

# COORDINATED HUMAN SERVICES PUBLIC TRANSPORTATION PLAN

BASIN TRANSIT SERVICE  
TRANSPORTATION DISTRICT & THE  
KLAMATH TRIBES QUAIL TRAIL PUBLIC  
TRANSIT



Klamath County  
April 2026



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# COORDINATED HUMAN SERVICES TRANSPORTATION PLAN

## BASIN TRANSIT SERVICE TRANSPORTATION DISTRICT & THE KLAMATH TRIBES QUAIL TRAIL PUBLIC TRANSIT

Klamath County

Prepared for:  
Basin Transit Service Transportation District and  
The Klamath Tribes Quail Trail Public Transit

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## Section 1

### Introduction

# Introduction

The Basin Transit Service Transportation District (BTSTD), in partnership with The Klamath Tribes Quail Trail Public Transit, update this Coordinated Human Services Transportation Plan for Klamath County every five years to work towards community mobility goals while also fulfilling state and federal funding requirements. This plan documents the existing public transportation service within Klamath County, identifies public transportation needs for county residents, and outlines strategies to address unmet needs and improve the coordination, efficiency, and access to essential destinations.

The overall goal of the Coordinated Human Services Transportation Plan is to improve mobility for all Klamath County residents, with a focus on target populations including older adults, youth, people living with disabilities, and individuals with low income. The plan helps ensure that those who rely on public transportation have access to medical care, jobs, and other basic services that support quality of life.

The plan is developed in accordance with requirements from the Federal Transit Administration (FTA) and the Oregon Department of Transportation (ODOT). Recipients of FTA Section 5310 (Enhanced Mobility of Seniors and Individuals with Disabilities) program funds and Statewide Transportation Improvement Fund (STIF) funding resources must participate in a coordinated planning process to support coordination between public transportation and human services transportation agencies.

## PLAN REQUIREMENTS

ODOT provides the following requirements for Coordinated Human Services Transportation Plans:

- An evaluation of available services that identifies current transportation providers (public, private, and non-profit);
- An assessment of transportation needs for individuals with disabilities, older adults, and people with low incomes. This assessment can be based on the experiences and perceptions of the planning partners or on more sophisticated data collection efforts, and gaps in service [Note: If a community does not intend to seek funding for a particular program (Section 5310, 5311), then the community is not required to include an assessment of the targeted population in its coordinated plan];
- Strategies, activities, and/or projects to address the identified gaps between current services and needs, as well as opportunities to achieve efficiencies in service delivery; and
- Priorities for implementation based on resources (from multiple program sources), time, and feasibility for implementing specific strategies and/or activities identified.



## SERVICE AREA

Klamath County (Figure 1) is located in south-central Oregon and is the fourth largest county in the state by area, covering 6,136 square miles. It borders Jackson, Douglas, Lane, Deschutes, and Lake counties, as well as northern California. As of the 2020 Decennial Census, Klamath County has a population of 69,413 and a population density of 11.3 people per square mile. The Klamath Falls urban area holds over 60 percent of the overall population (42,046), followed by Merrill (871), Chiloquin (772), Malin (744), and Bonanza (420). The remaining third of the population is spread across several unincorporated areas of the county. The service area includes the following incorporated cities and census designated places.

### Incorporated Cities

- Klamath Falls
- Merrill
- Chiloquin
- Malin
- Bonanza

### Census Designated Places

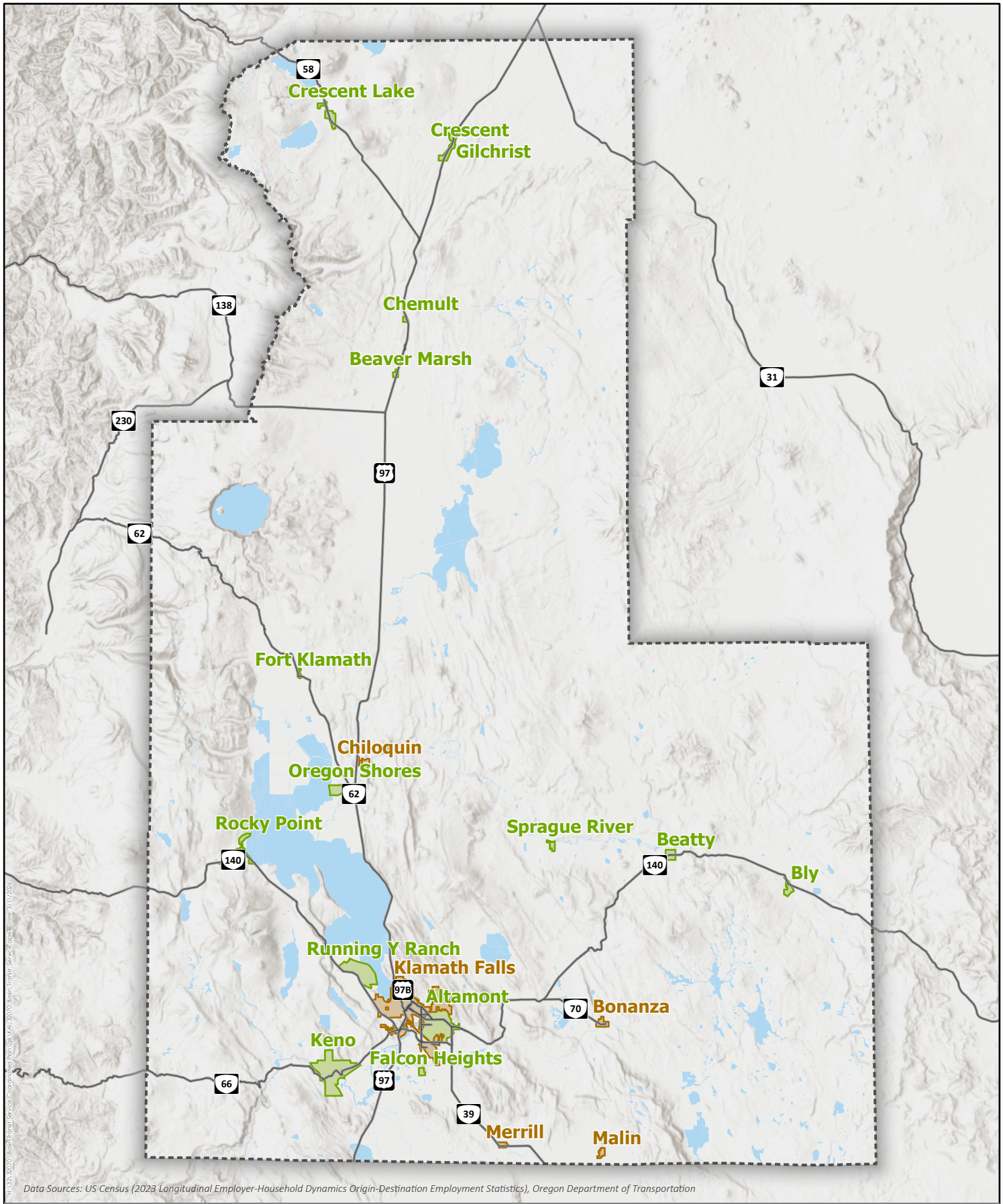
- |                |                  |                   |
|----------------|------------------|-------------------|
| ■ Beatty       | ■ Crescent Lake  | ■ Oregon Shores   |
| ■ Beaver Marsh | ■ Falcon Heights | ■ Rocky Point     |
| ■ Bly          | ■ Fort Klamath   | ■ Running Y Ranch |
| ■ Chemult      | ■ Gilchrist      | ■ Sprague River   |
| ■ Crescent     | ■ Keno           |                   |

Major transportation routes linking Klamath County to its neighboring regions include US 97, providing access north to Bend and south to California; OR 140, which connects west to Medford and east to Lakeview; and OR 58, offering a northwest corridor to Eugene. Additional state highways and their key destinations include OR 138 to Roseburg, OR 62 to Crater Lake, OR 66 to Ashland, OR 39 to Merrill (and Malin by extension), and OR 70 to Bonanza.

## DEMOGRAPHIC PROFILE

This Coordinated Human Services Transportation Plan focuses on target populations that are transit dependent, meaning individuals and groups whose mobility is constrained by physical, cognitive, or developmental, financial, or age-related factors and who therefore rely on public transportation or human services transportation to reach essential destinations. These destinations include employment, education, healthcare, social services, and other activities necessary to maintain quality of life.

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.



Map data: 2020 US Census, Oregon Department of Transportation, and other sources. Data as of 10/1/2023.

