	11/12/2025 3:04 PM
92	Maybe the city/county can do more to help fund the Basin Transit Service and its employees	11/12/2025 11:49 AM
93	Limited Saturday service (like there once was) would be great.	11/12/2025 9:49 AM
94	I like riding the bus most of the drivers are politely	11/12/2025 9:46 AM
95	You all are amazing!!!	11/12/2025 9:36 AM
96	Mostly a Saturday bus would be beneficial	11/12/2025 9:35 AM
97	Not at this time	11/12/2025 9:26 AM
98	I hope that the bus system can be improved here! A lot of us really rely on it. I have to walk 3 miles home after work every day because the bus doesn't go late enough. I'm usually out at 6pm!	11/12/2025 8:49 AM
99	You are heroes, to people in the Basin. Thank You!	11/12/2025 8:49 AM
100	LOVE YOU GUYS THANKS	11/12/2025 8:46 AM
101	The biggest issue is have with the transit service as it is is how early the busses stop running. I dont drive, so if I want to go out at night or visit family for dinner I have to rely on rides, which aren't always available. I haven't been to my dad's house for dinner in over a year. So, if possible, I'd like to at least see operating hours be extended.	11/12/2025 8:45 AM
102	I am not able to get to some places because the bus doesn't start running until 8 AM and stops at 5 PM. It also no longer runs on weekends, which is a big inconvenience.	11/12/2025 7:30 AM
103	Please bring back the 7am from Pine St. to the hospital & OIT!	11/12/2025 7:26 AM
104	N/A	11/11/2025 1:33 PM

Q15 Where is your home zip code? [open-ended]

Answered: 144 Skipped: 32

#	RESPONSES	DATE
1	Chiloquin, OR	12/9/2025 8:32 AM
2	97621	12/9/2025 8:29 AM
3	97621	12/9/2025 8:26 AM
4	97639	12/9/2025 8:20 AM
5	97639	12/9/2025 8:17 AM
6	97603	12/9/2025 8:12 AM
7	97624	12/9/2025 8:10 AM
8	97624	12/9/2025 8:08 AM
9	97624	12/9/2025 8:04 AM
10	97624	12/9/2025 8:02 AM
11	97624	12/9/2025 7:58 AM
12	97624	12/9/2025 7:51 AM
13	97624	12/9/2025 7:49 AM
14	97601	12/8/2025 11:25 AM
15	97603	12/8/2025 10:03 AM
16	97601	12/7/2025 5:52 PM
17	97603	12/7/2025 12:34 PM
18	97603	12/6/2025 11:41 PM
19	97601	12/6/2025 10:53 PM
20	97603	12/6/2025 10:03 PM
21	97601	12/6/2025 9:26 PM
22	97601	12/6/2025 7:36 PM
23	97601	12/6/2025 7:28 PM
24	97621	12/6/2025 6:38 PM
25	97601	12/6/2025 6:13 PM
26	97603	12/6/2025 6:06 PM
27	97603	12/6/2025 5:22 PM
28	97624	12/6/2025 5:00 PM
29	97601	12/6/2025 4:51 PM
30	97603	12/6/2025 4:48 PM
31	97601	12/6/2025 3:41 PM
32	97601	12/5/2025 7:45 PM
33	97601	12/5/2025 2:32 PM

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34	97601	12/5/2025 10:07 AM
35	97601	12/5/2025 10:04 AM
36	97603	12/5/2025 9:55 AM
37	97601	12/5/2025 9:53 AM
38	97603	12/5/2025 9:50 AM
39	97601	12/5/2025 9:46 AM
40	97601	12/5/2025 9:43 AM
41	97603	12/5/2025 9:40 AM
42	97603	12/5/2025 9:38 AM
43	97601	12/5/2025 9:34 AM
44	97603	12/5/2025 9:14 AM
45	97603	12/5/2025 9:11 AM
46	97603	12/5/2025 9:07 AM
47	97601	12/5/2025 9:01 AM
48	97601	12/5/2025 8:57 AM
49	97601	12/5/2025 8:50 AM
50	97603	12/5/2025 8:46 AM
51	97624	12/5/2025 8:42 AM
52	97603	12/5/2025 8:39 AM
53	97601	12/5/2025 8:37 AM
54	97603	12/5/2025 8:33 AM
55	97603	12/5/2025 8:28 AM
56	97603	12/5/2025 8:24 AM
57	97601	12/5/2025 8:19 AM
58	97603	12/5/2025 8:10 AM
59	97601	12/5/2025 8:04 AM
60	97603	12/5/2025 7:58 AM
61	97601	12/4/2025 4:01 PM
62	97603	12/4/2025 1:11 PM
63	97601	12/3/2025 11:26 AM
64	97601	12/2/2025 8:15 PM
65	97601	12/2/2025 2:52 PM
66	97624	12/2/2025 2:35 PM
67	97603	12/2/2025 2:32 PM
68	97603	12/2/2025 2:22 PM
69	97601	12/2/2025 12:10 PM
70	97603	12/2/2025 10:31 AM
71	97623	12/2/2025 10:08 AM

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72	97603	12/2/2025 8:41 AM
73	97603	12/2/2025 8:02 AM
74	97601	12/2/2025 7:55 AM
75	97603	12/2/2025 7:45 AM
76	97624	12/1/2025 1:09 PM
77	97624	12/1/2025 1:02 PM
78	No answer	12/1/2025 12:55 PM
79	97601	12/1/2025 11:32 AM
80	97603	12/1/2025 10:52 AM
81	97624	12/1/2025 10:45 AM
82	97603	11/29/2025 5:49 PM
83	97603	11/28/2025 12:48 PM
84	97603	11/28/2025 8:24 AM
85	97624. Near 9 mile on sprague river road	11/27/2025 9:10 PM
86	97601	11/27/2025 6:50 PM
87	97601	11/27/2025 3:38 PM
88	97603	11/26/2025 10:45 PM
89	97601	11/26/2025 4:19 PM
90	97601	11/26/2025 9:11 AM
91	97601	11/24/2025 4:51 PM
92	97603	11/24/2025 1:48 PM
93	97624	11/24/2025 1:07 PM
94	97603	11/24/2025 1:06 PM
95	97603	11/24/2025 12:32 PM
96	97603	11/24/2025 12:14 PM
97	97601	11/24/2025 12:07 PM
98	97601	11/24/2025 11:40 AM
99	97603	11/24/2025 9:01 AM
100	97603	11/24/2025 8:21 AM
101	97603	11/21/2025 2:06 PM
102	97601	11/21/2025 1:47 PM
103	97601	11/21/2025 7:30 AM
104	97603	11/20/2025 3:30 PM
105	97601	11/20/2025 8:03 AM
106	97601	11/19/2025 6:29 PM
107	97601	11/19/2025 5:21 PM
108	97603	11/19/2025 2:49 PM
109	97601	11/19/2025 10:08 AM

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110	97601	11/18/2025 3:05 PM
111	9760@	11/18/2025 11:50 AM
112	97601	11/18/2025 11:50 AM
113	97603	11/18/2025 3:14 AM
114	97603	11/17/2025 2:50 PM
115	97601	11/17/2025 12:48 PM
116	97601	11/17/2025 9:29 AM
117	97601	11/17/2025 8:51 AM
118	South Suburbs of Klamath Falls near the airport. 97603	11/17/2025 7:42 AM
119	97601	11/16/2025 1:18 AM
120	97601	11/15/2025 8:08 AM
121	97624	11/15/2025 12:09 AM
122	97603	11/14/2025 1:42 PM
123	97603	11/14/2025 3:42 AM
124	97601	11/13/2025 7:59 PM
125	97601	11/13/2025 3:41 PM
126	97603	11/13/2025 2:02 PM
127	97603	11/13/2025 10:45 AM
128	97603	11/13/2025 5:30 AM
129	97603	11/12/2025 4:47 PM
130	97603	11/12/2025 3:06 PM
131	97601	11/12/2025 3:05 PM
132	97601	11/12/2025 11:51 AM
133	97601	11/12/2025 9:52 AM
134	Klamath falls Oregon 97601	11/12/2025 9:49 AM
135	97603	11/12/2025 9:38 AM
136	97601	11/12/2025 9:36 AM
137	97603	11/12/2025 9:29 AM
138	97601	11/12/2025 8:50 AM
139	97603	11/12/2025 8:49 AM
140	97603	11/12/2025 8:48 AM
141	97601	11/12/2025 8:47 AM
142	97601	11/12/2025 7:32 AM
143	97601	11/12/2025 7:28 AM
144	97603	11/11/2025 1:34 PM

Q16 Where is your work or school zip code? [open-ended]

Answered: 103 Skipped: 73

#	RESPONSES	DATE
1	97621	12/9/2025 8:29 AM
2	97621	12/9/2025 8:26 AM
3	97603	12/9/2025 8:12 AM
4	97603	12/9/2025 8:10 AM
5	97601	12/9/2025 8:08 AM
6	97603	12/9/2025 8:04 AM
7	97603	12/9/2025 8:02 AM
8	97601	12/8/2025 11:25 AM
9	97601	12/8/2025 10:03 AM
10	97603	12/7/2025 5:52 PM
11	97603	12/7/2025 12:34 PM
12	97603	12/6/2025 11:41 PM
13	97603	12/6/2025 9:26 PM
14	97601	12/6/2025 7:36 PM
15	97621	12/6/2025 6:38 PM
16	97601	12/6/2025 6:13 PM
17	97601	12/6/2025 6:06 PM
18	97601	12/6/2025 5:22 PM
19	97626	12/6/2025 5:00 PM
20	97603	12/6/2025 4:51 PM
21	97603	12/6/2025 4:48 PM
22	97601	12/5/2025 9:50 AM
23	97693	12/5/2025 9:46 AM
24	OIT	12/5/2025 9:11 AM
25	97601	12/5/2025 9:01 AM
26	97963	12/5/2025 8:33 AM
27	97603	12/5/2025 8:28 AM
28	N/A	12/5/2025 8:24 AM
29	97603	12/5/2025 7:58 AM
30	97603	12/4/2025 4:01 PM
31	97601	12/4/2025 1:11 PM
32	KFCS	12/3/2025 11:26 AM
33	97601	12/2/2025 8:15 PM

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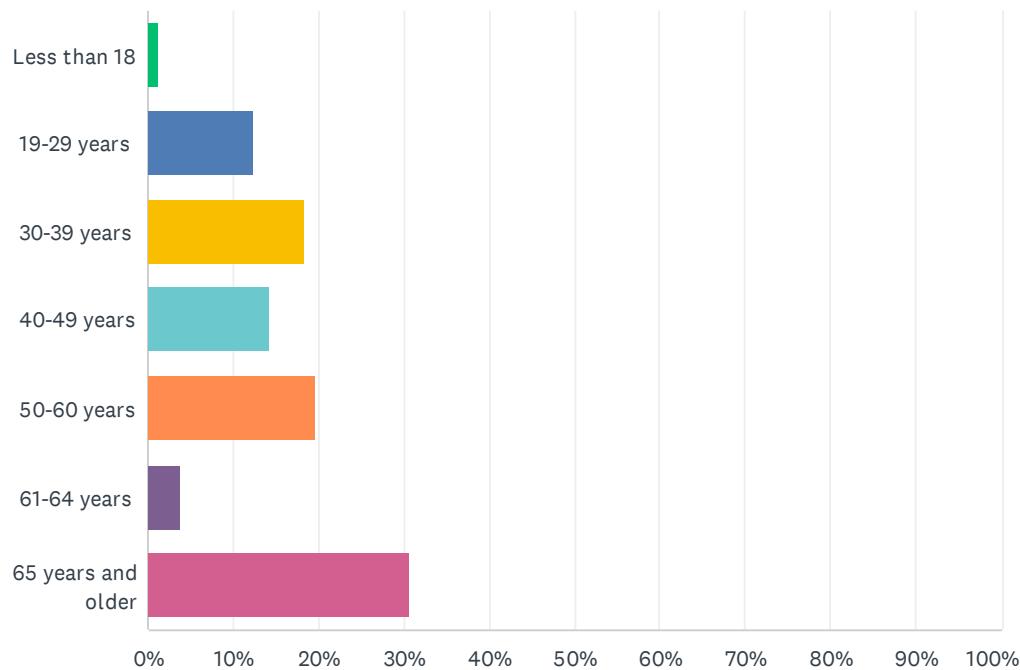
34	97624	12/2/2025 2:52 PM
35	97624	12/2/2025 2:35 PM
36	n/a	12/2/2025 2:32 PM
37	97603	12/2/2025 12:10 PM
38	97601	12/2/2025 10:31 AM
39	N/A	12/2/2025 10:08 AM
40	Work remote	12/2/2025 8:02 AM
41	97601	12/2/2025 7:55 AM
42	Chiloquin	12/2/2025 7:45 AM
43	97624	12/1/2025 1:09 PM
44	97603	12/1/2025 1:02 PM
45	No answer	12/1/2025 12:55 PM
46	97601	12/1/2025 11:32 AM
47	97624	12/1/2025 10:52 AM
48	97601	12/1/2025 10:45 AM
49	97603	11/29/2025 5:49 PM
50	97601-03	11/28/2025 12:48 PM
51	97601	11/28/2025 8:24 AM
52	I work remotely but am in all parts of KFalls every week	11/27/2025 9:10 PM
53	97601	11/27/2025 6:50 PM
54	97603	11/27/2025 3:38 PM
55	97624	11/26/2025 10:45 PM
56	97603	11/26/2025 4:19 PM
57	97601,97603	11/26/2025 9:11 AM
58	97601	11/24/2025 4:51 PM
59	97603	11/24/2025 1:48 PM
60	97624	11/24/2025 1:07 PM
61	97603	11/24/2025 1:06 PM
62	97601	11/24/2025 12:32 PM
63	97603	11/24/2025 12:14 PM
64	97603	11/24/2025 12:07 PM
65	97624	11/24/2025 11:40 AM
66	97601	11/24/2025 9:01 AM
67	97603	11/24/2025 8:21 AM
68	97601	11/21/2025 2:06 PM
69	97601	11/21/2025 1:47 PM
70	97601	11/21/2025 7:30 AM
71	97601	11/20/2025 3:30 PM

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72	97601	11/19/2025 6:29 PM
73	97603	11/19/2025 2:49 PM
74	97603	11/19/2025 10:08 AM
75	97603	11/18/2025 3:05 PM
76	97601	11/18/2025 11:50 AM
77	97601	11/18/2025 11:50 AM
78	Disabled	11/18/2025 3:14 AM
79	97601	11/17/2025 2:50 PM
80	97601, 97603	11/17/2025 12:48 PM
81	97603	11/17/2025 9:29 AM
82	97601	11/17/2025 8:51 AM
83	North end of town near Pilot. 97601	11/17/2025 7:42 AM
84	97601	11/15/2025 12:09 AM
85	97601	11/14/2025 3:42 AM
86	97601	11/13/2025 7:59 PM
87	97603	11/13/2025 3:41 PM
88	97601	11/13/2025 2:02 PM
89	97603	11/13/2025 10:45 AM
90	97603	11/13/2025 5:30 AM
91	97603	11/12/2025 4:47 PM
92	97601	11/12/2025 3:06 PM
93	97601	11/12/2025 3:05 PM
94	97601	11/12/2025 11:51 AM
95	retired	11/12/2025 9:52 AM
96	97601	11/12/2025 9:49 AM
97	97601	11/12/2025 9:29 AM
98	97603	11/12/2025 8:50 AM
99	97601	11/12/2025 8:48 AM
100	97603	11/12/2025 8:47 AM
101	97601	11/12/2025 7:32 AM
102	97601	11/12/2025 7:28 AM
103	97603	11/11/2025 1:34 PM

Q17 What is your age? [select one answer]

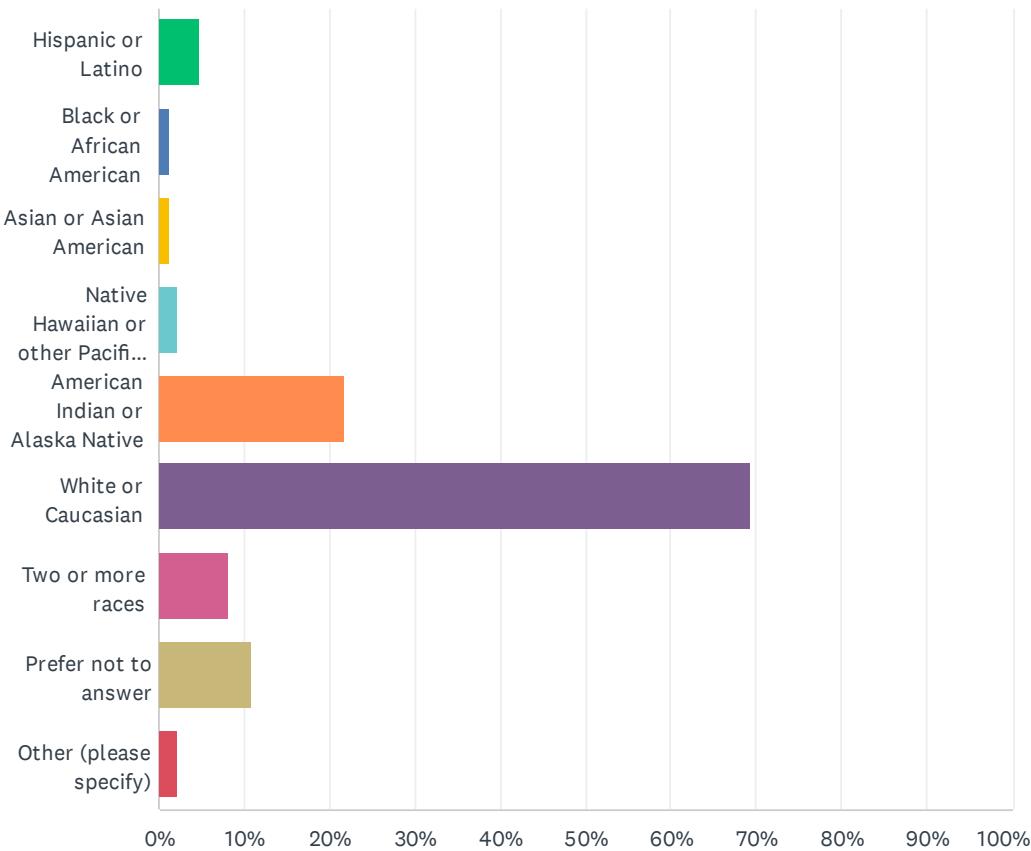
Answered: 153 Skipped: 23



ANSWER CHOICES	RESPONSES	
Less than 18	1.31%	2
19-29 years	12.42%	19
30-39 years	18.30%	28
40-49 years	14.38%	22
50-60 years	19.61%	30
61-64 years	3.92%	6
65 years and older	30.72%	47
Total Respondents: 153		