Data Sources: US Census (2023 Longitudinal Employer-Household Dynamics Origin-Destination Employment Statistics), Oregon Department of Transportation

-  County Boundary
-  Incorporated Cities
-  Census Designated Places



Figure 1  
Service Area  
Klamath County, OR



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

This section describes these populations across Klamath County, alongside housing and employment patterns to highlight areas where limited transportation options hinder access to jobs and essential services. Demographic data are from the 2023 five-year American Community Survey (ACS). Table 1 presents the distribution of these populations for the state, the county, Klamath Falls, and all Census County Divisions (CCDs)<sup>1</sup>. Statistics that are higher compared to state averages are shown as shaded and bold text.

These findings indicate that Klamath County experiences higher overall transportation disadvantage compared to state averages. Needs are both widespread and concentrated in specific sub-areas, particularly where population, economic activity, and community services are clustered. Elevated rates of disability, older adults, veterans, and poverty underscore the importance of maintaining and expanding accessible, affordable transportation options countywide. This information established the baseline for identifying the priority areas, service gaps, and strategies presented in this plan to improve coordination and accessibility across the countywide transportation network.

## Oregon Social Equity Index

Identifying where transportation-disadvantaged populations live in Klamath County is essential for understanding current needs and guiding future service planning. Oregon's [Social Equity Index Tool](#) highlights areas where multiple disadvantage factors overlap, indicating communities likely experiencing greater disparities<sup>2</sup>. The tool maps transportation disadvantaged populations (TDPs) by census block group, showing where residents may face greater transportation challenges. Each block group is assigned a TDP Index based on the densities of specific demographics within a region<sup>3</sup>.

---

<sup>1</sup> 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>.

<sup>2</sup> 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.

<sup>3</sup> Metrics include age, disability status, income level, limited English proficiency, and race/ethnicity, among others.

Table 1. Transit Dependent Populations

| Area                                     | Total Population<br>(2020 Census) | Total Population<br>(ACS) | Total Households<br>(ACS) | Below Poverty<br>Line | People with a<br>Disability | Youth (Under 18) | Seniors (65 and<br>Older) | Racial/ Ethnic<br>Minority | Zero Vehicle<br>Households | Households with<br>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                    | <b>18.0%</b>          | <b>19.3%</b>                | <b>21.7%</b>     | <b>22.1%</b>              | 24.6%                      | 6.3%                       | 1.0%                   | <b>7.9%</b>  |
| Klamath Falls city <sup>1</sup>          | 21,813                            | 21,879                    | 9,245                     | <b>22.6%</b>          | <b>20.8%</b>                | <b>21.3%</b>     | 15.5%                     | <b>29.0%</b>               | <b>11.6%</b>               | 0.7%                   | <b>7.2%</b>  |
| Klamath Falls CCD <sup>2</sup>           | 51,168                            | 51,415                    | 21,071                    | <b>19.1%</b>          | <b>18.8%</b>                | <b>23.0%</b>     | <b>20.1%</b>              | 25.9%                      | <b>7.3%</b>                | 1.0%                   | <b>7.5%</b>  |
| Crescent Lake CCD <sup>3</sup>           | 3,301                             | 3,546                     | 1,500                     | <b>17.1%</b>          | <b>24.9%</b>                | 13.0%            | <b>29.5%</b>              | 6.3%                       | 2.6%                       | 0.0%                   | <b>11.3%</b> |
| Chiloquin CCD <sup>4</sup>               | 5,017                             | 4,547                     | 2,201                     | <b>17.2%</b>          | <b>22.9%</b>                | 14.9%            | <b>37.5%</b>              | 26.3%                      | 4.1%                       | 0.0%                   | <b>10.4%</b> |
| Keno CCD <sup>5</sup>                    | 3,304                             | 2,977                     | 1,270                     | <b>12.9%</b>          | <b>18.1%</b>                | 17.0%            | <b>23.1%</b>              | 11.9%                      | 6.2%                       | 0.0%                   | <b>11.3%</b> |
| Langell Valley CCD <sup>6</sup>          | 1,608                             | 1,663                     | 710                       | <b>15.3%</b>          | <b>20.7%</b>                | 18.2%            | <b>35.7%</b>              | 7.5%                       | 2.3%                       | 2.0%                   | <b>10.0%</b> |
| Malin CCD <sup>7</sup>                   | 1,472                             | 1,624                     | 511                       | <b>20.5%</b>          | <b>17.4%</b>                | <b>29.1%</b>     | 11.9%                     | <b>36.8%</b>               | 2.5%                       | 0.0%                   | 2.6%         |
| Merrill CCD <sup>8</sup>                 | 2,069                             | 2,361                     | 873                       | 9.4%                  | <b>16.6%</b>                | <b>24.9%</b>     | 15.0%                     | 21.6%                      | 2.9%                       | <b>4.0%</b>            | 4.2%         |
| Yonna Valley-Poe Valley CCD <sup>9</sup> | 1,474                             | 1,679                     | 704                       | 11.3%                 | <b>18.5%</b>                | 19.1%            | <b>28.2%</b>              | 16.3%                      | 0.9%                       | 0.9%                   | <b>10.8%</b> |

<sup>1</sup> Klamath Falls city is within the Klamath Falls CCD but covers a smaller geographic area.

<sup>2</sup> Encompasses the Klamath Falls urban area and nearby unincorporated communities, including Falcon Heights, Pine Grove, Olene, Running Y Ranch, and Shady Pine.

<sup>3</sup> Covers northern Klamath County, including the unincorporated communities of Crescent, Gilchrist, Chemult, Beaver Marsh, and Crescent Lake Junction.

<sup>4</sup> 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.

<sup>5</sup> Includes unincorporated communities of Keno, Lake of the Woods, and Rocky Point.

<sup>6</sup> Covers eastern Klamath County, including the City of Bonanza and the unincorporated communities of Bly and Lorella.

<sup>7</sup> Includes the City of Malin.

<sup>8</sup> Includes the City of Merrill.

<sup>9</sup> Includes the unincorporated community of Dairy.

Figure 2 and Figure 3 illustrate the TDP indices across Klamath County, and are overlaid with information about where people employed in the county both work and live. These maps show:

- Higher levels of transportation-related disparity in rural areas outside of the Klamath Falls urban core, and select areas within it.
- Additional pockets of disparity within portions of the Klamath Falls urban area.
- Population clusters in:
  - Klamath Falls
  - Chiloquin
  - Bonanza
  - Merrill
  - Malin
- 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 concentrated in and around Klamath Falls
- 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.

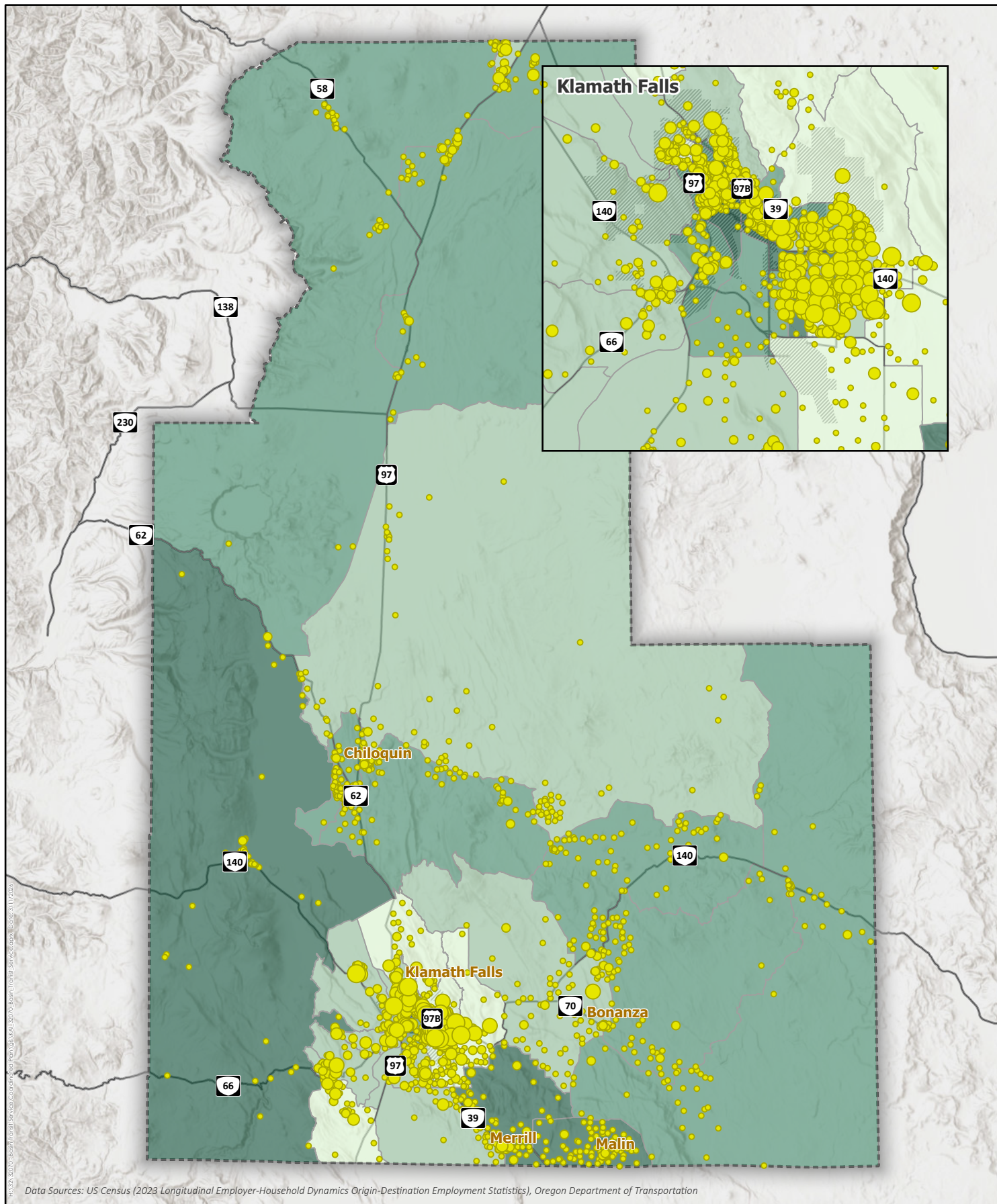


Figure 2



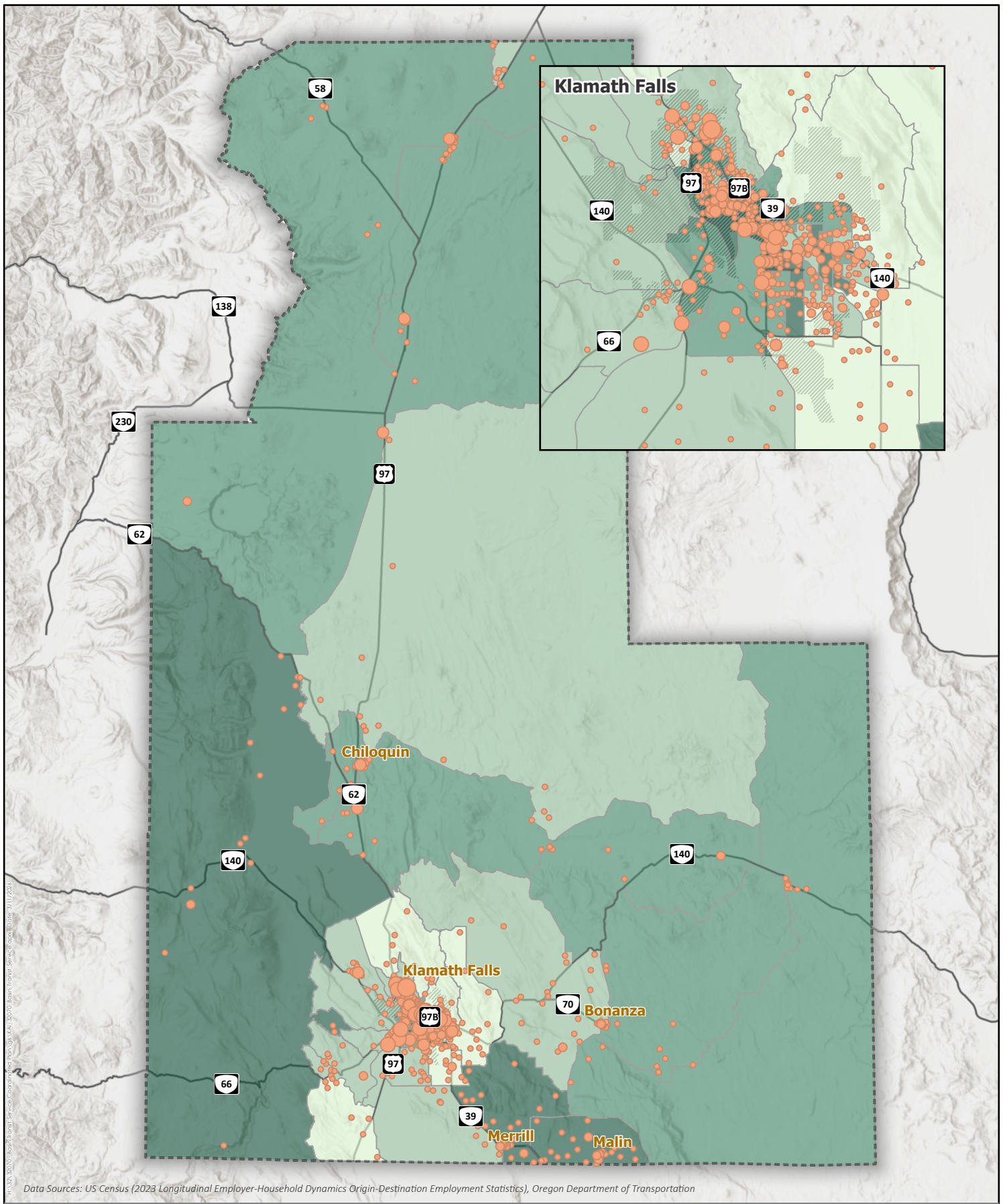


Figure 3





## Section 2 Public Engagement

# Public Engagement

Public engagement is a key element to establishing a shared vision for public transportation in Klamath County. The various engagement methods that guided this Coordinated Human Services Transportation Plan included the following:

- **Provider surveys** that gathered information on available transportation services, types of riders using such services, and the challenges they face when using them;
- Regular meetings with a **Project Advisory Committee** to seek input on analysis findings and guidance on strategies; and,
- **Public outreach** structured to reach people in their community and gather their feedback.

The following sections provide more detail on these public engagement efforts. The input received during these efforts is incorporated into Sections 3 through 5 of this plan.

*Additional information is available in Appendix A.*

## PROVIDER SURVEYS

The provider surveys aimed to identify existing services and transportation needs among transit and human services providers in the region, helping this plan develop strategies that promote greater coordination and collaboration to improve mobility for transit-dependent populations. The survey sought information from providers such as:

1. How best to describe their organization (e.g., public transit agency, public human services agency, etc.).
2. The type of transportation services they provide, if any, and the types of vehicles they offer and whether they're Americans with Disabilities Act (ADA) accessible.
3. Their hours/days of operation and number of clients needing service each month.
4. What populations and trip purposes they serve.
5. The greatest needs of and primary transportation for their clients.

The following entities provided input through the provider survey:

- |                                             |                                                      |
|---------------------------------------------|------------------------------------------------------|
| ■ Klamath Tribal Transport                  | ■ Veterans Health Administration                     |
| ■ Klamath Tribal Health and Family Services | ■ Disabled American Veterans                         |
| ■ REACH Klamath Falls                       | ■ Klamath County Developmental Disabilities Services |
| ■ Oregon Department of Human Resources      | ■ Klamath Basin Behavioral Health                    |

## PROJECT ADVISORY COMMITTEE MEETINGS

BTSTD and Quail Trail Public Transit formed a Project Advisory Committee (PAC) to help guide development of this plan. The PAC met during four milestones, including to discuss the purpose of the plan and the reason for updating it, as well as existing transportation services, identified transportation service needs, and recommended strategies. The PAC included representatives from the following entities:

- BTSTD
- Quail Trail Public Transit
- The Klamath Tribes
- Klamath Basin Senior Citizen's Center
- the Oregon Department of Human Services (DHS)
- REACH Inc.
- Klamath County Developmental Disabilities Services
- Disabled American Veterans
- US Department of Veterans Affairs
- Sky Lakes Medical Center
- Klamath County Public Works
- Klamath Community College (KCC)
- Transformations
- Klamath County Public Health
- Klamath Tribal Health and Family Services
- Klamath Basin Behavioral Health
- Klamath Lake Community Action
- ODOT

## PUBLIC OUTREACH

Public outreach gathered input from local transit providers, human services agencies, community partners, and the public through surveys, focus groups, and online engagement. Key advertising methods used to promote public outreach included a project webpage hosted on BTSTD's website, social media posts, and one-page flyers in English and Spanish distributed by BTSTD, Quail Trail Public Transit, and the PAC. Outreach was conducted in two phases, described in the following sections.

### Phase 1 Outreach: Needs and Opportunities

This outreach phase focused on gathering community and provider perspectives on challenges, service gaps, and improvement ideas primarily through a rider survey and focus groups. Note that information on transportation needs gathered through the provider survey described previously also informed this phase of outreach.

#### Rider Survey

BTSTD and Quail Trail Public Transit conducted a three-and-half-week rider survey distributed on their transit routes and through community partners. The survey was available online and in print, in English and Spanish, and staff assisted riders as needed.