Q18 What is your race or ethnicity? Select all that apply. [checkboxes, multiple answers allowed]

Answered: 147 Skipped: 29



ANSWER CHOICES	RESPONSES
Hispanic or Latino	4.76% 7
Black or African American	1.36% 2
Asian or Asian American	1.36% 2
Native Hawaiian or other Pacific Islander	2.04% 3
American Indian or Alaska Native	21.77% 32
White or Caucasian	69.39% 102
Two or more races	8.16% 12
Prefer not to answer	10.88% 16
Other (please specify)	2.04% 3
Total Respondents: 147	

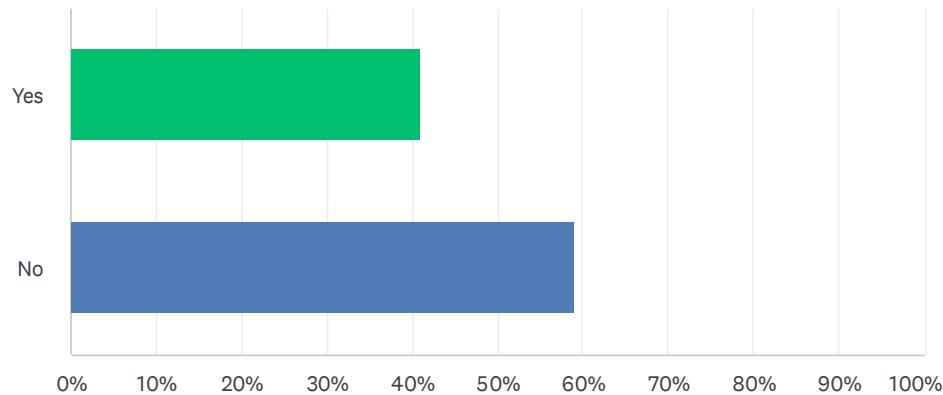
#	OTHER (PLEASE SPECIFY)	DATE
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1	N/a	12/6/2025 3:41 PM
2	Semitic	12/5/2025 9:53 AM
3	does it matter	11/14/2025 1:42 PM

Q19 Do you have a disability that affects your mobility? [select one answer]

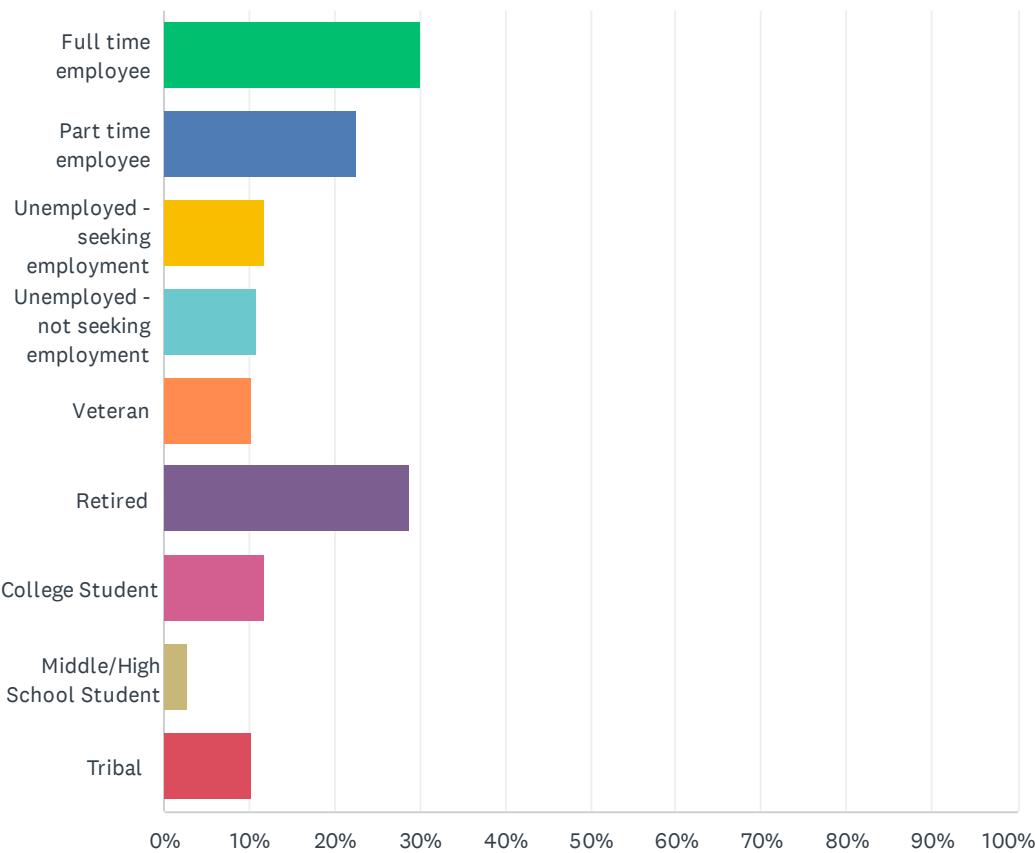
Answered: 144 Skipped: 32



ANSWER CHOICES	RESPONSES	
Yes	40.97%	59
No	59.03%	85
Total Respondents: 144		

Q20 Are you: [checkboxes, multiple answers allowed]

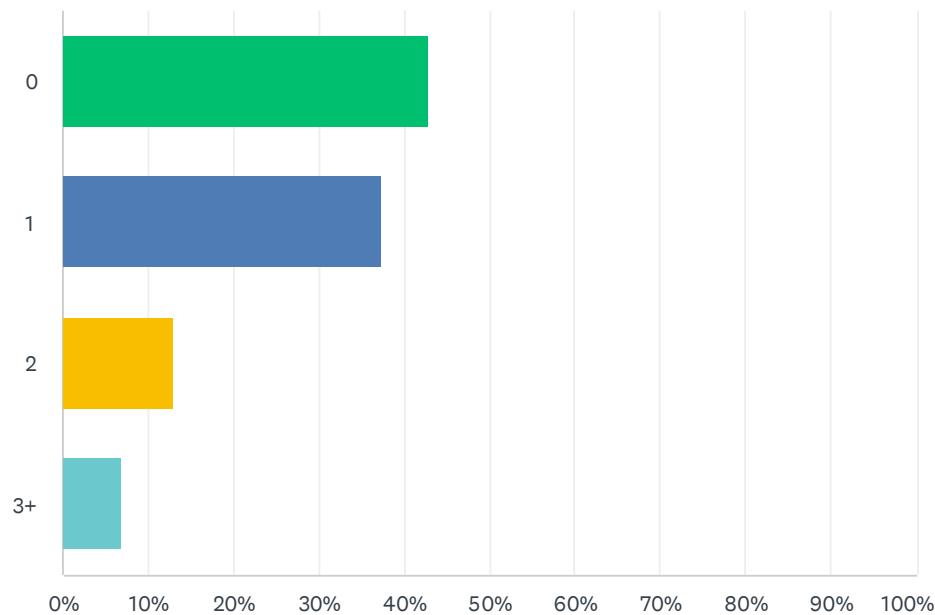
Answered: 146 Skipped: 30



ANSWER CHOICES	RESPONSES
Full time employee	30.14% 44
Part time employee	22.60% 33
Unemployed - seeking employment	11.64% 17
Unemployed - not seeking employment	10.96% 16
Veteran	10.27% 15
Retired	28.77% 42
College Student	11.64% 17
Middle/High School Student	2.74% 4
Tribal	10.27% 15
Total Respondents: 146	

Q21 How many working vehicles are available to your household?

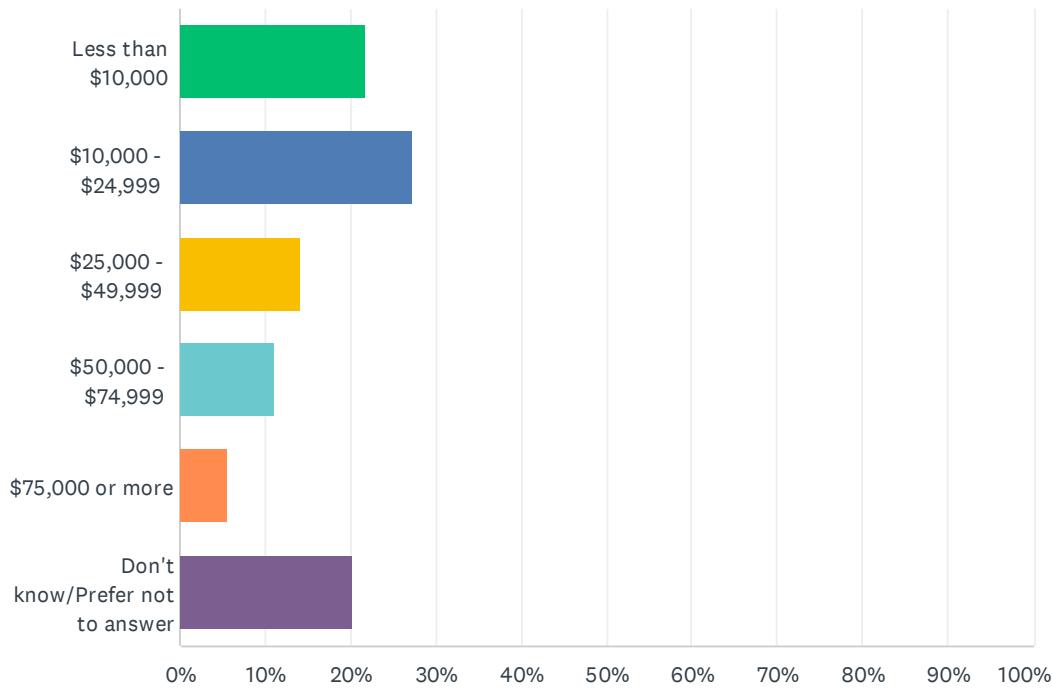
Answered: 147 Skipped: 29



ANSWER CHOICES	RESPONSES	
0	42.86%	63
1	37.41%	55
2	12.93%	19
3+	6.80%	10
TOTAL		147

Q22 What was your individual income (before taxes) in 2025? [select one answer]

Answered: 143 Skipped: 33



ANSWER CHOICES	RESPONSES
Less than \$10,000	21.68%
\$10,000 - \$24,999	27.27%
\$25,000 - \$49,999	13.99%
\$50,000 - \$74,999	11.19%
\$75,000 or more	5.59%
Don't know/Prefer not to answer	20.28%
TOTAL	143

Q23 What questions or concerns do you have about public transportation in and near Klamath County?

Answered: 72 Skipped: 104

#	RESPONSES	DATE
1	Please call me & I can directly answer your question. 541-591-4861 Mike Smith	12/9/2025 8:26 AM
2	Could be better.	12/9/2025 7:58 AM
3	None	12/8/2025 11:25 AM
4	It does not vary enough for available work hours in town. Employers require licenses and cars because bus is not reliable	12/7/2025 5:52 PM
5	Will the klamath basin transit run on Saturdays again? Will the bus times change to 6am to 7pm on week days and 10am to 5pm on Saturdays again?	12/7/2025 12:34 PM
6	Live up to your advertised hours to get basin lift.	12/6/2025 11:41 PM
7	Would love to get weekend service again	12/6/2025 10:53 PM
8	Maybe there should be an emergency button at the big hub stops like downtown the fairgrounds and Thunderbird for open emergencies those stops seem like they have the most "problems" though the gates seem to help a small bit	12/6/2025 9:26 PM
9	Basin Connect should have different rules about bag limits, and types of items allowed. They are for an entire week, by bus. Also, having to call to reserve a spot is burdensome, sometimes difficult/a barrier to access. We always opt to ride Quail Trail if we can instead because they are always reliable and respectful of riders. I've observed more friction between and BTS staff, as if they are on guard to busy people rather than facilitate a safe ride. Thank you.	12/6/2025 6:38 PM
10	I am glad to have buses, I would never be able to get around without them. Thank you	12/6/2025 6:06 PM
11	None	12/6/2025 3:41 PM
12	Walking is just not encouraged very well. Shops are big and too far from housing. The viability of walking just really impacts my willingness to use a bus, say to go from home to the shopping district. Also just having a good spot to be for a bus makes a big impact because right now waiting for a bus sucks. I know there is a connection to not wanting unhoused folk loitering at bus spots but the hostile architecture makes it worse for everyone rather than fixing the homeless issues.	12/5/2025 7:45 PM
13	Why don't we have Saturday service?	12/5/2025 9:53 AM
14	Basin lift has been a blessing from god to me! Thank you!	12/5/2025 9:38 AM
15	I think in town, a smaller transport vehicle might be more fuel efficient. Sometimes I'm the only one on the bus.	12/5/2025 9:34 AM
16	At times, it smells.	12/5/2025 9:07 AM
17	So far, so good.	12/5/2025 8:57 AM
18	Come earlier - later at night for people who work or shop late.	12/5/2025 8:33 AM
19	Please do not mess up the Klamath basin senior center vans/trans, it works really well!	12/5/2025 8:19 AM
20	Making harder for seniors, taking over the seniors center vans.	12/5/2025 8:10 AM
21	Bus does not run late enough & many people would benefit from more hours being added to bus routes.	12/4/2025 4:01 PM
22	Not running on Saturday is a huge disadvantage to do things with my kids or by myself.	12/4/2025 1:11 PM

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23	I want better for our community and that means better infrastructure. I want community members to have opportunities to get where they need to be even if they don't have a vehicle. Accessible transportation is so important for a healthy community!	12/2/2025 8:15 PM
24	That the Quail Trail could be canceled. It's a good system that helps connect Chiloquin to Klamath and Beatty and Sprague.	12/2/2025 2:52 PM
25	None	12/2/2025 2:35 PM
26	I'm concerned that funding continues to be cut. Many people I know use the bus system for work and to get around town. Specifically, Basin Lift is a necessary service for disabled people like me who can't drive or can't afford a car. Most of the people I see using Basin Lift are elderly disabled people going to and from the doctor, and they are most at risk if they cannot make it to regular doctor appointments!	12/2/2025 2:22 PM
27	None	12/2/2025 10:08 AM
28	I don't see a lot of information or outreach about it, do communities who could use it most have strong awareness if the services? What can people who support enhanced public transit do to help advocate for it?	12/2/2025 8:02 AM
29	I don't want to have to move to be closer to town. A bus near my home on Shady Pine is very important to me for that reason.	12/2/2025 7:55 AM
30	The shelters should be moved farther back from the road along 6th street and offer an actual shelter to block sun in the summer and snow in the winter	12/2/2025 7:45 AM
31	No answer	12/1/2025 1:09 PM
32	None	12/1/2025 1:02 PM
33	None	12/1/2025 12:55 PM
34	Get the bases going	12/1/2025 10:45 AM
35	Do not raise fares. New buses worse to ride due to steps in, more swaying and zero forward viability. New buses should be gas (like schools) or electric. If possible raise drivers pay.	11/29/2025 5:49 PM
36	the survey awareness and community involvement.	11/28/2025 12:48 PM
37	None	11/28/2025 8:24 AM
38	I am concerned at the lack of infrastructure of the transportation system since moving me and my family here to Klamath County last year when purchasing my first home. It is so hard to get anywhere unless you have your own car. Our 3 kids would love to have transportation they can take.	11/27/2025 9:10 PM
39	I would like to see buses that goto Wocus St. We need more slots of time. Once every hour is too long sometimes	11/27/2025 3:38 PM
40	We could also use tribal bus serive for the community center on choke cherry way, chiloquin.	11/26/2025 10:45 PM
41	Not available during times and days where people need it	11/26/2025 4:19 PM
42	Crossing the street to Sherms Thunderbird without a crosswalk. I don't want to be hit by a car.	11/26/2025 9:11 AM
43	Why we can't expand the hours I hear so many people in Dire Straits meeting Services of Transportation and they can't get to and from doctor's appointments child welfare appointments Court appointments or substance abuse treatment programs because the bus is not run early enough or late enough	11/24/2025 4:51 PM
44	Will you ever install something to stand under while waiting for the bus at the stops in town to deal with not the best weather conditions?	11/24/2025 1:48 PM
45	Better communication regarding bus routing. Times, dates and days of service, later and earlier times, weekend routes. And also to drop off customers at the Amtrak station to catch the bus when going to the airport.	11/24/2025 1:07 PM
46	N/A	11/24/2025 12:07 PM
47	None	11/24/2025 9:01 AM

Basin Transit Service Transportation District and The Klamath Tribes Quail Trail Public Transit
Coordinated Human Services Transportation Plan

48	I used the TriMet system in Portland for years. I was able to use it almost exclusively for work and recreation transportation. I know we aren't able to build a system like that here, but I do think more routes, increased frequency and later hours might increase ridership for the work commute	11/21/2025 7:30 AM
49	More stops, having to walk so far to get to a stop.	11/20/2025 3:30 PM
50	Oregon	11/20/2025 8:03 AM
51	None	11/19/2025 10:08 AM
52	No question	11/18/2025 11:50 AM
53	None.	11/18/2025 11:50 AM
54	Put out information that is more clear to understand regarding routes. So many color coded, words, numbers. It's confusing and it's small print. I hate small print. This is why I never ride the bus. Very confusing.	11/18/2025 3:14 AM
55	Will close down	11/17/2025 2:50 PM
56	Would like if there are better planned stop changes during winter so I know where to stand when a stop is temporarily closed	11/17/2025 9:29 AM
57	Safety and every route have very bright lights and real time to track all bus	11/16/2025 1:18 AM
58	I tried to use BTS ride service, but my call to make a reservation was never returned. Others may be having the same issue. I clearly left my phone number several times. Prefer to talk to a person. When I need transportation, I call up and use the senior center service.	11/15/2025 8:08 AM
59	sat bus rides are in high demand	11/14/2025 1:42 PM
60	I work at 5 am and I'm terrified to walk there but the bus doesn't run that early. I wish it would. I would feel much safe if it ran that early	11/14/2025 3:42 AM
61	I just had one little incident, but it was like a few years ago. But I remember being on one of the shorter busses, and we were going down a street, and the bus driver was going so fast across an intersection that all the passengers, including myself lifted up off our seats.	11/13/2025 7:59 PM
62	Lack of accessibility and drivers that know how to support me.	11/13/2025 3:41 PM
63	None	11/13/2025 5:30 AM
64	N/A	11/12/2025 3:06 PM
65	n/a just later service would be nice and weekends as well	11/12/2025 3:05 PM
66	Saturday service and later run times	11/12/2025 11:51 AM
67	I enjoy riding bus just to get out	11/12/2025 9:49 AM
68	Ever since the Hours and days of operations got cut down, I feel less people are riding the bus Or at least able to. Due to it, not running at the hours/days that they need.	11/12/2025 9:29 AM
69	Nothing I haven't already stated	11/12/2025 8:47 AM
70	None	11/12/2025 7:32 AM
71	Get more funding to expand.	11/12/2025 7:28 AM
72	N/A	11/11/2025 1:34 PM

**BASIN TRANSIT SERVICE TRANSPORTATION DISTRICT
BOARD OF DIRECTORS MEETING**

December 10, 2025

The regular meeting of the Basin Transit Service Board of Directors held in person and by video conference (Zoom) at 1130 Adams Street, Klamath Falls, Oregon following public notice in accordance with ORS 192.620.