A total of 176 riders participated in the survey, helping confirm known service gaps and highlight opportunities for improvement:

- **Limited service hours and frequency:** Riders report that buses end too early, run infrequently, and lack evening and weekend service—indicating demand for extended hours and more frequent trips.
- **Gaps in geographic coverage:** Current routes do not reach all desired destinations, leaving some communities underserved and limiting access to work, healthcare, and shopping.
- **Low rider awareness:** Some respondents do not feel well-informed about available services or how to use them, affirming the need for increased outreach, clearer information, and user-friendly tools.
- **Accessibility challenges:** Riders with disabilities and mobility limitations report barriers to vehicle accessibility, bus stop conditions, and the ability to safely reach stops.
- **Payment preferences:** A majority of riders prefer monthly or annual passes, reflecting demand for simple, cost-effective fare options. Many also favor mobile or contactless payments, highlighting the value of digital solutions. A small portion would use transit only if it were free, underscoring ongoing affordability concerns.

## Focus Groups

Three virtual focus group meetings gathered specific feedback on transportation service needs of **health and human services providers, higher education representatives, and The Klamath Tribes**. These focus groups used the results of the rider survey as a foundation for discussion. The discussions aimed to validate survey findings, understand other transportation barriers not fully captured in the survey, and help inform future transit planning and coordination efforts for transportation and human services providers.

Across all focus groups, participants generally agreed that the survey accurately reflected current conditions and highlighted two key needs:

- **Expanded transit hours** (e.g., early mornings, evenings, and weekends) to better support medical appointments, employment, education, and essential services. Limited service windows and capacity constraints are major barriers for individuals with disabilities, mental health or substance-use challenges, students without vehicles, and tribal members needing access to healthcare.
- **Improved coordination** among transit providers, human service agencies, educational institutions, and tribal organizations. Better information sharing, rider training, and first/last-mile solutions were seen as critical to improving access and usability.

While funding constraints remain a key challenge for transportation service, the meetings underscored the value of data-driven planning and ongoing collaboration to right-size services, pursue alternative funding strategies, and prioritize investments over the next five years.



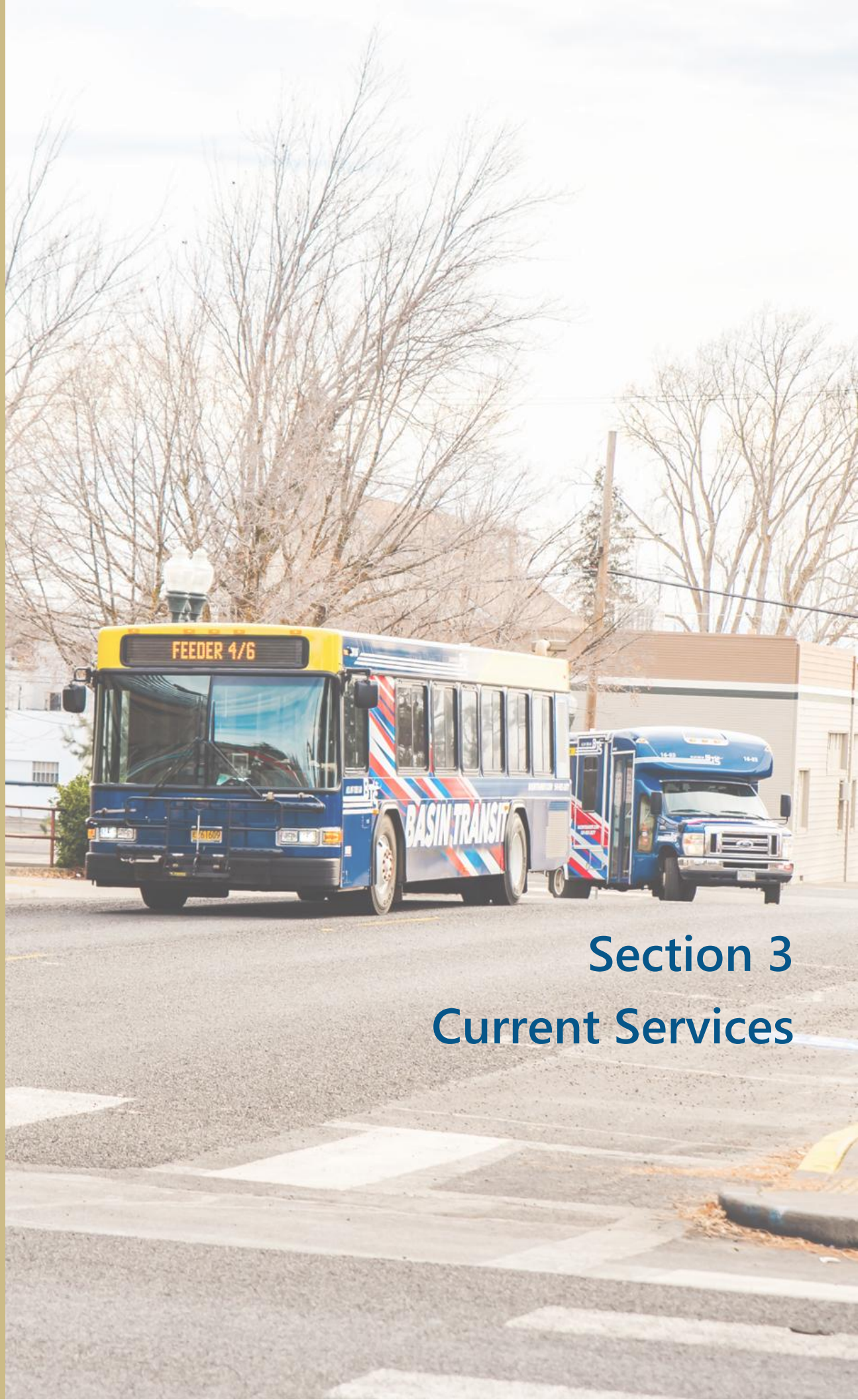
## Phase 2 Outreach: Recommended Strategies

This phase focused on presenting the Draft Plan through a live virtual presentation to the community, allowing participants to learn about the recommended transit strategies and provide their feedback in real-time. The primary presentation format was conducted with a virtual meeting that community members could broadly access with a computer. To increase accessibility for community members without a computer, BTSTD hosted the live virtual presentation at its main office and offered transportation service for participants; Quail Trail Public Transit also provided transportation service to the event. Seven community members attended the presentation in person at BTSTD; no community members attended online.



An online comment form was made available after the presentation to submit feedback on the Draft Plan for one week following the event. A paper copy of the comment form was also available. Five community members provided feedback on the Draft Plan and felt it provided them with the following:

- A better understanding of and more incentive to use the current transit services available in Klamath County (Section 3 of this plan).
- Representation of their personal transit needs (Section 4 of this plan).
- Service strategies that meet their transit needs; marketing and education strategies that will help more people learn about the transit services available in Klamath County and how to use them; and information and technology strategies that will make transit services in Klamath County more reliable and easier to use (Section 5 of this plan).



## Section 3 Current Services

# Current Services

Klamath County is served by a variety of transportation providers that meet the diverse mobility needs of residents and connect the county to the broader region. These providers include **public transportation agencies** that operate fixed-route and demand-response services, as well as **human services organizations** that offer specialized transportation or have specific transportation needs for populations such as seniors, individuals with disabilities, veterans, and low-income residents. Public transportation and human service providers often overlap in their areas of service, leading to opportunities to improve efficiency and streamline connectivity.

This section provides an overview of the current providers operating in Klamath County. As the needs of the community, funding sources, client demographics, and shifting priorities change, providers should evolve to address the growing needs of the populations they serve.

*Additional information is available in Appendix B.*

## PUBLIC TRANSPORTATION PROVIDERS

Public transportation providers operate locally and regionally within Klamath County, connecting riders to employment, healthcare, education, and other essential destinations in Oregon. These transportation providers and their routes are identified in Figure 4.

### Basin Transit Service Transportation District

Located in Klamath Falls, BTSTD aims “to provide safe, efficient, and accessible transportation” to create better community livability and increased access for riders in cities and communities in Klamath County. BTS offers a number of services to several types of clientele, described in the following sections.

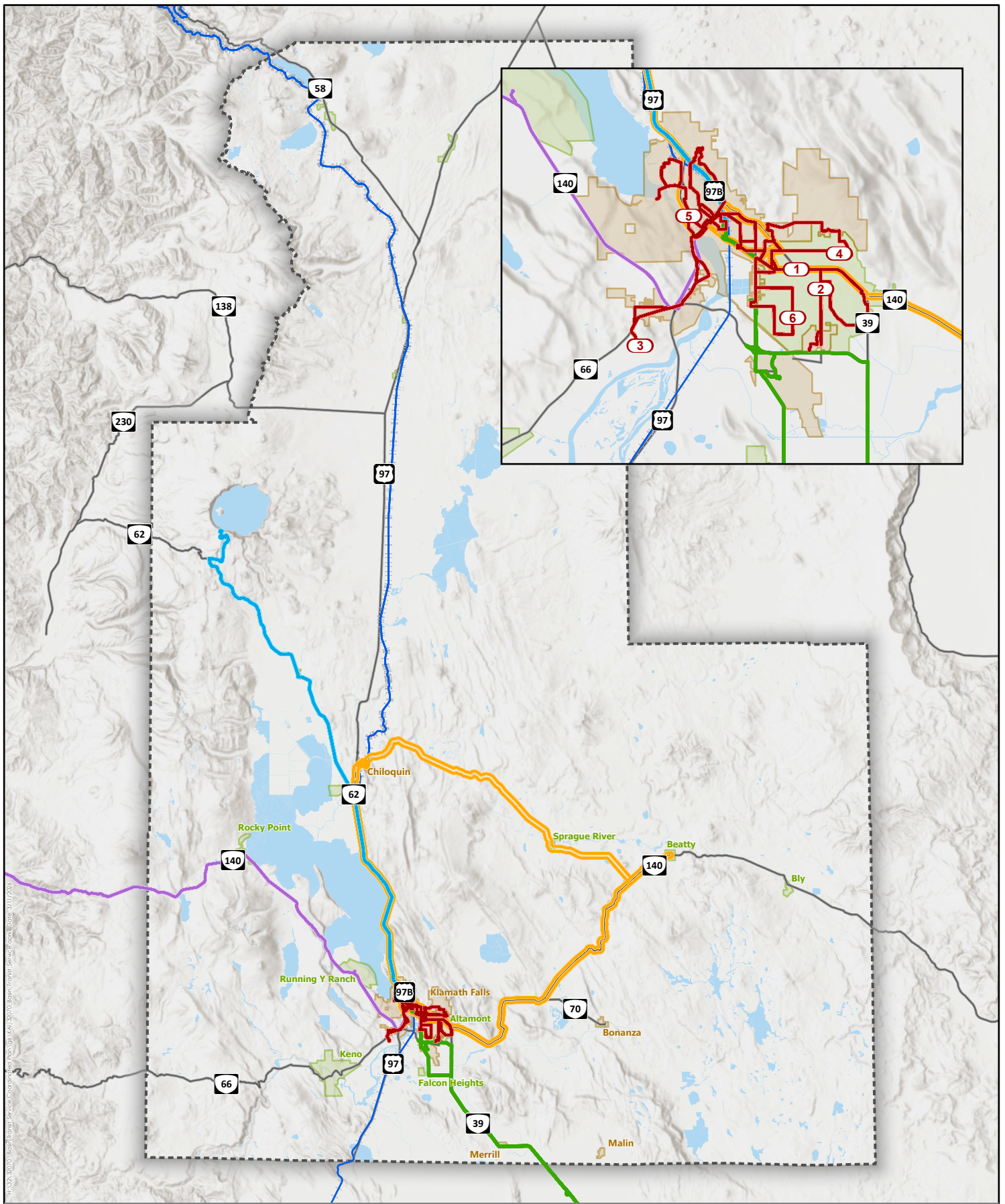
#### Service

BTS offers both demand response and fixed-route services, which are described separately in later sections. In its entirety, BTS served more than 175,000 riders in 2024, despite a reduction in service due to funding and public guidance.

#### Fixed-Route Service

The Fixed-Route Service offered by BTS serves the Klamath Falls Urban Area with three mainlines and two feeder routes, as shown in Figure 5.



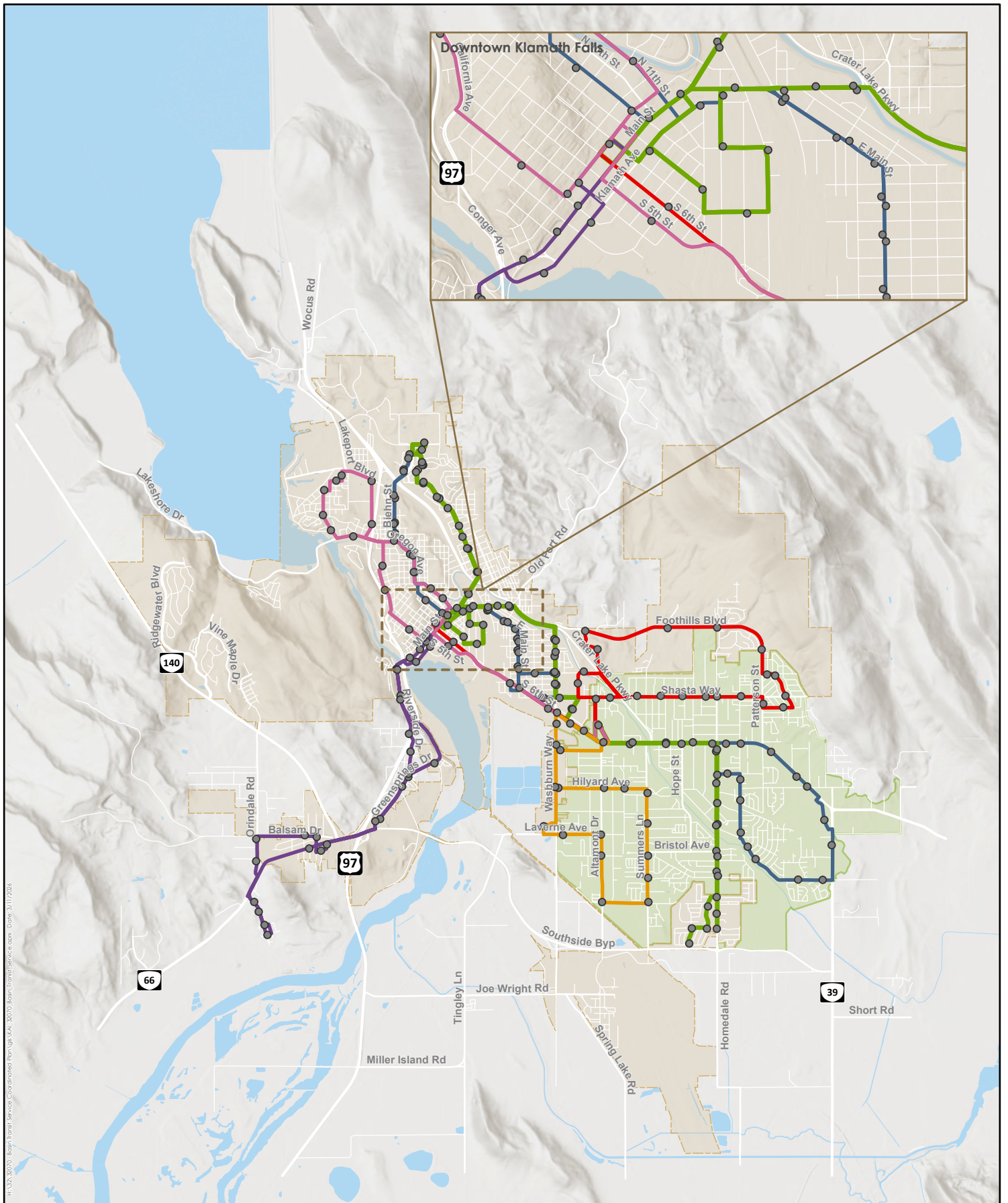


- Basin Transit Service Fix Routes
- Klamath Shuttle
- Sage Stage Routes
- Qual Trail Public Transit
- South West POINT Routes
- Coast Starlight Amtrak Line
- Incorporated Cities
- Census Designated Places
- County Boundary



Figure 4  
**Transportation Services in Klamath County**  
**Klamath County, OR**





- |                                                        |                                                       |         |
|--------------------------------------------------------|-------------------------------------------------------|---------|
| <span style="color: blue;">—</span> 1 Mainline         | <span style="color: red;">—</span> 4 Moyina Heights   | ● Stops |
| <span style="color: green;">—</span> 2 Mainline        | <span style="color: pink;">—</span> 5 Pelican City    |         |
| <span style="color: purple;">—</span> 3 Stewart Lennox | <span style="color: orange;">—</span> 6 South Suburbs |         |

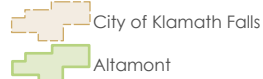


Figure 5

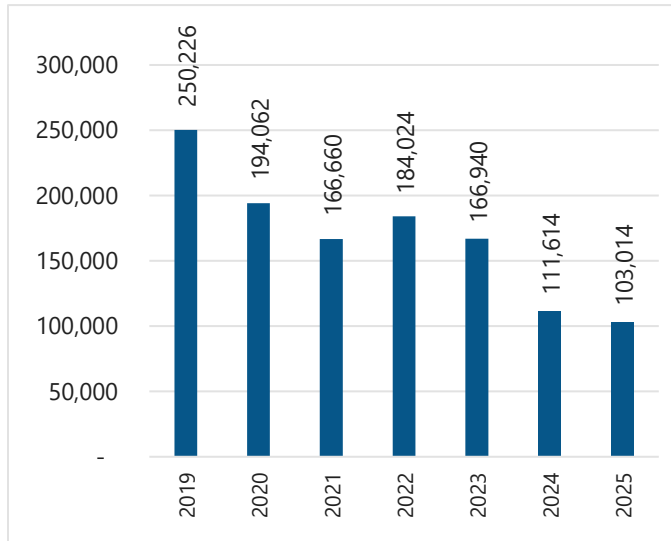
These fixed routes provide transportation to areas of interest, including Oregon Institute of Technology (OIT), Klamath Community College (KCC), Sky Lakes Medical Center, grocery stores, the Klamath County Veterans Service Office, the YMCA, the Senior Center, and other notable locations. This service is available from 8:00AM to 5:00PM Monday-Friday, except for major holidays and depending on winter travel conditions, and each route operates on approximately 60-minute headways. *Detailed service schedules are available on BTSTD's website.*

Table 2 lists the fares for this service. Reduced fares are available to seniors and riders with disabilities who qualify through the reduced-fare program. Veterans, youth 18 and under, and OIT and KCC students with valid student identification cards ride free. Passes and tokens can be purchased from bus drivers or by mail using a form available on the BTSTD website.