MEMBERS' PRESENT:

Erik Noble

Sandra Fox

Craig Fleck

Perry Andrews

Nora Foster

Edwin Tuhy

Legal Counsel

ABSENT:

Karen Bailey

STAFF PRESENT:

Name: Adrian Mateos — Title: General Manager

Name: Craig Johnston — Title: Operations Manager

Name: Crystal Entriken — Title: Mobility Coordinator

Name: Coleton Blair — Title: Dispatcher

GUEST PRESENT:

None

Name(s): Drake (OIT), Miranda Barrus (Transportation Engineering / Planning)

A. Call To Order – Erik Noble (Chair)

Roll call/announcement of quorum at 4:15 PM

B. Pledge of Allegiance

C. Public Comment – None See below

Miranda Barrus Talked about the Human Coordinated Plan.

She talked about project overview, that helps older adults, people with disabilities, and low-income individuals. Identify potential service enhancements and strategies.

Area of services would be Klamath County with neighboring communities. Project Schedule for 2025-2026.

Mrs. Barrus, also talk about the project teams.

The work completed to-date, PAC Meeting's #1 & #2 completed.

D. GENERAL MANAGER'S REPORT

Mr. Mateos said that November Fare suspension was very successful.

He talked about the OIT internship with Drake. “Mr. Mateos gave Drake a legitimate project with real operational stakes. He is learning more with working with your team then I could ever replicate in a classroom”, said Ryan Cherrick.

Mr. Mateos talked about launching the Transit app following Sacramento Visit.

Adrian Mateos talked about the Audit Readiness. Updated submission to Dec 15 auditor acknowledged and concurred on adjustment.

Basin Transit participated in the Snowflake Parade; we had 5 buses and Margaret Kerby did a great job being the project manager.

E. CONSENT AGENDA

All item(s) listed below are considered to be routine by the Board and will be enacted by one motion.

Approval – Board of Directors Meeting Minutes for [October 2025]

Other (list): _____

Motion: Craig Fleck moved, seconded: Nora Foster, for the Board of Directors consent agenda items listed above.

Absent: Karen Bailey

Nays: None _____

Yea: Erik Noble, Sandra Fox, Craig Fleck, Perry Andrews, Nora Foster, Edwin Tuhy

Passed: Unanimously Other: _____

H. Action Items

1. BOD Schedule 2026

Motion: Perry Andrews, Second: Craig Fleck

Nays: None _____

Yea: Erik Noble, Sandra Fox, Craig Fleck, Perry Andrews, Nora Foster, Edwin Tuhy

Passed: Unanimously Other: _____

Notes: _____

J. Executive Session – None Yes

K. Adjournment

The Board having no further business, Erik Noble adjourned the meeting at 4:44 PM

Recording Secretary for Session:

Crystal Entriiken

Basin Transit Service Transportation District

Bank Balance Report as of October 31, 2025

	Oct 31, 2025	Oct 31, 2024
Checking General -Umpqua Bank	\$ 113,456.37	\$ 127,136.57
Checking Taxes-Umpqua Bank	\$ -	\$ 8,918.53
Money Market	\$ 169,002.12	\$ 3,292,050.34
Petty Cash	\$ 125.00	\$ 125.00
Certificate of Deposits	\$ 182,219.14	\$ 321,569.29
LGIP Accounts		
LGIP Operations	\$ 810,327.88	\$ -
LGIP STIF Payroll In District	\$ 1,842,381.27	\$ -
LGIP STIF Population Out of District	\$ 244,551.71	\$ -
LGIP STIF Population In District	\$ 304,273.66	\$ -
LGIP Capital Reserve	\$ 218,172.73	\$ -
LGIP STIF Payroll Out of District	\$ 758,987.87	\$ -
Total LGIP Balance	\$ 4,178,695.12	\$ -

Total Current Assets \$ 4,643,497.75 \$ 3,749,799.73

LGIP Interest Earned October 2025 \$ 14,833.04

Total YTD LGIP Interest Earned FYE 2026 \$ 61,809.85

**Basin Transit Service Transp. District
Klamath Falls, Oregon
For the Four Months Ending October 31, 2025**

Summary of Revenues and Expenses

	Current Month	Year to Date	% of Budget	Fiscal Budget	Over (Under)
<u>Revenues</u>					
Begin Balance - General Fund	0	1,652,552	100.00	1,652,552	0
Local Tax Revenues	4,416	36,492	2.28	1,598,296	(1,561,804)
State Revenues	220,624	276,362	11.84	2,334,503	(2,058,141)
Federal Revenues	126,045	653,902	46.35	1,410,796	(756,894)
Fare Revenues	9,626	30,452	31.54	96,550	(66,098)
Other Local Revenues	11,174	23,590	250.96	9,400	14,190
Total Revenues	371,885	2,673,350	37.64	7,102,097	(4,428,747)
<u>Expenses</u>					
Personnel Services	212,477	835,542	33.93	2,462,800	(1,627,258)
Materials & Services	105,441	413,023	22.68	1,821,314	(1,408,291)
Capital Expenditures	15,309	249,641	27.48	908,594	(658,953)
Capital Res Trans from GF	0	0	0.00	75,000	(75,000)
Contingency - GF	0	0	0.00	75,000	(75,000)
Reserve Future Exp - GF	0	0	0.00	0	0
Unappr. Fund Balance - GF	0	0	0.00	0	0
Total Expenses	333,227	1,498,206	28.85	5,192,708	(3,694,502)
Over (Under)	38,658	1,175,144	61.55	1,909,389	(734,245)

**Basin Transit Service Transp. District
Klamath Falls, Oregon
For the Four Months Ending October 31, 2025**

Revenues - General Fund

	Current Month	Year to Date	% of Budget	Fiscal Budget	Over (Under)
<u>Beginning Balance</u>					
Begin Balance - General Fund	0	1,652,552	100.00	1,652,552	0
Total Beginning Balance	0	1,652,552	100.00	1,652,552	0
<u>Local Tax Revenues</u>					
Tax Collected / YR Levied	2,922	21,364	1.37	1,556,346	(1,534,982)
Previous Levied Tax	1,494	14,470	36.18	40,000	(25,530)
Heavy Equipment Rental Tax	0	658	33.74	1,950	(1,292)
Total Local Tax Revenues	4,416	36,492	2.28	1,598,296	(1,561,804)
<u>State Revenues</u>					
STIF Payroll Revenue	0	0	0.00	1,625,048	(1,625,048)
STIF Population Revenue	0	0	0.00	317,113	(317,113)
STIF Discretionary Revenue	169,342	169,342	100.00	169,342	0
Rural Veterans Grants	12,329	13,854	36.46	38,000	(24,146)
Public Transit Assistance	38,953	93,166	50.36	185,000	(91,834)
Total State Revenues	220,624	276,362	11.84	2,334,503	(2,058,141)
<u>Federal Revenues</u>					
5304 Planning Grant	0	0	0.00	40,000	(40,000)
5310 Formula Grant	126,045	126,045	27.48	458,607	(332,562)
5311 Formula Grant	0	492,001	67.98	723,754	(231,753)
5339 Federal Grant	0	35,856	19.03	188,435	(152,579)
Total Federal Revenues	126,045	653,902	46.35	1,410,796	(756,894)

**Basin Transit Service Transp. District
Klamath Falls, Oregon
For the Four Months Ending October 31, 2025**

Revenues - General Fund

	Current Month	Year to Date	% of Budget	Fiscal Budget	Over (Under)
<u>Fare Revenue</u>					
Fixed Route Fares	7,338	23,856	31.77	75,097	(51,241)
Basin Lift Fares	2,288	6,596	30.75	21,453	(14,857)
Total Fare Revenue	9,626	30,452	31.54	96,550	(66,098)
<u>Other Local Revenues</u>					
Misc Income	3,303	4,063	162.52	2,500	1,563
Interest Income	2,588	14,244	3,561.00	400	13,844
Insurance Claims	0	0	0.00	5,000	(5,000)
Travel & Training Reimb.	0	0	0.00	1,500	(1,500)
Refund Revenue	5,283	5,283	0.00	0	5,283
Total Other Local Revenues	11,174	23,590	250.96	9,400	14,190
Total Revenues	371,885	2,673,350	37.64	7,102,097	(4,428,747)

Basin Transit Service Transp. District
Klamath Falls, Oregon
For the Four Months Ending October 31, 2025

Personnel Services

	Current Month	Year to Date	% of Budget	Fiscal Budget	Over (Under)
<u>Wages</u>					
Wages - Admin	26,936	101,053	27.88	362,424	(261,371)
Wages- Operations	97,608	414,973	37.49	1,106,790	(691,817)
Wages - Maintenance	25,456	96,501	36.42	265,003	(168,502)
Total Wages	150,000	612,527	35.32	1,734,217	(1,121,690)
<u>Benefits</u>					
Misc Payroll Expense	0	204	0.00	0	204
Workman's Comp Expense	14,703	24,113	56.36	42,783	(18,670)
Medicare Taxes Expense	2,153	8,792	34.96	25,146	(16,354)
OR Unemployment Insurance	1,279	7,750	32.86	23,585	(15,835)
Disability/Accident/Life Exp.	1,043	4,095	37.37	10,959	(6,864)
Paid Leave Oregon Exp	594	2,425	34.96	6,937	(4,512)
Medical & Dental Insurance	29,219	121,135	27.44	441,417	(320,282)
Employer Retirement Exp	4,279	16,909	24.07	70,235	(53,326)
FICA Tax	9,207	37,592	34.96	107,521	(69,929)
Total Benefits	62,477	223,015	30.61	728,583	(505,568)
Total Wages & Benefits	212,477	835,542	33.93	2,462,800	(1,627,258)

Basin Transit Service Transp. District
Klamath Falls, Oregon
For the Four Months Ending October 31, 2025

Materials & Services

	Current Month	Year to Date	% of Budget	Fiscal Budget	Over (Under)
<u>Administration - General Fund</u>					
Utilities Expense	2,098	8,341	23.01	36,250	(27,909)
Telephone Expense	2,082	8,233	22.90	35,950	(27,717)
Internet & Email Expense	70	280	8.00	3,500	(3,220)
Print & Duplication Expense	2,166	5,654	44.35	12,750	(7,096)
Public Information Expense	2,136	2,286	33.62	6,800	(4,514)
Legal Advertising Expense	0	0	0.00	3,500	(3,500)
Travel & Meals Expense	183	483	18.58	2,600	(2,117)
Legal Expense	3,343	10,961	42.16	26,000	(15,039)
Finance Expense	0	28,945	18.09	160,000	(131,055)
Personnel Expense	2,675	9,329	25.56	36,500	(27,171)
Employee Events	836	1,276	17.01	7,500	(6,224)
Membership Dues Exp	264	5,843	43.77	13,350	(7,507)
Bank Fees	378	1,536	26.95	5,700	(4,164)
Interest & Penalties	0	86	0.00	0	86
Election Expense	0	0	0.00	3,500	(3,500)
Computer & Software Expense	4,541	7,361	26.01	28,300	(20,939)
Publications & Subscriptions	791	1,816	480.42	378	1,438
Postage & Shipping	0	25	1.56	1,600	(1,575)
Employee Recognition	50	155	3.88	4,000	(3,845)
Office Supplies Expense	1,242	4,286	23.42	18,300	(14,014)
Office Equipment	450	4,340	0.00	0	4,340
Total Administration - General Fund	23,305	101,236	24.91	406,478	(305,242)

Basin Transit Service Transp. District
Klamath Falls, Oregon
For the Four Months Ending October 31, 2025

Materials & Services

	Current Month	Year to Date	% of Budget	Fiscal Budget	Over (Under)
<u>Operations - General Fund</u>					
<i>General Operations</i>					
Facilities & Veh Insurance Exp	0	0	0.00	175,500	(175,500)
Training Exp	150	1,513	12.35	12,250	(10,737)
Clothing & Gear Exp	2,248	13,045	71.04	18,364	(5,319)
Safety Supplies Exp	138	217	3.39	6,400	(6,183)
Other Contract Services Exp	19,931	46,846	70.76	66,200	(19,354)
Other Material & Supplies Exp	0	49	0.39	12,548	(12,499)
Total General Operations	22,467	61,670	21.17	291,262	(229,592)
<i>Facilities Maintenance</i>					
Radio Maint Exp	0	0	0.00	3,500	(3,500)
Cleaning Supplies Exp	40	1,241	34.00	3,650	(2,409)
Building & Grounds Maint Exp	1,619	7,091	19.30	36,750	(29,659)
Equipment Maint. Exp.	175	1,090	13.63	8,000	(6,910)
Bus Stop / Shelter Exp	0	1,737	49.14	3,535	(1,798)
Total Facilities Maintenance	1,834	11,159	20.13	55,435	(44,276)

Basin Transit Service Transp. District
Klamath Falls, Oregon
For the Four Months Ending October 31, 2025

Materials & Services

	Current Month	Year to Date	% of Budget	Fiscal Budget	Over (Under)
Vehicle Maintenance - Fix Route					
FR Parts & Components Exp	9,205	28,329	62.95	45,000	(16,671)
FR Fuel Exp	11,561	49,561	38.31	129,373	(79,812)
FR Oil Lube Antifreeze Exp	0	3,009	54.71	5,500	(2,491)
FR Tire & Wheel Exp	6,472	9,875	53.79	18,360	(8,485)
FR Vendor Exp	0	0	0.00	22,000	(22,000)
Total Vehicle Maint - Fix Route	27,238	90,774	41.22	220,233	(129,459)
Vehicle Maintenance - Basin Lift					
BL Parts & Components Exp	2,126	4,213	30.23	13,936	(9,723)
BL Fuel Exp	4,685	17,447	41.51	42,030	(24,583)
BL Oil Lube Antifreeze Exp	0	72	13.33	540	(468)
BL Tire & Wheel Exp	1,224	1,224	27.20	4,500	(3,276)
BL Vendor Exp	268	343	4.57	7,500	(7,157)
Total Vehicle Maint - Basin Lift	8,303	23,299	34.01	68,506	(45,207)
Maintenance Tools & Supplies					
Shop Supplies Exp	153	1,940	0.00	0	1,940
Tools & Equipment Exp	58	4,590	45.90	10,000	(5,410)
Total Maint. Tools & Sup	211	6,530	65.30	10,000	(3,470)
Total Operations - General Fund	60,053	193,432	29.97	645,436	(452,004)

Basin Transit Service Transp. District
Klamath Falls, Oregon
For the Four Months Ending October 31, 2025

Materials & Services

	Current Month	Year to Date	% of Budget	Fiscal Budget	Over (Under)
<u>Operations - Grants</u>					
<i>5310 Projects</i>					
Contract Services - Dem Resp	21,622	86,488	30.42	284,270	(197,782)
Mobility Mgt. Materials & Ser	0	3,200	32.00	10,000	(6,800)
Total 5310 Projects	21,622	89,688	30.48	294,270	(204,582)
<i>Facilities Projects</i>					
Facilities Major Maintenance	0	0	0.00	98,000	(98,000)
Engineering Exp	0	0	0.00	25,000	(25,000)
Total Facilities Projects	0	0	0.00	123,000	(123,000)
<i>Vehicle Major Maintenance</i>					
Vehicle Major Maintenance	0	0	0.00	50,000	(50,000)
Total Vehicle Major Maint	0	0	0.00	50,000	(50,000)
<i>Operations Projects (Point to Point)</i>					
Basin Connect - South	434	10,090	8.77	115,044	(104,954)
Basin Connect - North	0	170	0.30	57,086	(56,916)
Total Operations Projects	434	10,260	5.96	172,130	(161,870)
<i>Planning Projects</i>					
Planning Expense	0	0	0.00	100,000	(100,000)
Total Planning Projects	0	0	0.00	100,000	(100,000)

Basin Transit Service Transp. District
Klamath Falls, Oregon
For the Four Months Ending October 31, 2025