**Table 2. BTS Fixed Route Service Fares**

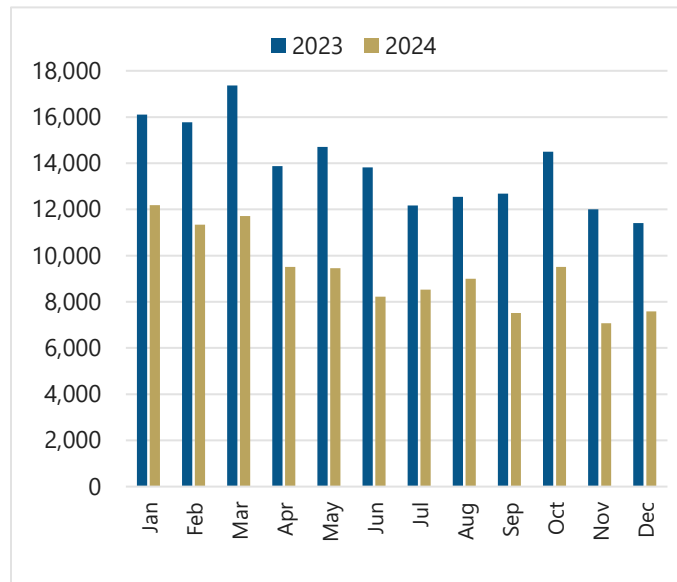
| Fare            | Cash                                                                   | Day Pass | Token (10) | Monthly Pass |
|-----------------|------------------------------------------------------------------------|----------|------------|--------------|
| Regular         | \$0.75                                                                 | \$1.50   | \$7.50     | \$27         |
| Reduced         | \$0.50                                                                 | \$1.25   | \$5.00     | \$18         |
| Youth/ Students | Riders under 18 and college students with valid student IDs ride free. |          |            |              |

Annual ridership has steadily declined since the COVID-19 pandemic, falling from 250,226 rides in 2019 to between 166,000 and 184,000 through 2023 (Exhibit 1). After BTSTD reduced services in April 2024 to right-size operations and respond to funding shortages — shortening weekday service hours and eliminating Saturday service—ridership dropped further. Compared to 2024, 2025 ridership is 8% lower, reflecting ongoing declines as many riders continue using alternative transportation options adopted during the pandemic.



**Exhibit 1. Fixed-Route Annual Ridership (2019-2025)**

Monthly ridership declined 32-48% in January-March 2024 versus between 2023 (Exhibit 2). After the April 2024 service reduction, April-December 2024 ridership was 38-70% below the same period in 2023. Average monthly ridership declined from 13,912 in 2023 to 9,301 in 2024, likely reflecting riders adjusting to the service reduction and using other transit services. Seasonal ridership patterns remained similar, with peaks in January-March and lows in November-December.



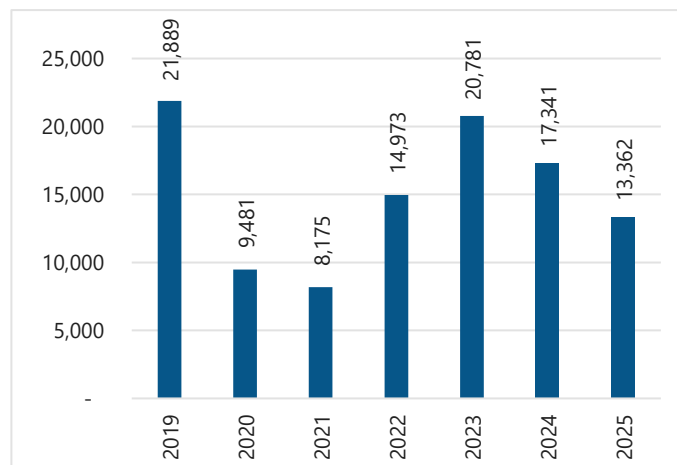
**Exhibit 2. Fixed-Route Monthly Ridership**

### Basin Lift

Basin Lift provides door-to-door, wheelchair-accessible transportation service for riders 65+ and those who have an ADA-qualifying disability who cannot use fixed-route service. Riders with disabilities must apply for eligibility; those 65 and older qualify automatically. Applications can be completed online or by calling the Basin Lift Dispatch Center.

Service operates from 8:00AM to 5:00PM Monday-Friday (except for major holidays) within a ¾-mile radius of BTSTD fixed routes. Riders must schedule their trips by calling the Basin Lift Dispatch Center before 5:00 PM on the business day prior to the requested ride. Fare are \$1.50 per one-way trip, or \$30 for a 20-ride punch card. Punch cards can be purchased from bus drivers with cash or check, or through the Basin Lift Dispatch Center (in person or by phone) with debit or credit. Eligible riders may use fixed routes at reduced fares. Additional rider guidelines are provided in the Basin Lift Handbook (e.g., personal care attendants/guest riders, pets, take-along items, arrival and departure planning, cancellations).

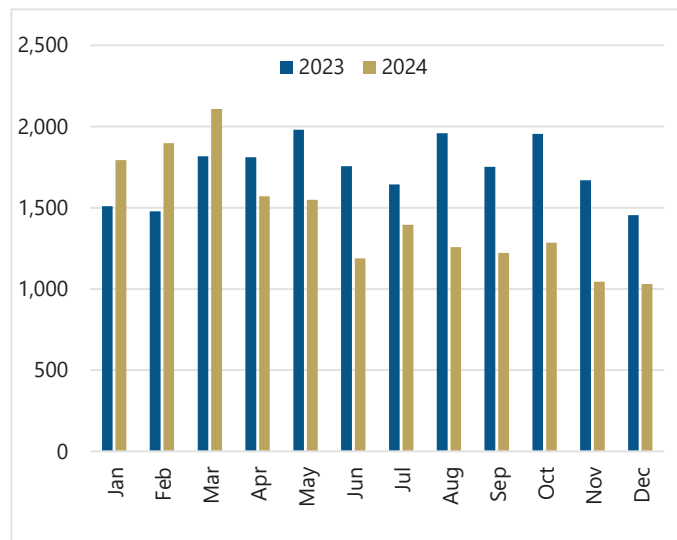
Annual ridership has fluctuated since 2019 (Exhibit 3). It fell 57% in 2020 largely due to the pandemic, hitting a low of 8,175 in 2021 (65% below 2019), and rebounded by 83% in 2022, nearly returning to pre-pandemic levels by 2023. In 2024, ridership declined; in 2025, it was 30% below 2024 ridership, indicating a continued downward trend.



**Exhibit 3. Basin Lift Annual Ridership (2019-2025)**



Average monthly ridership from 1,732 riders per month in 2023 to 1,445 riders in 2024 (Exhibit 4). Ridership in 2024 initially outpaced 2023 levels, but after the April service reduction, monthly ridership dropped below 2023 levels, with a clear decline from March and April. Data shown is from January 1 through October 31, 2025.



**Exhibit 4. Basin Lift Monthly Ridership**

### Basin Connect

Funded by STIF, Basin Connect is a reservation-based service that provides free demand-response trips between Klamath Falls and outlying communities in Klamath County. Riders must reserve their trip the prior business day. Upon arrival in Klamath Falls, riders receive a fixed-route Day Pass. Riders 65+ may also apply for Basin Lift service available within BTSTD district boundaries. All vehicles are ADA-accessible, allow qualified service animals, secure wheelchairs with a four-point tie down system. The service schedule and destinations include the following:

- **Mondays / Wednesdays:** Keno, Worden, Falcon Heights, Lake of the Woods
- **Tuesdays / Thursdays:** Bly, Beatty, Bonanza, and Merrill

*Detailed service schedules are available on BTSTD's website.*

Basin Connect recorded 763 riders in 2024, though it did not operate in January and February. From January–October 2025, ridership fell to 277 riders, down from 678 during the same period in 2024—a 59% reduction.

### Demand Service

The Klamath Falls Senior Center manages a demand-response service for seniors, people with disabilities, and others as space allows. In 2024 it provided 10,053 rides. Trips are scheduled by priority: Medical appointments, congregate meal sites, employment, grocery shopping, then non-essential travel. The service operates from 8:30AM-3:30PM Monday-Thursday and 8:30AM-12:00PM on Fridays.

Annual ridership averaged about 10,523, dipped during the pandemic, and reached a high of 13,875 in FH 2024-25 (Exhibit 5). Early FY 2025-26 data showed ridership trending with 637 rides July-September compared to 604 the previous year. Data shown is from July 1, 2025, through September 30, 2025.

In FY 2024-2025, demand service rides were 23% for medical services, 9% for shopping, 14% for other purposes, and 53% for trips to the Senior Center, which represented the largest share of total trips.

### Veterans on The Go

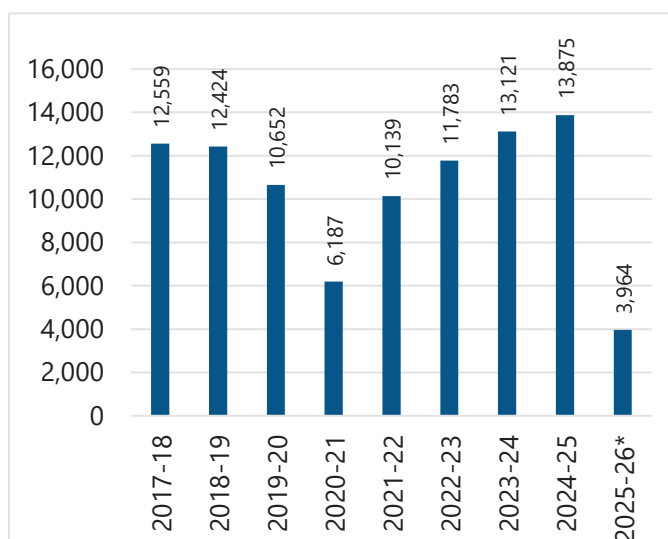
Since November 2020, BTSTD partnered with Klamath County Veteran Services to provide free rides for Veterans with a Klamath County Veterans Card. This initiative increased monthly ridership from 49 to 1,300 and includes a weekly Wednesday trip to Medford access to the White City Veterans Affairs Hospital, Social Security Office, and medical specialty offices. Veterans are be picked up either at their doorstep (if Basin Lift-eligible) or at the nearest bus stop, and all vehicles are ADA compliant. From April-September 2024, BTSTD provided an average of 10 Medford trips per month (Exhibit 6). Most using this program ride BTSTD's fixed-route services.

### Facilities

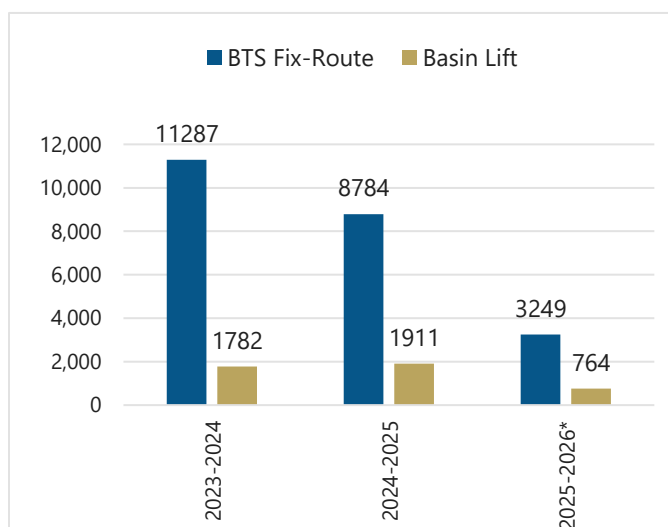
BTS runs operations and maintenance out of its main facility in Klamath Falls, at 1130 Adams Street. BTS also acquired 1125 Adams Street for additional administration offices and storage room.

### Vehicle Fleet

BTS operates a 32-vehicle fleet that includes buses, and support vehicles such as vans, SUVs, pick-up trucks, and sedans with varying capacities, ages, mileage, and ADA accessibility. Fleet details are provided in Table 3.



**Exhibit 5. Demand Service Total Annual Ridership (by Fiscal Year)**



**Exhibit 6. Annual Veteran Rides (by Fiscal Year)**

**Table 3. BTS Vehicle Fleet**

| <b>Asset #</b> | <b>Department</b> | <b>Year</b> | <b>Make</b> | <b>Model</b>    | <b>Condition</b>        | <b>Odometer</b> |
|----------------|-------------------|-------------|-------------|-----------------|-------------------------|-----------------|
| 1001           | Support           | 2010        | Ford        | F350            | Needs Replacement       | 63,726          |
| 2016           | Fix Route         | 2014        | Gillig      | Low Floor       | Good                    | 450,757         |
| 2017           | Fix Route         | 2014        | Gillig      | Low Floor       | Good                    | 469,611         |
| 16-04          | Fix Route         | 2016        | Blue Bird   | T3 RE 3510      | Good                    | 246,214         |
| 16-05          | Fix Route         | 2016        | Blue Bird   | T3 RE 3510      | Good                    | 230,206         |
| 2018           | Fix Route         | 2016        | Gillig      | Low Floor       | Good                    | 398,999         |
| 2019           | Fix Route         | 2016        | Gillig      | Low Floor       | Good                    | 415,282         |
| 1601           | Paratransit       | 2016        | Ford        | Starlite 20     | Replacement in Progress | 136,705         |
| 1602           | Paratransit       | 2016        | Ford        | Starlite 20     | Replacement in Progress | 131,157         |
| 1603           | Paratransit       | 2016        | Ford        | Starcraft Allst | Spare Vehicle           | 195,549         |
| 17-01          | Support           | 2017        | Ford        | F150            | Good                    | 37,371          |
| 17-02          | Support           | 2017        | Ford        | Escape          | Good                    | 66,249          |
| 19-02          | Support           | 2018        | Ford        | Fiesta          | Good                    | 9,963           |
| 19-03          | Paratransit       | 2019        | Ford        | Transit         | Good                    | 44,216          |
| 19-01          | Support           | 2019        | Ford        | Escape          | Good                    | 36,756          |
| 22-04          | Fix Route         | 2021        | Ford        | F550            | Good                    | 90,369          |
| 22-05          | Fix Route         | 2021        | Ford        | F550            | Good                    | 74,934          |
| 22-06          | Fix Route         | 2021        | Ford        | F550            | Good                    | 73,036          |
| 22-07          | Fix Route         | 2021        | Ford        | F550            | Good                    | 54,682          |
| 21-01          | Support           | 2021        | Ford        | ESCAPE          | Good                    | 12,765          |
| 22-01          | Paratransit       | 2022        | Ford        | E450            | Good                    | 76,672          |
| 22-02          | Paratransit       | 2022        | Ford        | E450            | Good                    | 69,898          |
| 22-03          | Support           | 2022        | Ford        | F450            | Good                    | 3,291           |
| 22-08          | Support           | 2022        | Ford        | Transit Connect | Good                    | 10,069          |
| 24-01          | Paratransit       | 2024        | Ford        | E450            | Good                    | 20,421          |

| Asset # | Department  | Year | Make | Model           | Condition | Odometer |
|---------|-------------|------|------|-----------------|-----------|----------|
| 25-01   | Paratransit | 2025 | Ford | Transit Connect | Good      | 25       |
| 25-02   | Paratransit | 2025 | Ford | Transit Connect | Good      | N/A      |

Excluding the 1996 trolley, the oldest vehicles are two nearly 25-year-old Gillig buses used for fixed-route service—also among the fleets highest-mileage vehicles, with one exceeding 400,000 miles. Over the past five years, BTSTD has added 12 vehicles, including five paratransit vans, but nine of the 32 current vehicles now need replacement due to age, high mileage, or maintenance concerns.

## Technology

BTSTD customers rely on the BTS website that offers information on transit services, schedules, and fares. Most services that require a reservation, such as the Basin Lift Demand Service and Basin Connect, require customers calling BTSTD 24 hours in advance to schedule a ride.

## Current Funding

BTSTD is funded through a combination of local taxes, state transit programs (including STIF), and federal FTA funds, summarized in Table 4 and Table 5. Local tax revenue has remained steady at about \$1.37 million annually, while state funding has grown from roughly \$152,000 in FY 2017 to over \$1.1 million by FY 2025, largely due to expanded state transit funding programs.<sup>4</sup> Federal revenue has stabilized at about \$1.31 million in recent years. From FY 2021-2025, total annual revenues averaged \$5.48 million, with fares and other local sources contributing minimally. These funds support BTSTD's operating, personnel, and capital needs, with personnel costs consistently comprising the largest share.