Materials & Services

	Current Month	Year to Date	% of Budget	Fiscal Budget	Over (Under)
<i>Veterans Projects</i>					
Veterans Mat & Svcs Exp	<u>27</u>	<u>18,407</u>	61.36	<u>30,000</u>	<u>(11,593)</u>
Total Veterans Projects	27	18,407	61.36	30,000	(11,593)
Total Operations - Grants	22,083	118,355	15.38	769,400	(651,045)
Total Materials & Services	105,441	413,023	22.68	1,821,314	(1,408,291)

**Basin Transit Service Transp. District
Klamath Falls, Oregon
For the Four Months Ending October 31, 2025**

Capital Expenditures

	Current Month	Year to Date	% of Budget	Fiscal Budget	Over (Under)
<u>Capital Categories</u>					
Motorized Vehicle Expense	0	219,392	34.52	635,538	(416,146)
Shop Equipment Expense	2,731	2,731	0.00	0	2,731
PC & Comm. Equip. Expense	0	3,746	0.00	0	3,746
Bus Stop & Shelter Expense	12,578	23,772	10.20	233,056	(209,284)
Land & Building Expense	0	0	0.00	40,000	(40,000)
Total Capital Expenditures	15,309	249,641	27.48	908,594	(658,953)

Basin Transit Service Transp. District
Klamath Falls, Oregon
For the Four Months Ending October 31, 2025

<u>STIF Revenue Funds</u>					
	Current Month	Year to Date	% of Budget	Fiscal Budget	Over (Under)
Revenues					
STIF ID - Payroll Beg Balance	0	1,593,053	85.24	1,868,967	(275,914)
STIF ID Payroll Interest	6,598	26,250	82.39	31,861	(5,611)
STIF ID Payroll Revenue	<u>191,247</u>	<u>378,186</u>	48.41	<u>781,214</u>	<u>(403,028)</u>
Total STIF ID Payroll Rev	197,845	1,997,489	74.48	2,682,042	(684,553)
STIF OD - Payroll Beg Balance	0	467,022	70.44	662,974	(195,952)
STIF OD Payroll Interest	2,824	10,957	117.31	9,340	1,617
STIF OD Payroll Revenue	<u>40,287</u>	<u>79,667</u>	49.62	<u>160,546</u>	<u>(80,879)</u>
Total STIF OD Payroll Rev	43,111	557,646	66.96	832,860	(275,214)
STIF ID - Pop Beg Balance	0	275,914	0.00	0	275,914
STIF ID Pop Interest	1,097	4,325	78.38	5,518	(1,193)
STIF ID Pop Revenue	<u>28,907</u>	<u>57,814</u>	53.61	<u>107,849</u>	<u>(50,035)</u>
Total STIF ID Pop Rev	30,004	338,053	298.19	113,367	224,686
STIF OD - Pop Beg Balance	0	195,952	0.00	0	195,952
STIF OD Pop Interest	884	3,332	85.02	3,919	(587)
STIF OD Pop Revenue	<u>22,219</u>	<u>44,438</u>	53.60	<u>82,914</u>	<u>(38,476)</u>
Total STIF OD Pop Rev	23,103	243,722	280.68	86,833	156,889
Total STIF Revenues	294,063	3,136,910	84.44	3,715,102	(578,192)

Basin Transit Service Transp. District
Klamath Falls, Oregon
For the Four Months Ending October 31, 2025

<u>STIF Revenue Funds</u>					
	Current Month	Year to Date	% of Budget	Fiscal Budget	Over (Under)
Expenses					
STIF ID PR Trans Other Agencie	0	0	0.00	0	0
STIF OD PR Trans Other Agencie	0	0	0.00	0	0
STIF ID Pop Trans Other Agenci	0	0	0.00	22,653	(22,653)
STIF OD Pop Trans Other Agenci	0	0	0.00	0	0
Total Funds to Other Agencies	0	0	0.00	22,653	(22,653)
STIF ID Payroll Trans to GF	0	0	0.00	1,320,247	(1,320,247)
STIF OD Payroll Trans to GF	0	0	0.00	304,801	(304,801)
STIF ID Pop Trans to GF	0	0	0.00	187,270	(187,270)
STIF OD Pop Trans to GF	0	0	0.00	129,843	(129,843)
Total Funds to GF	0	0	0.00	1,942,161	(1,942,161)
STIF ID PR Res Fut Expenditure	0	0	0.00	1,063,228	(1,063,228)
STIF OD PR Res Fut Expenditure	0	0	0.00	332,107	(332,107)
STIF ID Pop Res Fut Expenditur	0	0	0.00	202,011	(202,011)
STIF OD Pop Res Fut Expenditur	0	0	0.00	152,942	(152,942)
Total Reserve for Fut Expediture	0	0	0.00	1,750,288	(1,750,288)
Total Expenses	0	0	0.00	(3,715,102)	3,715,102

**Basin Transit Service Transp. District
Klamath Falls, Oregon
For the Four Months Ending October 31, 2025**

Capital Reserve

	Current Month	Year to Date	% of Budget	Fiscal Budget	Over (Under)
Revenues					
Beg. Balance - Capital Reserve	0	396,836	100.00	396,836	0
Capital Res Interest	859	2,773	34.47	8,045	(5,272)
Capital Res Trans from GF	0	0	0.00	75,000	(75,000)
Total Revenues	859	399,609	83.27	479,881	(80,272)
Expenses					
Reserve for Future Exp	0	0	0.00	(479,881)	479,881
Total Expenses	0	0	0.00	(479,881)	479,881
Total Capital Reserve	859	399,609	0.00	0	399,609

Basin Transit Service Transportation District

Bank Balance Report as of November 30, 2025

	Nov 30, 2025	Nov 30, 2024
Checking General -Umpqua Bank	\$ 179,485.62	\$ 288,798.14
Checking Taxes-Umpqua Bank	\$ -	\$ 8,918.53
Money Market	\$ 300,300.36	\$ 4,651,872.50
Petty Cash	\$ 125.00	\$ 125.00
Certificate of Deposits	\$ 182,234.11	\$ 321,584.25
LGIP Accounts		
LGIP Operations	\$ 1,453,942.94	\$ -
LGIP STIF Payroll In District	\$ 1,849,085.41	\$ -
LGIP STIF Population Out of District	\$ 245,441.59	\$ -
LGIP STIF Population In District	\$ 305,380.86	\$ -
LGIP Capital Reserve	\$ 218,966.61	\$ -
LGIP STIF Payroll Out of District	\$ 761,749.68	\$ -
Total LGIP Balance	\$ 4,834,567.09	\$ -

Total Current Assets \$ 5,496,712.18 \$ 5,271,298.42

LGIP Interest Earned November 2025 \$ 16,012.47

Total YTD LGIP Interest Earned FYE 2026 \$ 77,822.32

Basin Transit Service Transp. District
Klamath Falls, Oregon
For the Five Months Ending November 30, 2025

Summary of Revenues and Expenses

	Current Month	Year to Date	% of Budget	Fiscal Budget	Over (Under)
<u>Revenues</u>					
Begin Balance - General Fund	0	1,652,552	100.00	1,652,552	0
Local Tax Revenues	1,092,860	1,129,352	70.66	1,598,296	(468,944)
State Revenues	0	276,361	11.84	2,334,503	(2,058,142)
Federal Revenues	0	653,902	46.35	1,410,796	(756,894)
Fare Revenues	2,671	33,113	34.30	96,550	(63,437)
Other Local Revenues	4,512	28,101	298.95	9,400	18,701
Total Revenues	1,100,043	3,773,381	53.13	7,102,097	(3,328,716)
<u>Expenses</u>					
Personnel Services	189,838	1,025,381	41.63	2,462,800	(1,437,419)
Materials & Services	111,268	524,288	28.79	1,821,314	(1,297,026)
Capital Expenditures	352	249,993	27.51	908,594	(658,601)
Capital Res Trans from GF	0	0	0.00	75,000	(75,000)
Contingency - GF	0	0	0.00	75,000	(75,000)
Reserve Future Exp - GF	0	0	0.00	0	0
Unappr. Fund Balance - GF	0	0	0.00	0	0
Total Expenses	301,458	1,799,662	34.66	5,192,708	(3,393,046)
Over (Under)	798,585	1,973,719	103.37	1,909,389	64,330

**Basin Transit Service Transp. District
Klamath Falls, Oregon
For the Five Months Ending November 30, 2025**

Revenues - General Fund

	Current Month	Year to Date	% of Budget	Fiscal Budget	Over (Under)
<u>Beginning Balance</u>					
Begin Balance - General Fund	0	1,652,552	100.00	1,652,552	0
Total Beginning Balance	0	1,652,552	100.00	1,652,552	0
<u>Local Tax Revenues</u>					
Tax Collected / YR Levied	1,084,376	1,105,740	71.05	1,556,346	(450,606)
Previous Levied Tax	8,484	22,954	57.39	40,000	(17,046)
Heavy Equipment Rental Tax	0	658	33.74	1,950	(1,292)
Total Local Tax Revenues	1,092,860	1,129,352	70.66	1,598,296	(468,944)
<u>State Revenues</u>					
STIF Payroll Revenue	0	0	0.00	1,625,048	(1,625,048)
STIF Population Revenue	0	0	0.00	317,113	(317,113)
STIF Discretionary Revenue	0	169,342	100.00	169,342	0
Rural Veterans Grants	0	13,854	36.46	38,000	(24,146)
Public Transit Assistance	0	93,165	50.36	185,000	(91,835)
Total State Revenues	0	276,361	11.84	2,334,503	(2,058,142)
<u>Federal Revenues</u>					
5304 Planning Grant	0	0	0.00	40,000	(40,000)
5310 Formula Grant	0	126,045	27.48	458,607	(332,562)
5311 Formula Grant	0	492,001	67.98	723,754	(231,753)
5339 Federal Grant	0	35,856	19.03	188,435	(152,579)
Total Federal Revenues	0	653,902	46.35	1,410,796	(756,894)

**Basin Transit Service Transp. District
Klamath Falls, Oregon
For the Five Months Ending November 30, 2025**

Revenues - General Fund

	Current Month	Year to Date	% of Budget	Fiscal Budget	Over (Under)
<u>Fare Revenue</u>					
Fixed Route Fares	1,829	25,676	34.19	75,097	(49,421)
Basin Lift Fares	842	7,437	34.67	21,453	(14,016)
Total Fare Revenue	2,671	33,113	34.30	96,550	(63,437)
<u>Other Local Revenues</u>					
Misc Income	756	4,819	192.76	2,500	2,319
Interest Income	3,756	17,999	4,499.75	400	17,599
Insurance Claims	0	0	0.00	5,000	(5,000)
Travel & Training Reimb.	0	0	0.00	1,500	(1,500)
Refund Revenue	0	5,283	0.00	0	5,283
Total Other Local Revenues	4,512	28,101	298.95	9,400	18,701
Total Revenues	1,100,043	3,773,381	53.13	7,102,097	(3,328,716)

Basin Transit Service Transp. District
Klamath Falls, Oregon
For the Five Months Ending November 30, 2025

Personnel Services

	Current Month	Year to Date	% of Budget	Fiscal Budget	Over (Under)
<u>Wages</u>					
Wages - Admin	30,277	131,330	36.24	362,424	(231,094)
Wages- Operations	84,383	499,356	45.12	1,106,790	(607,434)
Wages - Maintenance	27,200	123,701	46.68	265,003	(141,302)
Total Wages	141,860	754,387	43.50	1,734,217	(979,830)
<u>Benefits</u>					
Misc Payroll Expense	0	204	0.00	0	204
Workman's Comp Expense	818	24,931	58.27	42,783	(17,852)
Medicare Taxes Expense	2,036	10,828	43.06	25,146	(14,318)
OR Unemployment Insurance	802	8,553	36.26	23,585	(15,032)
Disability/Accident/Life Exp.	1,031	5,126	46.77	10,959	(5,833)
Paid Leave Oregon Exp	562	2,987	43.06	6,937	(3,950)
Medical & Dental Insurance	30,264	151,399	34.30	441,417	(290,018)
Employer Retirement Exp	3,758	20,667	29.43	70,235	(49,568)
FICA Tax	8,707	46,299	43.06	107,521	(61,222)
Total Benefits	47,978	270,994	37.19	728,583	(457,589)
Total Wages & Benefits	189,838	1,025,381	41.63	2,462,800	(1,437,419)

Basin Transit Service Transp. District
Klamath Falls, Oregon
For the Five Months Ending November 30, 2025

Materials & Services

	Current Month	Year to Date	% of Budget	Fiscal Budget	Over (Under)
<u>Administration - General Fund</u>					
Utilities Expense	1,872	10,213	28.17	36,250	(26,037)
Telephone Expense	1,591	9,823	27.32	35,950	(26,127)
Internet & Email Expense	70	350	10.00	3,500	(3,150)
Print & Duplication Expense	888	6,541	51.30	12,750	(6,209)
Public Information Expense	50	2,336	34.35	6,800	(4,464)
Legal Advertising Expense	0	0	0.00	3,500	(3,500)
Travel & Meals Expense	1,574	2,057	79.12	2,600	(543)
Legal Expense	3,375	14,336	55.14	26,000	(11,664)
Finance Expense	9,925	38,870	24.29	160,000	(121,130)
Personnel Expense	1,386	10,715	29.36	36,500	(25,785)
Employee Events	0	1,276	17.01	7,500	(6,224)
Membership Dues Exp	4,087	9,666	72.40	13,350	(3,684)
Bank Fees	379	1,914	33.58	5,700	(3,786)
Interest & Penalties	0	86	0.00	0	86
Election Expense	0	0	0.00	3,500	(3,500)
Computer & Software Expense	3,600	11,684	41.29	28,300	(16,616)
Publications & Subscriptions	0	1,092	288.89	378	714
Postage & Shipping	25	50	3.13	1,600	(1,550)
Employee Recognition	0	155	3.88	4,000	(3,845)
Office Supplies Expense	1,071	5,358	29.28	18,300	(12,942)
Office Equipment	0	4,340	0.00	0	4,340
Total Administration - General Fund	29,893	130,862	32.19	406,478	(275,616)

Basin Transit Service Transp. District
Klamath Falls, Oregon
For the Five Months Ending November 30, 2025

Materials & Services

<u>Operations - General Fund</u>	Current Month	Year to Date	% of Budget	Fiscal Budget	Over (Under)
<i>General Operations</i>					
Facilities & Veh Insurance Exp	1,046	1,046	0.60	175,500	(174,454)
Training Exp	14	1,527	12.47	12,250	(10,723)
Clothing & Gear Exp	864	13,909	75.74	18,364	(4,455)
Safety Supplies Exp	477	695	10.86	6,400	(5,705)
Other Contract Services Exp	22,078	68,924	104.11	66,200	2,724
Other Material & Supplies Exp	(2)	47	0.37	12,548	(12,501)
Total General Operations	24,477	86,148	29.58	291,262	(205,114)
<i>Facilities Maintenance</i>					
Radio Maint Exp	0	0	0.00	3,500	(3,500)
Cleaning Supplies Exp	318	1,559	42.71	3,650	(2,091)
Building & Grounds Maint Exp	2,485	9,489	25.82	36,750	(27,261)
Equipment Maint. Exp.	216	1,306	16.33	8,000	(6,694)
Bus Stop / Shelter Exp	10	1,747	49.42	3,535	(1,788)
Total Facilities Maintenance	3,029	14,101	25.44	55,435	(41,334)

Basin Transit Service Transp. District
Klamath Falls, Oregon
For the Five Months Ending November 30, 2025

Materials & Services

	Current Month	Year to Date	% of Budget	Fiscal Budget	Over (Under)
Vehicle Maintenance - Fix Route					
FR Parts & Components Exp	3,829	32,157	71.46	45,000	(12,843)
FR Fuel Exp	9,569	59,130	45.71	129,373	(70,243)
FR Oil Lube Antifreeze Exp	120	3,129	56.89	5,500	(2,371)
FR Tire & Wheel Exp	3,116	12,991	70.76	18,360	(5,369)
FR Vendor Exp	1,442	1,442	6.55	22,000	(20,558)
Total Vehicle Maint - Fix Route	18,076	108,849	49.42	220,233	(111,384)
Vehicle Maintenance - Basin Lift					
BL Parts & Components Exp	1,902	6,115	43.88	13,936	(7,821)
BL Fuel Exp	3,844	21,291	50.66	42,030	(20,739)
BL Oil Lube Antifreeze Exp	0	72	13.33	540	(468)
BL Tire & Wheel Exp	1,224	2,448	54.40	4,500	(2,052)
BL Vendor Exp	85	428	5.71	7,500	(7,072)
Total Vehicle Maint - Basin Lift	7,055	30,354	44.31	68,506	(38,152)
Maintenance Tools & Supplies					
Shop Supplies Exp	2,226	4,167	0.00	0	4,167
Tools & Equipment Exp	2,066	6,742	67.42	10,000	(3,258)
Total Maint. Tools & Sup	4,292	10,909	109.09	10,000	909
Total Operations - General Fund	56,929	250,361	38.79	645,436	(395,075)

Basin Transit Service Transp. District
Klamath Falls, Oregon
For the Five Months Ending November 30, 2025

Materials & Services

	Current Month	Year to Date	% of Budget	Fiscal Budget	Over (Under)
<u>Operations - Grants</u>					
<i>5310 Projects</i>					
Contract Services - Dem Resp	21,622	108,110	38.03	284,270	(176,160)
Mobility Mgt. Materials & Ser	125	3,325	33.25	10,000	(6,675)
Total 5310 Projects	21,747	111,435	37.87	294,270	(182,835)
<i>Facilities Projects</i>					
Facilities Major Maintenance	0	0	0.00	98,000	(98,000)
Engineering Exp	0	0	0.00	25,000	(25,000)
Total Facilities Projects	0	0	0.00	123,000	(123,000)
<i>Vehicle Major Maintenance</i>					
Vehicle Major Maintenance	0	0	0.00	50,000	(50,000)
Total Vehicle Major Maint	0	0	0.00	50,000	(50,000)
<i>Operations Projects (Point to Point)</i>					
Basin Connect - South	206	10,296	8.95	115,044	(104,748)
Basin Connect - North	0	434	0.76	57,086	(56,652)
Total Operations Projects	206	10,730	6.23	172,130	(161,400)
<i>Planning Projects</i>					
Planning Expense	150	150	0.15	100,000	(99,850)
Total Planning Projects	150	150	0.15	100,000	(99,850)

Basin Transit Service Transp. District
Klamath Falls, Oregon
For the Five Months Ending November 30, 2025

Materials & Services

	Current Month	Year to Date	% of Budget	Fiscal Budget	Over (Under)
<i>Veterans Projects</i>					
Veterans Mat & Svcs Exp	1,063	19,470	64.90	30,000	(10,530)
Total Veterans Projects	1,063	19,470	64.90	30,000	(10,530)
Total Operations - Grants	23,166	141,785	18.43	769,400	(627,615)
Total Materials & Services	109,988	523,008	28.72	1,821,314	(1,298,306)

**Basin Transit Service Transp. District
Klamath Falls, Oregon
For the Five Months Ending November 30, 2025**

Capital Expenditures

	Current Month	Year to Date	% of Budget	Fiscal Budget	Over (Under)
<u>Capital Categories</u>					
Motorized Vehicle Expense	1,280	220,672	34.72	635,538	(414,866)
Shop Equipment Expense	0	2,731	0.00	0	2,731
PC & Comm. Equip. Expense	0	3,746	0.00	0	3,746
Bus Stop & Shelter Expense	352	24,124	10.35	233,056	(208,932)
Land & Building Expense	0	0	0.00	40,000	(40,000)
Total Capital Expenditures	1,632	251,273	27.66	908,594	(657,321)

Basin Transit Service Transp. District
Klamath Falls, Oregon
For the Five Months Ending November 30, 2025

<u>STIF Revenue Funds</u>					
	Current Month	Year to Date	% of Budget	Fiscal Budget	Over (Under)
Revenues					
STIF ID - Payroll Beg Balance	0	1,593,053	85.24	1,868,967	(275,914)
STIF ID Payroll Interest	6,705	32,955	103.43	31,861	1,094
STIF ID Payroll Revenue	0	378,186	48.41	781,214	(403,028)
Total STIF ID Payroll Rev	6,705	2,004,194	74.73	2,682,042	(677,848)
STIF OD - Payroll Beg Balance	0	467,022	70.44	662,974	(195,952)
STIF OD Payroll Interest	2,762	13,719	146.88	9,340	4,379
STIF OD Payroll Revenue	0	79,667	49.62	160,546	(80,879)
Total STIF OD Payroll Rev	2,762	560,408	67.29	832,860	(272,452)
STIF ID - Pop Beg Balance	0	275,914	0.00	0	275,914
STIF ID Pop Interest	1,107	5,433	98.46	5,518	(85)
STIF ID Pop Revenue	0	57,814	53.61	107,849	(50,035)
Total STIF ID Pop Rev	1,107	339,161	299.17	113,367	225,794
STIF OD - Pop Beg Balance	0	195,952	0.00	0	195,952
STIF OD Pop Interest	890	4,221	107.71	3,919	302
STIF OD Pop Revenue	0	44,438	53.60	82,914	(38,476)
Total STIF OD Pop Rev	890	244,611	281.70	86,833	157,778
Total STIF Revenues	11,464	3,148,374	84.75	3,715,102	(566,728)

Basin Transit Service Transp. District
Klamath Falls, Oregon
For the Five Months Ending November 30, 2025

<u>STIF Revenue Funds</u>					
	Current Month	Year to Date	% of Budget	Fiscal Budget	Over (Under)
Expenses					
STIF ID PR Trans Other Agencie	0	0	0.00	0	0
STIF OD PR Trans Other Agencie	0	0	0.00	0	0
STIF ID Pop Trans Other Agenci	0	0	0.00	22,653	(22,653)
STIF OD Pop Trans Other Agenci	0	0	0.00	0	0
Total Funds to Other Agencies	0	0	0.00	22,653	(22,653)
STIF ID Payroll Trans to GF	0	0	0.00	1,320,247	(1,320,247)
STIF OD Payroll Trans to GF	0	0	0.00	304,801	(304,801)
STIF ID Pop Trans to GF	0	0	0.00	187,270	(187,270)
STIF OD Pop Trans to GF	0	0	0.00	129,843	(129,843)
Total Funds to GF	0	0	0.00	1,942,161	(1,942,161)
STIF ID PR Res Fut Expenditure	0	0	0.00	1,063,228	(1,063,228)
STIF OD PR Res Fut Expenditure	0	0	0.00	332,107	(332,107)
STIF ID Pop Res Fut Expenditur	0	0	0.00	202,011	(202,011)
STIF OD Pop Res Fut Expenditur	0	0	0.00	152,942	(152,942)
Total Reserve for Fut Expediture	0	0	0.00	1,750,288	(1,750,288)
Total Expenses	0	0	0.00	(3,715,102)	3,715,102

**Basin Transit Service Transp. District
Klamath Falls, Oregon
For the Five Months Ending November 30, 2025**

<u>Capital Reserve</u>					
	Current Month	Year to Date	% of Budget	Fiscal Budget	Over (Under)
Revenues					
Beg. Balance - Capital Reserve	0	396,836	100.00	396,836	0
Capital Res Interest	809	3,582	44.52	8,045	(4,463)
Capital Res Trans from GF	0	0	0.00	75,000	(75,000)
Total Revenues	809	400,418	83.44	479,881	(79,463)
Expenses					
Reserve for Future Exp	0	0	0.00	(479,881)	479,881
Total Expenses	0	0	0.00	(479,881)	479,881
Total Capital Reserve	809	400,418	0.00	0	400,418

Basin Transit Service Transportation District

Bank Balance Report as of December 30, 2025

	Dec 31, 2025	Dec 31, 2024
Checking General -Umpqua Bank	\$ 202,066.81	\$ 198,763.69
Checking Taxes-Umpqua Bank	\$ -	\$ 8,918.53
Money Market	\$ 149,302.02	\$ 4,298,179.11
Petty Cash	\$ 125.00	\$ 125.00
Certificate of Deposits	\$ 182,249.59	\$ 321,687.42
LGIP Accounts		
LGIP Operations	\$ 1,639,305.64	\$ -
LGIP STIF Payroll In District	\$ 1,855,759.85	\$ -
LGIP STIF Population Out of District	\$ 246,327.53	\$ -
LGIP STIF Population In District	\$ 306,483.16	\$ -
LGIP Capital Reserve	\$ 219,756.99	\$ -
LGIP STIF Payroll Out of District	\$ 764,499.28	\$ -
Total LGIP Balance	\$ 5,032,132.45	\$ -

Total Current Assets \$ 5,565,875.87 \$ 4,827,673.75

LGIP Interest Earned December 2025 \$ 18,544.91

Total YTD LGIP Interest Earned FYE 2026 \$ 80,354.76

Basin Transit Service Transp. District
Klamath Falls, Oregon
For the Six Months Ending December 31, 2025

Summary of Revenues and Expenses

	Current Month	Year to Date	% of Budget	Fiscal Budget	Over (Under)
<u>Revenues</u>					
Begin Balance - General Fund	0	1,652,552	100.00	1,652,552	0
Local Tax Revenues	397,073	1,526,425	95.50	1,598,296	(71,871)
State Revenues	6,947	283,308	12.14	2,334,503	(2,051,195)
Federal Revenues	0	653,902	46.35	1,410,796	(756,894)
Fare Revenues	11,137	44,250	45.83	96,550	(52,300)
Other Local Revenues	6,641	34,743	369.61	9,400	25,343
Total Revenues	421,798	4,195,180	59.07	7,102,097	(2,906,917)
<u>Expenses</u>					
Personnel Services	215,223	1,240,605	50.37	2,462,800	(1,222,195)
Materials & Services	120,805	645,091	35.42	1,821,314	(1,176,223)
Capital Expenditures	12,827	262,821	28.93	908,594	(645,773)
Capital Res Trans from GF	0	0	0.00	75,000	(75,000)
Contingency - GF	0	0	0.00	75,000	(75,000)
Reserve Future Exp - GF	0	0	0.00	0	0
Unappr. Fund Balance - GF	0	0	0.00	0	0
Total Expenses	348,855	2,148,517	41.38	5,192,708	(3,044,191)
Over (Under)	72,943	2,046,663	107.19	1,909,389	137,274

Basin Transit Service Transp. District
Klamath Falls, Oregon
For the Six Months Ending December 31, 2025

Revenues - General Fund

	Current Month	Year to Date	% of Budget	Fiscal Budget	Over (Under)
<u>Beginning Balance</u>					
Begin Balance - General Fund	0	1,652,552	100.00	1,652,552	0
Total Beginning Balance	0	1,652,552	100.00	1,652,552	0
<u>Local Tax Revenues</u>					
Tax Collected / YR Levied	393,715	1,499,455	96.34	1,556,346	(56,891)
Previous Levied Tax	3,358	26,312	65.78	40,000	(13,688)
Heavy Equipment Rental Tax	0	658	33.74	1,950	(1,292)
Total Local Tax Revenues	397,073	1,526,425	95.50	1,598,296	(71,871)
<u>State Revenues</u>					
STIF Payroll Revenue	0	0	0.00	1,625,048	(1,625,048)
STIF Population Revenue	0	0	0.00	317,113	(317,113)
STIF Discretionary Revenue	0	169,342	100.00	169,342	0
Rural Veterans Grants	6,947	20,801	54.74	38,000	(17,199)
Public Transit Assistance	0	93,165	50.36	185,000	(91,835)
Total State Revenues	6,947	283,308	12.14	2,334,503	(2,051,195)
<u>Federal Revenues</u>					
5304 Planning Grant	0	0	0.00	40,000	(40,000)
5310 Formula Grant	0	126,045	27.48	458,607	(332,562)
5311 Formula Grant	0	492,001	67.98	723,754	(231,753)
5339 Federal Grant	0	35,856	19.03	188,435	(152,579)
Total Federal Revenues	0	653,902	46.35	1,410,796	(756,894)

Basin Transit Service Transp. District
Klamath Falls, Oregon
For the Six Months Ending December 31, 2025

Revenues - General Fund

	Current Month	Year to Date	% of Budget	Fiscal Budget	Over (Under)
<u>Fare Revenue</u>					
Fixed Route Fares	5,610	31,286	41.66	75,097	(43,811)
Organizational Fares	4,350	4,350	0.00	0	4,350
Basin Lift Fares	1,177	8,614	40.15	21,453	(12,839)
Total Fare Revenue	11,137	44,250	45.83	96,550	(52,300)
<u>Other Local Revenues</u>					
Misc Income	299	5,118	204.72	2,500	2,618
Interest Income	6,342	24,342	6,085.50	400	23,942
Insurance Claims	0	0	0.00	5,000	(5,000)
Travel & Training Reimb.	0	0	0.00	1,500	(1,500)
Refund Revenue	0	5,283	0.00	0	5,283
Total Other Local Revenues	6,641	34,743	369.61	9,400	25,343
Total Revenues	421,798	4,195,180	59.07	7,102,097	(2,906,917)

Basin Transit Service Transp. District
Klamath Falls, Oregon
For the Six Months Ending December 31, 2025

Personnel Services

	Current Month	Year to Date	% of Budget	Fiscal Budget	Over (Under)
<u>Wages</u>					
Wages - Admin	38,281	169,611	46.80	362,424	(192,813)
Wages- Operations	96,090	595,447	53.80	1,106,790	(511,343)
Wages - Maintenance	31,219	154,919	58.46	265,003	(110,084)
Total Wages	165,590	919,977	53.05	1,734,217	(814,240)
<u>Benefits</u>					
Misc Payroll Expense	0	204	0.00	0	204
Workman's Comp Expense	43	24,974	58.37	42,783	(17,809)
Medicare Taxes Expense	2,381	13,209	52.53	25,146	(11,937)
OR Unemployment Insurance	1,947	10,500	44.52	23,585	(13,085)
Disability/Accident/Life Exp.	1,043	6,170	56.30	10,959	(4,789)
Paid Leave Oregon Exp	657	3,644	52.53	6,937	(3,293)
Medical & Dental Insurance	29,282	180,682	40.93	441,417	(260,735)
Employer Retirement Exp	4,100	24,766	35.26	70,235	(45,469)
FICA Tax	10,180	56,479	52.53	107,521	(51,042)
Total Benefits	49,633	320,628	44.01	728,583	(407,955)
Total Wages & Benefits	215,223	1,240,605	50.37	2,462,800	(1,222,195)

Basin Transit Service Transp. District
Klamath Falls, Oregon
For the Six Months Ending December 31, 2025

Materials & Services

	Current Month	Year to Date	% of Budget	Fiscal Budget	Over (Under)
<u>Administration - General Fund</u>					
Utilities Expense	2,925	13,138	36.24	36,250	(23,112)
Telephone Expense	1,628	11,451	31.85	35,950	(24,499)
Internet & Email Expense	70	420	12.00	3,500	(3,080)
Print & Duplication Expense	1,266	7,808	61.24	12,750	(4,942)
Public Information Expense	50	2,386	35.09	6,800	(4,414)
Legal Advertising Expense	0	0	0.00	3,500	(3,500)
Travel & Meals Expense	1,016	3,072	118.15	2,600	472
Legal Expense	165	14,501	55.77	26,000	(11,499)
Finance Expense	14,070	52,940	33.09	160,000	(107,060)
Personnel Expense	7,419	18,133	49.68	36,500	(18,367)
Employee Events	1,162	2,438	32.51	7,500	(5,062)
Membership Dues Exp	0	9,666	72.40	13,350	(3,684)
Bank Fees	476	2,390	41.93	5,700	(3,310)
Interest & Penalties	0	86	0.00	0	86
Election Expense	0	0	0.00	3,500	(3,500)
Computer & Software Expense	12,614	24,298	85.86	28,300	(4,002)
Publications & Subscriptions	0	1,092	288.89	378	714
Postage & Shipping	25	75	4.69	1,600	(1,525)
Employee Recognition	543	697	17.43	4,000	(3,303)
Office Supplies Expense	1,905	7,263	39.69	18,300	(11,037)
Office Equipment	2,073	6,413	0.00	0	6,413
Total Administration - General Fund	47,407	178,267	43.86	406,478	(228,211)

Basin Transit Service Transp. District
Klamath Falls, Oregon
For the Six Months Ending December 31, 2025

Materials & Services

	Current Month	Year to Date	% of Budget	Fiscal Budget	Over (Under)
<u>Operations - General Fund</u>					
<i>General Operations</i>					
Facilities & Veh Insurance Exp	0	1,046	0.60	175,500	(174,454)
Training Exp	0	1,527	12.47	12,250	(10,723)
Clothing & Gear Exp	599	14,508	79.00	18,364	(3,856)
Safety Supplies Exp	15	709	11.08	6,400	(5,691)
Other Contract Services Exp	7,156	76,081	114.93	66,200	9,881
Other Material & Supplies Exp	3	52	0.41	12,548	(12,496)
Total General Operations	7,773	93,923	32.25	291,262	(197,339)
<i>Facilities Maintenance</i>					
Radio Maint Exp	0	0	0.00	3,500	(3,500)
Cleaning Supplies Exp	11	1,570	43.01	3,650	(2,080)
Building & Grounds Maint Exp	6,113	15,602	42.45	36,750	(21,148)
Equipment Maint. Exp.	210	1,516	18.95	8,000	(6,484)
Bus Stop / Shelter Exp	145	1,892	53.52	3,535	(1,643)
Total Facilities Maintenance	6,479	20,580	37.12	55,435	(34,855)

Basin Transit Service Transp. District
Klamath Falls, Oregon
For the Six Months Ending December 31, 2025

Materials & Services

	Current Month	Year to Date	% of Budget	Fiscal Budget	Over (Under)
Vehicle Maintenance - Fix Route					
FR Parts & Components Exp	2,642	34,799	77.33	45,000	(10,201)
FR Fuel Exp	10,909	70,039	54.14	129,373	(59,334)
FR Oil Lube Antifreeze Exp	249	3,378	61.42	5,500	(2,122)
FR Tire & Wheel Exp	829	13,820	75.27	18,360	(4,540)
FR Vendor Exp	0	1,442	6.55	22,000	(20,558)
Total Vehicle Maint - Fix Route	14,629	123,478	56.07	220,233	(96,755)
Vehicle Maintenance - Basin Lift					
BL Parts & Components Exp	551	6,665	47.83	13,936	(7,271)
BL Fuel Exp	3,956	25,247	60.07	42,030	(16,783)
BL Oil Lube Antifreeze Exp	0	72	13.33	540	(468)
BL Tire & Wheel Exp	1,258	3,705	82.33	4,500	(795)
BL Vendor Exp	0	428	5.71	7,500	(7,072)
Total Vehicle Maint - Basin Lift	5,765	36,117	52.72	68,506	(32,389)
Maintenance Tools & Supplies					
Shop Supplies Exp	612	4,778	0.00	0	4,778
Tools & Equipment Exp	914	7,657	76.57	10,000	(2,343)
Total Maint. Tools & Sup	1,526	12,435	124.35	10,000	2,435
Total Operations - General Fund	36,172	286,533	44.39	645,436	(358,903)

Basin Transit Service Transp. District
Klamath Falls, Oregon
For the Six Months Ending December 31, 2025

Materials & Services

	Current Month	Year to Date	% of Budget	Fiscal Budget	Over (Under)
<u>Operations - Grants</u>					
<i>5310 Projects</i>					
Contract Services - Dem Resp	21,622	129,732	45.64	284,270	(154,538)
Mobility Mgt. Materials & Ser	1,270	4,595	45.95	10,000	(5,405)
Total 5310 Projects	22,892	134,327	45.65	294,270	(159,943)
<i>Facilities Projects</i>					
Facilities Major Maintenance	0	0	0.00	98,000	(98,000)
Engineering Exp	0	0	0.00	25,000	(25,000)
Total Facilities Projects	0	0	0.00	123,000	(123,000)
<i>Vehicle Major Maintenance</i>					
Vehicle Major Maintenance	0	0	0.00	50,000	(50,000)
Total Vehicle Major Maint	0	0	0.00	50,000	(50,000)
<i>Operations Projects (Point to Point)</i>					
Basin Connect - South	202	10,498	9.13	115,044	(104,546)
Basin Connect - North	0	434	0.76	57,086	(56,652)
Total Operations Projects	202	10,932	6.35	172,130	(161,198)
<i>Planning Projects</i>					
Planning Expense	14,132	14,282	14.28	100,000	(85,718)
Total Planning Projects	14,132	14,282	14.28	100,000	(85,718)

Basin Transit Service Transp. District
Klamath Falls, Oregon
For the Six Months Ending December 31, 2025

Materials & Services

	Current Month	Year to Date	% of Budget	Fiscal Budget	Over (Under)
<i>Veterans Projects</i>					
Veterans Mat & Svcs Exp	0	19,470	64.90	30,000	(10,530)
Total Veterans Projects	0	19,470	64.90	30,000	(10,530)
Total Operations - Grants	37,226	179,011	23.27	769,400	(590,389)
Total Materials & Services	120,805	643,811	35.35	1,821,314	(1,177,503)

**Basin Transit Service Transp. District
Klamath Falls, Oregon
For the Six Months Ending December 31, 2025**

Capital Expenditures

	Current Month	Year to Date	% of Budget	Fiscal Budget	Over (Under)
<u>Capital Categories</u>					
Motorized Vehicle Expense	0	220,672	34.72	635,538	(414,866)
Shop Equipment Expense	0	2,731	0.00	0	2,731
PC & Comm. Equip. Expense	0	3,746	0.00	0	3,746
Bus Stop & Shelter Expense	11,867	35,992	15.44	233,056	(197,064)
Land & Building Expense	960	960	2.40	40,000	(39,040)
Total Capital Expenditures	12,827	264,101	29.07	908,594	(644,493)

Basin Transit Service Transp. District
Klamath Falls, Oregon
For the Six Months Ending December 31, 2025

<u>STIF Revenue Funds</u>					
	Current Month	Year to Date	% of Budget	Fiscal Budget	Over (Under)
Revenues					
STIF ID - Payroll Beg Balance	0	1,593,053	85.24	1,868,967	(275,914)
STIF ID Payroll Interest	6,676	39,632	124.39	31,861	7,771
STIF ID Payroll Revenue	0	378,186	48.41	781,214	(403,028)
Total STIF ID Payroll Rev	6,676	2,010,871	74.98	2,682,042	(671,171)
STIF OD - Payroll Beg Balance	0	467,022	70.44	662,974	(195,952)
STIF OD Payroll Interest	2,750	16,468	176.32	9,340	7,128
STIF OD Payroll Revenue	0	79,667	49.62	160,546	(80,879)
Total STIF OD Payroll Rev	2,750	563,157	67.62	832,860	(269,703)
STIF ID - Pop Beg Balance	0	275,914	0.00	0	275,914
STIF ID Pop Interest	1,102	6,535	118.43	5,518	1,017
STIF ID Pop Revenue	0	57,814	53.61	107,849	(50,035)
Total STIF ID Pop Rev	1,102	340,263	300.14	113,367	226,896
STIF OD - Pop Beg Balance	0	195,952	0.00	0	195,952
STIF OD Pop Interest	886	5,107	130.31	3,919	1,188
STIF OD Pop Revenue	0	44,438	53.60	82,914	(38,476)
Total STIF OD Pop Rev	886	245,497	282.72	86,833	158,664
Total STIF Revenues	11,414	3,159,788	85.05	3,715,102	(555,314)

Basin Transit Service Transp. District
Klamath Falls, Oregon
For the Six Months Ending December 31, 2025

<u>STIF Revenue Funds</u>					
	Current Month	Year to Date	% of Budget	Fiscal Budget	Over (Under)
Expenses					
STIF ID PR Trans Other Agencie	0	0	0.00	0	0
STIF OD PR Trans Other Agencie	0	0	0.00	0	0
STIF ID Pop Trans Other Agenci	0	0	0.00	22,653	(22,653)
STIF OD Pop Trans Other Agenci	0	0	0.00	0	0
Total Funds to Other Agencies	0	0	0.00	22,653	(22,653)
STIF ID Payroll Trans to GF	0	0	0.00	1,320,247	(1,320,247)
STIF OD Payroll Trans to GF	0	0	0.00	304,801	(304,801)
STIF ID Pop Trans to GF	0	0	0.00	187,270	(187,270)
STIF OD Pop Trans to GF	0	0	0.00	129,843	(129,843)
Total Funds to GF	0	0	0.00	1,942,161	(1,942,161)
STIF ID PR Res Fut Expenditure	0	0	0.00	1,063,228	(1,063,228)
STIF OD PR Res Fut Expenditure	0	0	0.00	332,107	(332,107)
STIF ID Pop Res Fut Expenditur	0	0	0.00	202,011	(202,011)
STIF OD Pop Res Fut Expenditur	0	0	0.00	152,942	(152,942)
Total Reserve for Fut Expediture	0	0	0.00	1,750,288	(1,750,288)
Total Expenses	0	0	0.00	(3,715,102)	3,715,102

**Basin Transit Service Transp. District
Klamath Falls, Oregon
For the Six Months Ending December 31, 2025**

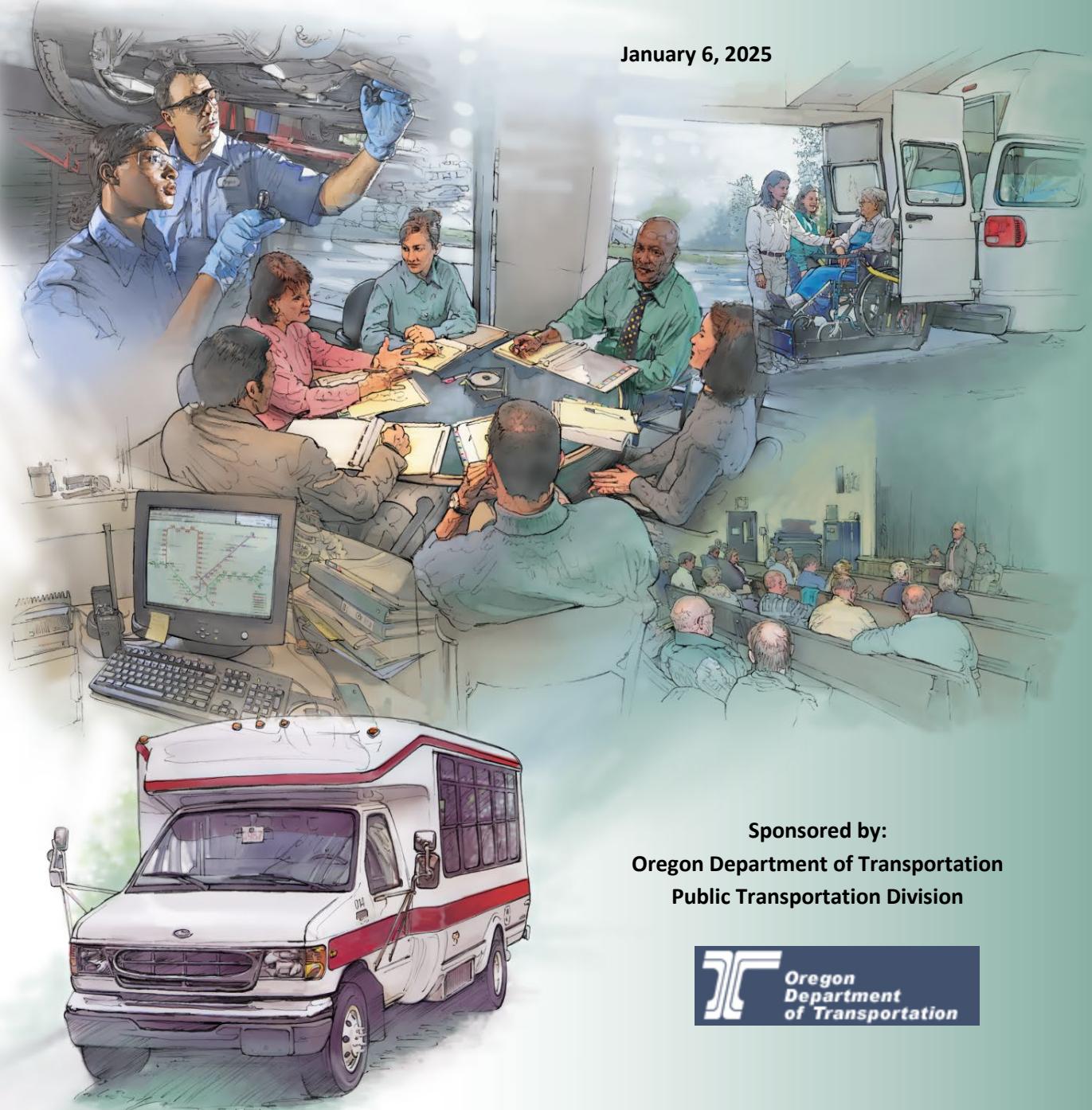
<u>Capital Reserve</u>					
	Current Month	Year to Date	% of Budget	Fiscal Budget	Over (Under)
Revenues					
Beg. Balance - Capital Reserve	0	396,836	100.00	396,836	0
Capital Res Interest	806	4,388	54.54	8,045	(3,657)
Capital Res Trans from GF	0	0	0.00	75,000	(75,000)
Total Revenues	806	401,224	83.61	479,881	(78,657)
Expenses					
Reserve for Future Exp	0	0	0.00	(479,881)	479,881
Total Expenses	0	0	0.00	(479,881)	479,881
Total Capital Reserve	806	401,224	0.00	0	401,224



**Comprehensive Review Program
Basin Transit Service Transportation District**

Compliance Report

January 6, 2025



Sponsored by:
Oregon Department of Transportation
Public Transportation Division



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Exhibit 1. Compliance Review Participants

No.	Name	Title	Organization	Phone	Email
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(2)	Craig Johnston	Operations Manager	Basin Transit Service	541-883-2877	craigjohnston@basintransit.com
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(4)	Crystal Entriiken	Mobility Coordinator	Basin Transit Service	541-883-2877	C Enrystalentiiken@basintransit.com
(5)	Jovi Arienello	Regional Transit Coordinator	ODOT PTD	971-446-8896	Jovi.ARELLANO@odot.oregon.gov
(6)	Michelle Perales	Compliance Associate	RLS & Associates	937-299-5007	mperales@rlsandassoc.com
(7)	Morgan Robinson	Compliance Associate	RLS & Associates	937-299-5007	mrobinson@rlsandassoc.com

Oregon DOT Compliance Monitoring Program

Scope of the Review

The Oregon Department of Transportation's (ODOT) Public Transportation Division (PTD) is responsible for the implementation and oversight of ODOT's federal and state transit grant programs. The Compliance Monitoring Program is designed to assist the PTD and public transportation providers with the assessment of how transit agencies in Oregon meet the varied compliance requirements imposed by the state, as stipulated in the latest version of the *State Management Plan for Public Transportation Programs*. This document summarizes federal and state requirements for PTD-administered grant programs.

Each Compliance Review assesses how an agency's management is complying with federal and state laws, rules, requirements, and regulations. The Program's overall goal is to improve an agency's compliance with applicable regulations while strengthening management's abilities in those areas.

Procedures for conducting this review follow the process described in the Compliance Field Guide for conducting Oregon Compliance Reviews, developed by RLS & Associates, Inc. (RLS). ODOT contracted with this firm to conduct these reviews. This report documents the results of a Compliance Review conducted of Basin Transit Service Transportation District (Basin Transit).

The review was conducted on-site from September 8 - 9, 2025, by Ms. Michelle Parales and Mr. Morgan Robinson of RLS. Ms. Jovi Aranello, of the Oregon Department of Transportation, also participated in the review.

Basin Transit's receipt of grant funds applicable to this review includes federal Section 5310 and 5311 funds, as well as Oregon STIF and STF funds. It was determined through consultation with ODOT officials that the compliance review would address the following eight (8) topical areas:

1. Program Management
2. Financial Management
3. Operations Management
4. Procurement
5. Use and Maintenance of Project Equipment
6. Civil Rights
7. Americans with Disabilities Act
8. Charter and School Bus Provision
9. Statewide Transportation Improvement Fund

An overview of the major compliance principles and elements is provided for each topical area. Reviewers used the Remote Compliance Field Guide (Version 7.0) to determine the nature and extent of technical assistance required to assure compliance.

This report documents those policies, procedures, or practices requiring corrective action to bring the element(s) into compliance or for which a best practice recommendation could improve operating or administrative efficiency. Findings relative to the subrecipient are stated and remedial actions necessary to achieve compliance are outlined in each topical area along with a timetable to address the findings.

Observations and recommendations will be provided as a result of the review. These findings are typically categorized as follows:

Exhibit 2. Report Findings

Report Finding	Subrecipient Responsibility	Timeframe
Compliance Observation	Implement remedial action within a limited, prescribed timeframe.	30 -180 Days
Advisory Recommendation	Optional element to be considered by transit system management. Recommendations typically represent industry “best practices” and should be evaluated by management accordingly.	No specific timeframe

In addressing each report's recommendations, the following information will be provided:

- ◆ **Condition.** A narrative description of the condition or conditions that do not align with federal or state requirements, or a condition that creates:
 - A compliance deficiency;
 - An increase in risk to the agency; or
 - An inefficient use of agency resources.
- ◆ **Remedy.** The review will provide a detailed narrative of the remedial activity needed to address the condition noted above. Where applicable, sample forms, policies, or procedures will be provided to the subrecipient to assist the subrecipient in remedying the deficiency.
- ◆ **Timeframe.** In consultation with ODOT staff, the reviewer will determine a suitable timeframe to implement corrective action for all Compliance Observations.

If Basin Transit requires additional time beyond what is noted in this report, the organization should consult with its ODOT Regional Transit Coordinator (RTC). A compliance review corrective action plan at the end of this report contains a summary table of all report recommendations.

Because of the test nature and other inherent limitations of the limited scope of work encompassed in this review, together with the limitations of any system of internal and management controls used to ensure compliance, this assessment will not necessarily disclose all findings of noncompliance. The

procedures employed are substantially less in scope than a compliance audit; they are designed to provide the transit system with technical assistance to facilitate compliance with the terms and conditions of federal financial assistance.

Service Area

Basin Transit Service Transportation District (BTS) provides service in the Urban Growth Boundary (UGB) of Klamath Falls, OR. The District is approximately 37.26 square miles and serves a population of 45,000 persons.



Description of the Transit Service

BTS Transportation District is a municipal form of government known as a "special service district" organized under ORS 267. BTS is governed by a seven-member elected board of directors who serve four (4) year terms of office. The system dates to November 1980, when the City used federal and state grants to inaugurate a city bus system. The Transportation District was established shortly thereafter, following a March 1981 election. In addition to the district governing board, BTS is guided by three advisory committees, including the nine-member STIF Committee (Statewide Transportation Improvement Fund), a five-member STF Committee (Special Transportation Fund), and a seven-member Citizen Budget Committee.

BTS operates seven (7) weekday fixed routes, including one Shopping Express route. Six buses are used in maximum revenue fixed route service. The system provides complementary paratransit service for individuals who cannot, due to a disability, use the fixed route service. The paratransit system is also open to individuals over the age of 65.

Additionally, BTS operates what it calls "extended service" in those areas of the service area that are not served by fixed-route bus. In this mode, a passenger may use the fixed route service to travel to the closest bus stop to their origin or destination, where they will be met by the paratransit system to reach their final destination.

Funding

As a transportation district, BTS has access to a dedicated tax base which is distributed by the County and split among the Special Districts. BST also receives transportation funding from several federal and state sources, including:

- ◆ Federal Sections 5310, 5311, 5311(f), and 5339

- ◆ Oregon Special Transportation Fund (STF) and Statewide Transportation Improvement Fund (STIF)

Overview of the Compliance Status of Basin Transit

BTS is in the midst of scaling back service as a result of tax cuts. This transition is also coupled with a new finance and grant manager who has been updating the previous grant records and digitizing the previous files to better prepare the organization for future changes and to comply with any records requests.

BTS had eleven compliance findings in the course of the review. However, the system worked closely with the review team and was able to resolve eight of those eleven before the exit conference. The diligent effort and extra work is reflected in this final report, which only contains three compliance observations.

Program Management

Program Management encompasses several key areas, including the governing structure of the organization, documentation detailing the environment of control, and the subrecipient's managerial capacity to ensure adequate oversight and proper use of federal funds. All ODOT grant recipients must be legally constituted and have a governing board that must provide appropriate oversight of the financial affairs of the organization and approve all key policies of the agency. An agency's overall control environment sets the tone of the organization and influences the control consciousness of its employees. To successfully address risks and achieve its objectives, agency management must institute various control activities, such as segregation of duties, physical controls, and a system of approvals.

Program management encompasses the following areas in the review process:

- ◆ Organizational Governance
- ◆ Control Environment

Program Management Compliance Observations and Advisory Recommendations

Based on the interviews conducted and materials examined as part of this review, no deficiencies were found with the ODOT requirements in the area of Program Management.

Financial Management

All subrecipients are required to establish and maintain an accounting system that follows generally accepted accounting principles (GAAP) and/or guidelines issued by the Government Accounting Standards Board (GASB). All financial transactions must be recorded in a manner to be clearly identified, easily traced, and substantially documented. The fully allocated cost of the public transit program must be identified regardless of the agency's operational nature. All ODOT subrecipients are expected to use funds received as specified in the project application and grant agreement(s). Control systems must adhere to the applicable requirements outlined in the State Management Plan and other requirements as may be established by ODOT.

Financial management encompasses the following areas in the review process:

- ◆ Accounting Practices
- ◆ Indirect Costs

- ◆ Internal Controls
- ◆ Budget
- ◆ Documentation of Costs
- ◆ Cash Management
- ◆ Financial and Program Reporting
- ◆ Local Match
- ◆ In-Kind or Contributed Services
- ◆ Program Income
- ◆ Single Audit

Financial Management Compliance Observations and Advisory Recommendations

Based on the interviews conducted and materials examined as part of this review, no deficiencies were found with the ODOT requirements in the area of Financial Management.

Operations Management

All subrecipients are required to demonstrate the managerial and technical capacity to meet all federal and state requirements, affect the scope of services described in grant applications and agreements, and optimize federal and state funding in a manner consistent with safeguarding the public trust. Subrecipients meet this requirement by ensuring appropriate staff levels, providing adequate training, and developing policies and procedures that maximize operational efficiency and effectiveness. In addition to the primary topics discussed below, reviewers also evaluated policies and procedures, including customer service, operations planning, marketing, and complaint management.

Operations management encompasses the following areas in the review process:

- ◆ Organization and Staffing
- ◆ Operations
- ◆ Scheduling
- ◆ Dispatching
- ◆ Safety and Security

Operations Management Compliance Observations and Advisory Recommendations

Based on the interviews conducted and materials examined as part of this review, no deficiencies were found with the ODOT requirements in the area of Operations Management.

Procurement

PTD and subrecipients receiving funding under ODOT programs must comply with all federal, state, and local laws, ordinances, regulations, and policies regarding procurement and contracting. FTA Circular 4220.1F documents applicable federal procurement requirements. Subrecipients that are public entities will follow those requirements that apply to state and local governments.

All non-federal entities, including subrecipients of the state, must follow 2 CFR part 200.318, "General procurement standards," through 2 CFR part 200.326, "Contract provisions." Subrecipients that are private for-profit organizations must comply with FTA procurement requirements contained in FTA Circular 4220.1F for procurements conducted with federal funds.

Procurement encompasses the following areas in the review process:

- ◆ Standards of Conduct
- ◆ Third-Party Contracting Capacity
- ◆ Purchasing Methods
- ◆ Other Than Full and Open Competition
- ◆ Cost and Price Analysis
- ◆ Protests and Disputes
- ◆ Pre-Award and Post-Delivery Audits
- ◆ New Model Bus Testing

Procurement Compliance Observations and Advisory Recommendations

Based on the interviews conducted and materials examined as part of this review, one deficiency was found with the ODOT requirements in the area of Procurement. Basin Transit must:

1. Compliance Observation	Third Party Contracting
No: 2289	Code: P2-2
<i>Condition:</i> Basin Transit has a procurement policy that is out of date with current FTA requirements. The current procurement policy references the previous circular and does not contain all current federal procurement requirements. Basin Transit has indicated that procurement compliance has not been a priority, as the financial issues arising from the reduced tax revenue scenarios have taken precedence at the organization. ODOT understands the District's priorities in this regard; nevertheless, it is still critical that the District revise its procurement policy. Accordingly, this compliance is issued to ensure this task is addressed.	

Remedy: Basin Transit must submit to ODOT PTD evidence that it has updated its procurement policies and procedures, including the use of a clause checklist, matrix, or other mechanism to ensure that federal requirements are communicated to prospective vendors submitting bids and proposals to Basin Transit. RLS has provided an example checklist of current required clauses to use as a base.

Timeframe: 60 days

Additionally, one Advisory Recommendation is provided to improve the management of the system.

2. Advisory Recommendation	Third Party Contracting
-----------------------------------	--------------------------------

No: 2290	Code: N/A
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Condition: Basin Transit has not made it a procedural habit of checking SAM.gov for the vendor's status on whether the company is presently debarred, suspended, or otherwise prohibited from participation in federally-funded contracts. Most transit procurements have not fallen outside the threshold for mandatory verification of this requirement, so this issue has not risen to the level of a compliance observation.

Remedy: Basin Transit should implement a procedural step to search for debarment or suspension, or include a responsibility clause that contractors must sign to ensure they are not debarred from government contracts.

Timeframe: N/A

Use and Maintenance of Project Equipment and Facilities

Capital equipment is defined as a tangible item with an aggregate purchase price of \$5,000 or more and with a useful life of at least one year. For all equipment, subrecipients are responsible for maintaining appropriate equipment records by: including a method of assigning a property tag number to each item; performing a periodic inventory (at least every two years); safeguarding equipment from misuse and abuse; maintaining equipment in a state of good repair; and following appropriate disposal procedures when equipment is no longer needed or has exceeded its useful life.

The subrecipient and/or designated operator shall have the requisite fiscal and technical capacity to carry out the project and be responsible for maintaining required insurance coverage and property

records, conducting physical inventories, implementing adequate property control systems, and maintaining the equipment in proper working condition. Documentation that supports compliance with these elements must be available upon request.

Equipment and facilities must be kept in good operating order. Meal delivery and incidental services provided by the grantee's partner agencies cannot conflict with the provision of public transit service or result in a reduction of service to transit passengers.

Use and maintenance of project equipment encompasses the following areas in the review process:

- ◆ Real Property
- ◆ Equipment – General
- ◆ Maintenance of Equipment and Facilities
- ◆ Equipment – Insurance
- ◆ Equipment – Incidental Use

Use and Maintenance Compliance Observations and Advisory Recommendations

Based on the interviews conducted and materials examined as part of this review, no deficiencies were found with the ODOT requirements in the area of the Use and Maintenance of Project Equipment.

Civil Rights

Federal civil rights requirements are encompassed in laws, regulations, and executive orders. The objective of FTA's oversight in this area is to:

- ◆ Ensure that the level and quality of transportation service are provided without regard to race, color, or national origin;
- ◆ Identify and address, as appropriate, disproportionately high and adverse human health and environmental effects, including social and economic effects of programs and activities on minority populations and low-income populations;
- ◆ Promote the full and fair participation of all affected populations in transportation decision-making;
- ◆ Prevent the denial, reduction, or delay in benefits related to programs and activities that benefit minority populations or low-income populations; and
- ◆ Ensure meaningful access to programs and activities by persons with limited English proficiency.

Civil Rights encompasses the following areas in the review process:

- ◆ Title VI Requirements

- ◆ Limited English Proficiency (LEP)/Language Assistance Programs
- ◆ Equal Employment Opportunity
- ◆ Disadvantaged Business Enterprises (DBE)

Civil Rights Compliance Observations and Advisory Recommendations

Based on the interviews conducted and materials examined as part of this review, one deficiency was found with the ODOT requirements in the area of Civil Rights. Basin Transit must:

3. Compliance Finding	Title VI Program
No: 2291	Code: CR1-3
<i>Condition:</i>	Basin Transit's title VI plan currently states that it will post the title VI notice in the lobby and on all fixed route and paratransit vehicles. The onsite review indicated that Basin Transit is currently waiting for updated signs to post in their vehicles, as the previous signs did not fit the vehicle's advertising rack dimensions. Once the new signs are posted on the vehicles, this finding will be resolved.
<i>Remedy:</i>	Basin Transit must submit photo evidence to ODOT that it has posted the new Title VI Notice in its vehicles.
<i>Timeframe:</i>	60 Days

Americans with Disabilities Act

Under the U.S. Department of Transportation (USDOT) Americans with Disabilities Act of 1990 (ADA) regulations, public and private transportation providers are required to operate services in a way that does not discriminate against persons with disabilities. The regulations include general nondiscrimination provisions that apply to all types of agencies and services. Some provisions apply only to certain types of agencies and services. For example, public fixed route operators are required to make onboard stop announcements to keep riders oriented to their location.

Demand response systems encompass a wide variety of service types, including traditional dial-a-ride service, taxi subsidy service, vanpool service, and route deviation service. Complementary paratransit service, also a type of demand response system, has unique service requirements and is exclusively limited to those entities providing fixed route service.

The requirement under the ADA for demand response service providers is associated with vehicle acquisition standards. ADA rules require service equivalency: "If the system, when viewed in its entirety, provides a level of service to individuals with disabilities, including individuals who use wheelchairs,

equivalent to the level of service it provides to individuals without disabilities," it is considered compliant with ADA requirements. Seven (7) criteria must be met to determine if the entity is providing equivalent service. Where all the vehicles in a demand response vehicle fleet are fully accessible, the equivalent service standards do not apply.

The Americans with Disabilities Act encompasses the following areas in the review process:

- ◆ Entity/Service Classification
- ◆ Nondiscrimination/Reasonable Modification
- ◆ Demand Response Systems
- ◆ Route/Point Deviation Systems
- ◆ Fixed Route Systems
- ◆ General Requirements
- ◆ Transportation Facilities +

Americans with Disabilities Act Compliance Observations and Advisory Recommendations

Based on the interviews conducted and materials examined as part of this review, no deficiencies were found with ODOT requirements in the area of the Americans with Disabilities Act.

Charter and School Bus

ODOT subrecipients are prohibited from using federally funded equipment or facilities to provide charter service. Under new regulations, effective April 30, 2008, certain activities are exempt from coverage and other charter services may be provided under limited circumstances if they meet certain exceptions spelled out in the regulation. Generally, service provided under contract to a human services agency is considered a "program purpose" and is exempt from charter regulatory coverage.

ODOT subrecipients are not permitted to use federally funded equipment to provide exclusive school bus transportation for school students and school personnel. The implementing regulation does permit regular service to be modified to accommodate school students along with the general public. Under the FTA's school bus regulation, Head Start is considered a social service, not a school program.

The charter and school bus regulations encompass the following areas in the review process:

- ◆ Charter Service
- ◆ School Bus Service

Charter and School Bus Compliance Observations and Advisory Recommendations

Based on the interviews conducted and materials examined as part of this review, no deficiencies were found with ODOT requirements in the area of Charter and School Bus services.

Statewide Transportation Improvement Fund

The Statewide Transportation Improvement Fund (STIF) provides financial support to eligible Public Transportation Service Providers, defined as “Qualified Entities.” STIF monies may be used for public transportation purposes that support the effective planning, deployment, operation, and administration of STIF-funded public transportation programs, including, but not limited to:

- ◆ Creation of new systems and services with origins, destinations or stops in Oregon;
- ◆ Maintenance or continuation of systems and services; and
- ◆ Planning for and development of a Local Plan or future STIF Plan to improve Public Transportation Service.

The majority of the STIF money (90%) is allocated based on a formula; the formula is structured to ensure that no Qualified Entity receives less than \$100,000 per year. The remaining funds are distributed by the Public Transportation Discretionary Grant Program. There are many requirements associated with receiving STIF funds.

Statewide Transportation Improvement Fund Compliance Observations and Advisory Recommendations

Based on the interviews conducted and materials examined as part of this review, one deficiency was found with ODOT requirements for the Statewide Transportation Improvement Fund. Basin Transit must:

4. Compliance Finding	Budget and Accounting
No:	Code: STIF2-3
<i>Condition:</i>	Current ODOT regulation requires that STIF maintain all financial records for at least six years after ODOT’s final disbursement and that records relating to capital assets be maintained for three years after disposition.
	While there is a record retention policy, the policy does not address capital asset disposal. While no dispositions have occurred during the review period, a record retention policy will ensure that no documents are lost with any staff transition.
<i>Remedy:</i>	Basin Transit must submit evidence that the new disposal policy has been included in the financial management policies to ensure record retention.

Timeframe: 60 Days

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Compliance Review Corrective Action Plan

Summary

Three (3) Compliance Findings and one (1) Advisory Recommendation were made as a result of this review.

Compliance Findings are actions that must be addressed by the transit system to adhere to federal and state regulations. Practical Improvement recommendations are recommendations developed by the review team that may help to improve the management or operation of the transit system.

Exhibit 3 provides a summary of all Compliance Findings contained in this compliance review.

For each compliance finding, a recommended timeframe for subrecipient remedial action is listed. Both ODOT and BTS may comment on these recommendations; the timeframe can then be adjusted based on the mutual agreements between the parties.

Exhibit 3. Summary of Compliance Observations and Advisory Recommendations

Subrecipient	Date of Draft Report	ODOT Region	RTC
Basin Transit Service	January 6, 2025	4	Jovi Arellano

Topic: Procurement		Subtopic: Third Party Contracting Capacity	Compliance Observation
No.: 2289		Code: P2-2	
Item No.	Condition	Remedy	Timeframe
1	Basin Transit has a procurement policy that is out of date with current FTA requirements. The current procurement policy references the previous circular and does not contain all current federal procurement requirements. Basin Transit has indicated that procurement compliance has not been a priority, as the financial issues arising from the reduced tax revenue scenarios have taken precedence at the organization. ODOT understands the District's priorities in this regard; nevertheless, it is still critical that the District revise its procurement policy. Accordingly, this compliance is issued to ensure this task is addressed.	Basin Transit must submit to ODOT PTD evidence that it has updated its procurement policies and procedures, including the use of a clause checklist, matrix, or other mechanism to ensure that federal requirements are communicated to prospective vendors submitting bids and proposals to Basin Transit. RLS has provided an example checklist of current required clauses to use as a base.	60 days
Topic: Procurement		Subtopic: Third-Party Contracting	Advisory Recommendation
No.: 2290		Code: N/A	
	Condition	Remedy	Timeframe
2	Basin Transit has not made it a procedural habit of checking SAM.gov for the vendor's status on whether the company is presently debarred, suspended, or otherwise prohibited from participation in federally-funded contracts. Most transit procurements have not fallen outside the threshold for mandatory verification of this requirement, so this issue has not risen to the level of a compliance observation.	Basin Transit should implement a procedural step to search for debarment or suspension, or include a responsibility clause that contractors must sign to ensure they are not debarred from government contracts.	No specified timeframe

Topic: Civil Rights		Subtopic: Title VI Program	Compliance Finding
No.: 2291		Code: CR1-3	
Item No.	Condition	Remedy	Timeframe
3	Basin Transit's title VI plan currently states that it will post the title VI notice in the lobby and on all fixed route and paratransit vehicles. The onsite review indicated that Basin Transit is currently waiting for updated signs to post in their vehicles, as the previous signs did not fit the vehicle's advertising rack dimensions. Once the new signs are posted on the vehicles, this finding will be resolved.	Basin Transit must submit photo evidence to ODOT that it has posted the new Title VI Notice in its vehicles.	60 days
Topic: Statewide Transportation Improvement Fund		Subtopic: Budget and Accounting	Compliance Observation
No.: 2292		Code: STIF 2-3	
Item No.	Condition	Remedy	Timeframe
4	Current ODOT regulation requires that STIF maintain all financial records for at least six years after ODOT's final disbursement and that records relating to capital assets be maintained for three years after disposition. While there is a record retention policy, the policy does not address capital asset disposal. While no dispositions have occurred during the review period, a record retention policy will ensure that no documents are lost with any staff transition.	Basin Transit must submit evidence that the new disposal policy has been included in the financial management policies to ensure record retention.	60 days

AT-A-GLANCE 2026 CONFERENCE SCHEDULE

THURSDAY, FEBRUARY 5th

8 - 9am	Breakfast
9am - 12pm	Public Meetings Law Training Mark Knudson, SDAO
9am - 4pm	De-Escalation Training Verbal Judo
10am - 4pm	Cybersecurity Tabletop Exercise PSU and LBL
12 - 1pm	Lunch
1 - 4pm	Workers' Comp Demystified Jennifer King, WHA Insurance
1 - 4pm	Volunteers: Pay and Manage Laurie Grenya, HR Answers; Spencer Rockwell, SDAO; George Dunkel, SDAO
4 - 5:30pm	Welcoming Reception

FRIDAY, FEBRUARY 6th

6 - 7:30am	Pickleball Open at SEPRD Rec Center
7am	5k Fun Run/Walk
7:30 - 8:30am	Breakfast
8:30 - 10am	Opening Session and Keynote Speaker Corey Saban
10:30am-12pm	Board Member Best Practices Mark Knudson and Bob Keefer, SDAO
	Employment Litigation 101 Angela Smith and Teri Dragoo, SDAO
	Preparing for an OSHA Inspection and Oregon OSHA's Voluntary Compliance Programs Mark Hurliman and Scott Gunderson, OSHA
	From Pressure to Presence: Real-World Role-Playing for District Leaders Corey Saban, Keynote Speaker
12 - 1:30pm	Lunch / Transit Networking Group Meeting
1:30pm - 3pm	Communicating to Win Ballot Measures Liz Loomis, Liz Loomis Public Affairs
	The Nitty Gritty of Performance Management and Discipline of Staff Spencer Rockwell, SDAO
	Emergency Management Strategies for Special Districts Beth McGinnis, Clean Water Services; Tom Jenkins, OEM; Meg Howk, SDAO
	Select/Unselect ADA Digital Compliance for Oregon Districts: What's Required Now and Where AI Can (Safely) Help Mac Clemmens, Streamline
3:15 - 5pm	Caucus Meetings
5 - 6pm	Exhibitor Reception

AT-A-GLANCE 2026 CONFERENCE SCHEDULE

SATURDAY, FEBRUARY 7th

6-7:30am	Pickleball at SEPRD Rec Center
7am	5k Fun Run/Walk
7:30-8:30am	Breakfast
8:30-10am	When Stuff Hits the Fan: Dealing with Worst-Case Scenarios <i>Mark Knudson and Troy DeYoung, SDAO; Tommy Brooks, Cable Huston</i>
	Future-Ready Districts: Cross-Training, Skill Growth & Succession Planning <i>Deborah Jeffries, HR Answers</i>
	Prepared, Protected, and Resilient: The Cyber Incident Lifecycle for Special Districts <i>Tim Jones, LBL Cybersecurity</i>
	Collaborating with Your Community for Major Capital Improvements <i>Dave Baty, East Umatilla Fire; Cassie Hibbert and Scott Rogers, Wenaha Group</i>
10:30am-12pm	Meeting Facilitation for Board Chairs <i>George Dunkel, SDAO</i>
	Conflict Courage: Leading to Resolution <i>C. DeVere Sheesley, In-Accord NW</i>
	I Have an Injured Worker, Now What? Best Practices for Returning Them to Work <i>Olivia Ojeda-Hayes, SAIF and Mike Jacobs, SDAO</i>
	AI for Special Districts: Practical, Safe, and Ready Today <i>Troy Tabor, Wichita State University</i>
12-1pm	Lunch
1pm-2:15pm	Budgeting 101 for Oregon Special Districts: Understanding Requirements, Roles, & Budget Process <i>Betty Nielsen, SDAO</i>
	Onboarding Done Right and Wrong: Lessons for Lasting Success <i>Monica Schultz, Angela Smith, and Ashley Calvo, SDAO</i>
	Sexual Abuse Prevention: What You Need to Know <i>McKenzie Nix, SDAO</i>
	Additional Funding Streams for Districts <i>Meg Spencer, Siuslaw Public Library District and Friends</i>
2:30-3:45pm	Legislative General Session <i>Hasina Wittenberg and Mark Landauer, SDAO</i>
4-5pm	Annual Business Meeting
6-10pm	Awards Banquet & Entertainment - Murder Mystery

SUNDAY, FEBRUARY 8th

8-9am	Breakfast and Raffle Drawing
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January 12, 2025

Board of Directors
Basin Transit Service Transportation District
1130 Adams Street
Klamath Falls, OR 97601

This letter is intended to communicate certain matters related to the planned scope and timing of our audit of Basin Transit Service Transportation District's (the District) basic financial statements and compliance for the year ended June 30, 2023.

Communication

Effective two-way communication between our firm and the Board of Directors is important to understanding matters related to the audit and developing a constructive working relationship.

Your insights may assist us in understanding the District and its environment, identifying appropriate sources of audit evidence and providing information about specific transactions or events. We will discuss with you your oversight of the effectiveness of internal control and any areas where you request additional procedures to be undertaken. We expect that you will timely communicate to us any matters you consider relevant to the audit. Such matters might include strategic decisions that may significantly affect the nature, timing and extent of audit procedures, your suspicion or detection of fraud, or any concerns you may have about the integrity or competence of senior management.

We will timely communicate to you any fraud involving senior management and other known or likely fraud, noncompliance with provisions of laws, statutes, regulations, rules, provisions of contracts or grant agreements or abuse that is likely to have a material effect on the financial statements. We will also communicate illegal acts, instances of noncompliance or fraud that come to our attention (unless they are clearly inconsequential), and disagreements with management and other serious difficulties encountered in performing the audit. We also will communicate to you and to management any significant deficiencies or material weaknesses in internal control that become known to us during the course of the audit. Additionally, we will communicate significant unusual transactions, matters that are difficult or contentious for which we consulted outside the engagement team, and circumstances that affect the form and content of the auditor's report. Other matters arising from the audit that are, in our professional judgment, significant and relevant to you in your oversight of the financial reporting process will be communicated to you in writing.

Shared Responsibilities for Independence

Independence is a joint responsibility and is managed most effectively when management, audit committees (or their equivalents), and audit firms work together in considering compliance with American Institute of Certified Public Accountants (AICPA) and Government Accountability Office (GAO) independence rules. For Sorren to fulfill its professional responsibility to maintain and monitor independence, management, the Board of Directors, and Sorren each play an important role.

Our responsibilities

- AICPA and GAO rules require independence both of mind and in appearance when providing audit and other attestation services. Sorren is to ensure that the AICPA and GAO's General Requirements for performing non-attest services are adhered to and included in all letters of engagement.
- Maintain a system of quality management over compliance with independence rules and firm policies.

Your responsibilities

- Timely inform Sorren, before the effective date of transactions or other business changes, of the following:
 - New affiliates, directors, or officers.
 - Changes in the organizational structure or the reporting entity impacting affiliates such as partnerships, related entities, investments, joint ventures, component units, jointly governed organizations.
- Provide necessary affiliate information such as new or updated structure charts, as well as financial information required to perform materiality calculations needed for making affiliate determinations.
- Understand and conclude on the permissibility, prior to the District and its affiliates, officers, directors, or persons in a decision-making capacity, engaging in business relationships with Sorren.
- Not entering into arrangements of nonaudit services resulting in Sorren being involved in making management decisions on behalf of the District.
- Not entering into relationships resulting in close family members of Sorren covered persons, temporarily or permanently acting as an officer, director, or person in an accounting, financial reporting or compliance oversight role at the District.

Our Independence Policies and Procedures

Our independence policies and procedures are designed to provide reasonable assurance that our firm and its personnel comply with applicable professional independence standards. Our policies address financial interests, business and family relationships, and non-audit services that may be thought to bear on independence. For example, our partners and professional employees are restricted in their ability to own a direct financial interest or a material indirect financial interest in a client or any affiliate of a client. Also, if an immediate family member or close relative of a partner or professional employee is employed by a client in a key position, the incident must be reported and resolved in accordance with firm policy. In addition, our policies prohibit us from providing certain non-attest services and require audit clients to accept certain responsibilities in connection with the provision of permitted non-attest services.

The Audit Planning Process

Our audit approach places a strong emphasis on obtaining an understanding of how your government functions. This enables us to identify key audit components and tailor our procedures to the unique aspects of your operations. The development of a specific audit plan will begin by meeting with you and with management to obtain an understanding of your government objectives, strategies, risks and performance.

As part of obtaining an understanding of your government and its environment, we will obtain an understanding of your system of internal control. We will use this understanding to identify risks of material misstatement and noncompliance, which will provide us with a basis for designing and implementing responses to the assessed risks of material misstatement and noncompliance. We will also obtain an understanding of the users of the financial statements in order to establish an overall materiality level for audit purposes. We will conduct formal discussions among engagement team members to consider how and where your financial statements might be susceptible to material misstatement due to fraud or error or to instances of noncompliance.

The Concept of Materiality in Planning and Executing the Audit

We apply the concept of materiality in both planning and performing the audit; evaluating the effect of identified misstatements or noncompliance on the audit and the effect of uncorrected misstatements, if any, on the financial statements, forming the opinion in our report on the financial statements, and determining or reporting in accordance with *Government Auditing Standards* and other compliance reporting requirements. Our determination of materiality is a matter of professional judgment and is affected by our perception of the financial and compliance informational needs of users of the financial statements. We establish performance materiality at an amount less than materiality for financial statements as a whole to allow for the risk of misstatements that may not be detected by the audit. We use performance materiality for purposes of assessing the risks of material misstatement and determining the nature, timing and extent of further audit procedures. Our assessment of materiality throughout the audit will be based on both quantitative and qualitative considerations. Because of the interaction of quantitative and qualitative considerations, misstatements of a relatively small amount could have a material effect on the current financial statements as well as financial statements of future periods. We will accumulate misstatements identified during the audit, other than those that are clearly trivial. At the end of the audit, we will inform you of all individual uncorrected misstatements aggregated by us in connection with our evaluation of our audit test results.

Our Approach to Internal Control and Compliance Relevant to the Audit

Our audit of the financial statements, including compliance, will include obtaining an understanding of internal control over financial reporting and compliance sufficient to plan the audit and determine the nature, timing and extent of audit procedures to be performed. An audit is not designed to provide assurance on internal control over financial reporting and compliance or to identify significant deficiencies or material weaknesses. Our review and understanding of the government's internal control over financial reporting and compliance is not undertaken for the purpose of expressing an opinion on the effectiveness of internal control.

We will issue a report on internal control over financial reporting and compliance and other matters related to the financial statements. This report describes the scope of testing of internal control over financial reporting and compliance and the results of our tests of internal control over financial reporting and compliance. Our report on internal control over financial reporting and compliance and other matters will include any significant deficiencies and material weaknesses in the system of which we become aware as a result of obtaining an understanding of internal control and performing tests of internal control over financial reporting and noncompliance consistent with the requirements of *Government Auditing Standards*, issued by the Comptroller General of the United States.

We will also issue a report on compliance for each major federal program and on internal control over compliance; consistent with the requirements of the *Single Audit Act and Uniform Administrative Requirements, Cost Principles, and Audit Requirements for Federal Awards* at 2 CFR 200 (Uniform Guidance). This report describes the scope of testing of internal control and compliance and the results of our tests of internal control and compliance, consistent with the Single Audit Act; and the Uniform Guidance. We will include any significant deficiencies and material weaknesses in the system of which we become aware as a result of obtaining an understanding of internal control and performing tests of internal control over each major program, report any noncompliance that could have a direct and material effect on each major program and report any known or likely fraud affecting a federal award consistent with the Single Audit Act and Uniform Guidance.

Significant Risks of Material Misstatement

Our audit of the financial statements includes the performance of risk assessment procedures in order to identify risks of material misstatement, whether due to fraud or error. As part of these risk assessment procedures, we determine whether any risks identified are a significant risk. A significant risk is an identified risk of material misstatement for which the assessment of inherent risk is close to the upper end of the spectrum of inherent risk due to the degree to which inherent risk factors affect the combination of the likelihood of a misstatement occurring and the magnitude of the potential misstatement should that misstatement occur, or that is to be treated as a significant risk in accordance with auditing standards generally accepted in the United States of America. As part of our initial risk assessment procedures, we identified the following risks as significant risks. Additional significant risks may be identified as we perform additional audit procedures.

Risk Name	Risk Description	Planned Response
Management Override of Controls	Significant risk resulting from management being in a unique position to perpetrate fraud by overriding established controls that otherwise appear to be operating effectively.	<ul style="list-style-type: none">• Obtain an understanding of the entity's financial reporting process and the controls over journal entries and other adjustments• Perform testing over journal entries and other adjustments for evidence of possible material misstatement due to fraud• Inquire of individuals involved in the financial reporting process about inappropriate or unusual activity relating to journal entries and other adjustments• Review accounting estimates for biases that could result in material misstatement due to fraud• Evaluate the business purpose for significant unusual transactions
Revenue Recognition	Significant risk resulting of improper revenue recognition due to fraud, including fraudulent financial reporting and misappropriation of assets	<ul style="list-style-type: none">• Obtain an understanding of the composition of revenues, specific attributes of the revenue transactions, and unique considerations• Perform substantive analytical procedures based on expectations developed• Extended tests of revenue cutoff to determine whether they provide assurance that recorded revenue transactions occurred and are properly recorded• Perform testing of deferred revenue and accounts receivables

Timing of the Audit

We expect to begin our audit on a mutually agreed upon date and issue our report thereafter. Management's adherence to its closing schedule and timely completion of information used by us in performance of the audit is essential to timely completion of the audit. Aria Bettinger is the engagement partner and is responsible for supervising the engagement and signing the report or authorizing another individual to sign it.

Board of Directors
Basin Transit Service Transportation District
January 12, 2026
Page 5

Closing

We will be pleased to respond to any questions you have about the foregoing. We appreciate the opportunity to be of service to the District.

This communication is intended solely for the information and use of the Board of Directors and management of the District and is not intended to be, and should not be, used by anyone other than these specified parties.

Very truly yours,



Aria Bettinger, CPA, Shareholder
Sorren CPAs, P.C.
Medford, Oregon



Oregon

Tina Kotek, Governor

Department of Transportation
Public Transportation Division
355 Capitol St. NE, MS43
Salem, OR 97301
Phone: (503) 986-3300
Fax: (503) 986-4189

January 7, 2026

Adrian Mateos, General Manager
Basin Transit Service Transportation District
1130 Adams Street
Klamath Falls, Oregon 97601

via e-mail: amateos@basintransit.com

RE: Annual Audit for Fiscal Year Ending 06/30/2022

Dear Mr. Mateos,

The Oregon Department of Transportation Public Transportation Division recently received Basin Transit Service Transportation District's independent audit report for fiscal year 2022.

It is the responsibility of the Oregon Department of Transportation to review audit reports and related financial reports for compliance with §200.331 of the Uniform Administrative Requirements, Cost Principles, and Audit Requirements for Federal Awards, found at 2 CFR Part 200, as applicable, and Oregon Accounting Manual Policy No. 30.40.00.

Upon review of the audit, we concur with the independent auditor's qualified opinion that the Basin Transit Service Transportation District has significant findings related to financial reporting and major federal programs that should be addressed.

As an ODOT grant recipient, Basin Transit Service Transportation District must provide a corrective action plan and documentation of implementation of its corrective action to resolve these findings. This should include copies of relevant procedures and documentation of their adoption or implementation. The correction action plan and the documentation described above should be emailed to ODOTPTDReporting@odot.oregon.gov and tammy.garcia@odot.oregon.gov by February 6, 2026. Failure to submit the plan and take corrective actions could result in a loss of grant funding for the Basin Transit Service Transportation District.

Sincerely,

Suzanne Carlson

Suzanne Carlson (Jan 7, 2026 13:58:03 PST)

Suzanne Carlson, Division Administrator

cc: Michelle Carpenter, Finance and Grant Manager
Erick Noble, BTS Board Chair
Yu Chen, Senior External Auditor
Jovi Arellano, PTD Regional Transit Coordinator
David Campbell, PTD Compliance Program Coordinator

January 26, 2026

Oregon Department of Transportation
Public Transportation Division
555 13th Street NE
Salem, OR 97301

Subject: Plan of Action for Audit Fiscal Year 2021/2022

Basin Transit Service Transportation District (the District) respectfully submits the following corrective action plan in response to deficiencies reported in our audit of fiscal year ended June 30, 2022. The audit was completed by the independent auditing firm KDP Certified Public Accountants LLP and reported the deficiencies listed below. The plan of action was adopted by the governing body at their meeting on September 24, 2025, as indicated by signatures below.

The deficiencies are listed below, including the adopted plan of action and timeframe.

Financial Statement Finding – Material Weakness

2022-001 Segregation of Duties and Fiduciary Oversight

Condition: This deficiency results in inadequate entity level controls associated with supervision and review.

Cause: Inadequate segregation of duties within significant processes.

Auditor Recommendation: We recommend that the District adequately staff the accounting department and segregation of duties and other controls associated with supervision and review are put in place.

Plan of Action: In April 2020, the District's Board of Directors approved a new Finance and Grant Manager position, and additionally, in June of 2022 approved hiring a professional Accountant. The Finance and Grant Manager will be responsible for implementation of accounting controls across all areas of finance and appropriate supervision and review measures.

Date of implementation: The first person, hired in November of 2021 for the Finance and Grant Manager position, resigned in June of 2022 after serving 6 months on active military duty. Michelle Carpenter was hired to fill the role in October 2022. Theresa O'Connor was hired in April 2023 to fill the Accountant position. After a 3-month review of finances and controls in place at that time, Michelle began implementing appropriate controls and supervision levels in January 2023.

Financial Statement Finding – Significant Deficiency

2022-002 – Prior Period Adjustments

Condition: The District had various incorrect amounts recorded in its June 30, 2021 statements.

Cause: Internal controls did not detect all adjustments necessary to properly record yearend balances in the prior year.

Auditor Recommendations: Management has already taken appropriate action by posting correcting journal entries.

Plan of Action: Record appropriate general journal entries to correct prior year balances. Work closely with auditors to review and understand needed adjustments before issuance of Annual Financial Report.

Date of implementation: On May 27, 2025, a correcting entry was posted to correct beginning balances for FYE 2022. Discussions with auditors leading up to this entry identified this need and educated the Finance and Grant Manager as to what is necessary when reviewing and approving entries made.

Federal Awards Finding – Material Noncompliance/Material Weakness

2022-003 Equipment and Real Property Management Formula Grants for Rural Areas (ALN#21.509)

Condition: Equipment records do not include the source of funding which includes the federal award identification number, who holds the title, the federal participation rate, and the location, use and condition of the asset to be in accordance with the Uniform Guidance.

Cause: This condition appears to be the result of a lack of internal controls designed to ensure compliance with Uniform Guidance.

Auditor Recommendation: We recommend that the District develop policies to ensure that assets acquired with federal funds are properly identified in capital assets records.

Plan of Action: The District's plan is a two-pronged approach to ensure that appropriate policies and procedures are in place and that recording of assets whose resources include federal funds will clearly indicate the federal award identification number, who holds the title, the participation rate, the location, use, and condition that the asset is to be put to in accordance with uniform guidance.

- A. The District will implement a robust Capital Asset Policy to be reviewed and approved by the District's Board of Directors. Standard Operating Procedures will accompany the policy and will be the standard guidelines in which all capital assets will be treated, regardless of where the funding resources are generated from.
- B. The District plans to use its accounting software, SAGE 50, and capital asset software, FAS, to document funding resources, which should include all the required information as noted in Uniform Guidance. Additionally, capital asset invoices will include proper documentation showing the funding resources and required information.

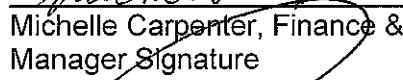
Date of implementation: The policies and procedures will be reviewed by the Board of Directors no later than February 25, 2026, and will be retroactive to July 1, 2025, in order to consistently apply the policy and procedures to FY 2026. The District, if time will allow, may retroactively apply the policy to prior Fiscal Years.

Given the date of implementation, it is expected that this will be a finding on Fiscal Year 2023 and 2024 Single Audit.

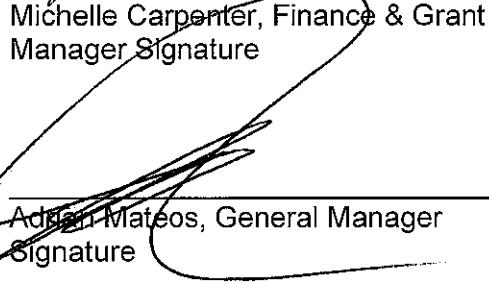
If there are any questions regarding this plan, please contact Michelle Carpenter by email at mcarpenter@basintransit.com or by phone at 541-851-2830.

Erik Nobel, Board Chair Signature

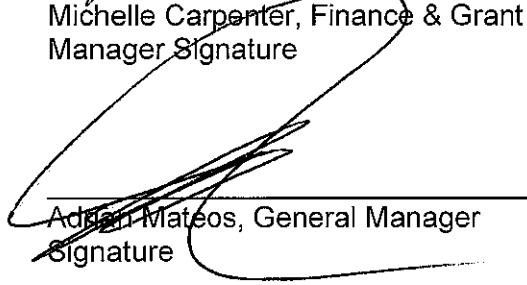
Date


Erik Nobel Signature

Michelle Carpenter, Finance & Grant
Manager Signature


01/26/2026

Date


Adrian Mateos, General Manager
Signature

26 Jan 2026

Date