<sup>4</sup> In 2023, Oregon consolidated STIF and the Special Transportation Fund (STF) into a single program, increasing both the amount of funding available to transit agencies and their access to those funds.



**Table 4. BTS Transportation District Summary of Revenues - Fiscal Years 2017 - 2025**

|                       | Ending Fiscal Year |                    |                    |                    |                    |                    |                    |                    |                    |
|-----------------------|--------------------|--------------------|--------------------|--------------------|--------------------|--------------------|--------------------|--------------------|--------------------|
| Revenues              | 2017               | 2018               | 2019               | 2020               | 2021               | 2022               | 2023               | 2024               | 2025               |
| Beginning Balance     | \$1,057,569        | \$1,034,407        | \$1,219,672        | \$2,099,915        | \$1,833,474        | \$2,189,169        | \$1,198,435        | \$1,025,609        | \$1,385,577        |
| Federal Revenues      | \$546,266          | \$527,144          | \$594,652          | \$661,952          | \$1,639,082        | \$559,889          | \$1,397,973        | \$1,309,581        | \$1,313,000        |
| Local Tax Revenues    | \$1,111,661        | \$1,203,249        | \$1,332,940        | \$1,264,550        | \$1,343,199        | \$1,411,055        | \$1,464,916        | \$1,580,449        | \$1,619,918        |
| State Revenues        | \$152,260          | \$167,082          | \$172,053          | \$235,379          | \$491,940          | \$991,270          | \$1,281,441        | \$1,336,554        | \$1,125,994        |
| Fares Revenues        | \$276,709          | \$281,499          | \$307,541          | \$209,580          | \$75,438           | \$95,502           | \$132,060          | \$93,654           | \$100,601          |
| Other Local Revenues  | \$142,239          | \$31,280           | \$101,907          | \$53,682           | \$105,816          | \$25,212           | \$5,358            | \$5,934            | \$18,740           |
| <b>Total Revenues</b> | <b>\$3,286,704</b> | <b>\$3,244,661</b> | <b>\$3,728,765</b> | <b>\$4,525,058</b> | <b>\$5,488,949</b> | <b>\$5,272,097</b> | <b>\$5,480,183</b> | <b>\$5,351,781</b> | <b>\$5,563,830</b> |

**Table 5. BTS Transportation District Summary of Expenses - Fiscal Years 2017 - 2025**

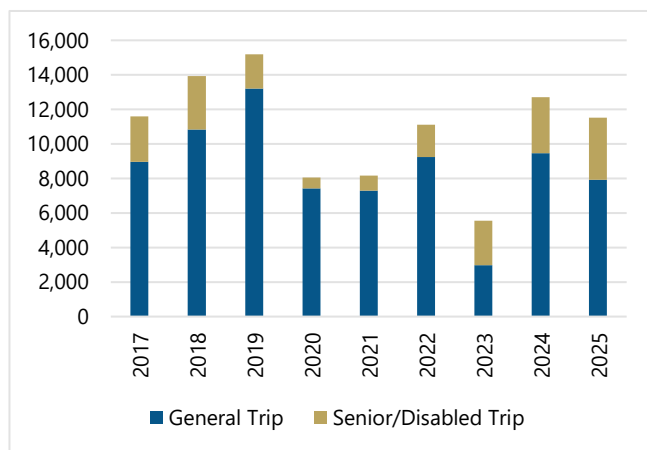
|                               | Ending Fiscal Year |                    |                    |                    |                    |                    |                    |                    |                    |
|-------------------------------|--------------------|--------------------|--------------------|--------------------|--------------------|--------------------|--------------------|--------------------|--------------------|
| Expenses                      | 2017               | 2018               | 2019               | 2020               | 2021               | 2022               | 2023               | 2024               | 2025               |
| Personnel Expense             | \$1,531,811        | \$1,715,344        | \$1,692,675        | \$1,799,299        | \$2,285,484        | \$2,347,645        | \$2,684,985        | \$2,778,533        | \$2,528,337        |
| Operational Expense           | \$431,401          | \$486,868          | \$590,858          | \$831,944          | \$915,567          | \$1,009,069        | \$1,134,671        | \$1,109,108        | \$1,349,926        |
| Capital Expense               | \$46,449           | \$32,849           | \$73,491           | \$77,643           | \$128,557          | \$508,079          | \$621,199          | \$68,624           | \$231,362          |
| Transfer to Capital Reserve   | \$-                | \$-                | \$65,628           | \$-                | \$-                | \$-                | \$-                | \$-                | \$75,000           |
| Operating Contingency Expense | \$-                | \$-                | \$-                | \$-                | \$-                | \$-                | \$-                | \$-                | \$-                |
| Reserve for Future Expense    | \$-                | \$-                | \$6,113            | \$516,172          | \$859,341          | \$107,304          | \$-                | \$95,516           | \$79,205           |
| Unappropriated Fund Balance   | \$1,277,043        | \$1,009,600        | \$1,300,000        | \$1,300,000        | \$1,300,000        | \$1,300,000        | \$1,039,328        | \$1,300,000        | \$1,300,000        |
| <b>Total Expenses</b>         | <b>\$3,286,704</b> | <b>\$3,244,661</b> | <b>\$3,728,765</b> | <b>\$4,525,058</b> | <b>\$5,488,949</b> | <b>\$5,272,097</b> | <b>\$5,480,183</b> | <b>\$5,351,781</b> | <b>\$5,563,830</b> |

## Quail Trail Public Transit

The Quail Trail Public Transit is operated by The Klamath Tribes: Klamath, Modoc, and Yahooskin, and aims to provide reliable, fare-free, safe and accessible transportation to enhance livability for the Klamath Tribes community. Based in Chiloquin, where the Tribal Administration is located, the Quail Trail Public Transit connects Chiloquin, Beatty, Sprague River, and Klamath Falls, as shown in Figure 6 and described in the following sections.

### Service

Quail Trail Public Transit, funded in part by ODOT and the FTA, provides service to all people along its bus routes and serves approximately 800–900 clients per month. It supports a wide range of riders—including seniors, people with disabilities, low-income residents, veterans, youth, students, tribal members, and individuals with medical or recovery needs—and averages over 11,000 annual trips, with about 20% of riders being seniors and/or people with disabilities (Exhibit 7). Key trip needs include medical and dental care, community events, elder/senior services, employment, and grocery shopping. Key challenges include limited evening and weekend service, stop locations relative to destinations, and adverse weather.



**Exhibit 7. Quail Trail Annual Ridership (2017-2025)**

### Fixed-Route Service

Monday-Friday, the fixed-route service runs from 5:55 AM to 6:40 PM, making five daily trips between Chiloquin and Klamath Falls. On Thursdays, it also serves Sprague River and Beatty. These routes connect riders to key destinations, including the Kla-Mo-Ya Casino and Hotel, Sherm's Thunderbird Grocery, the Klamath Falls Senior Center, the Klamath Tribes Administration Building, and other community hubs. *Detailed service schedules are available on The Klamath Tribes' website.*



- Qual Trail Public Transit
- Incorporated Cities
- Census Designated Places
- County Boundary



Figure 6

## Demand-Response

Quail Trail Public Transit provides demand-response service throughout Klamath County, primarily connecting riders from outlying areas to Klamath Falls. Medical trips offer door-to-door service as far as Medford, Bend, Madras, and Eugene, scheduled around appointment times. The system also serves a growing number of Veterans—68 trips in 2024—with demand tripling since July 2025 and exceeding driver capacity in Fall 2025. Additional services include grocery trips for Tribal Elders and other residents without fixed-route access, Tribal Elder meal site trips to Beatty and Chiloquin (10–15 rides per week), and scheduled trips to the Medford Social Security office, food banks, and other essential errands.

## Facilities

Quail Trail Public Transit operates out of The Klamath Tribes Planning Department on 116 E. Chocktoot in Chiloquin. A garage is used for tire/supply storage and houses the vehicle that will be completing the route the next day. All vehicles are taken to Lee's automotive for mechanical services.

## Vehicle Fleet

Quail Trail Public Transit operates a 14-vehicle fleet with a range of makes, models, years, mileage, and accessibility, shown in Table 6 on the following page. The fleet includes AWD and 4x4 vehicles, with 10 ADA-accessible vehicles. All vehicles run on gasoline and without Commercial Drivers Licenses.

## Technology

Quail Trail Public Transit customers primarily rely on the provider website that offers information on transit services, schedules, and fares. They also use the Blaise Scheduling App and notebooks for drivers to track their rides, times, riders, and mileage. Each driver is also provided a cell phone for safety.

## Current Funding

The Quail Trail is funded through the FTA, STIF, and 5310 and 5311 funding through ODOT.

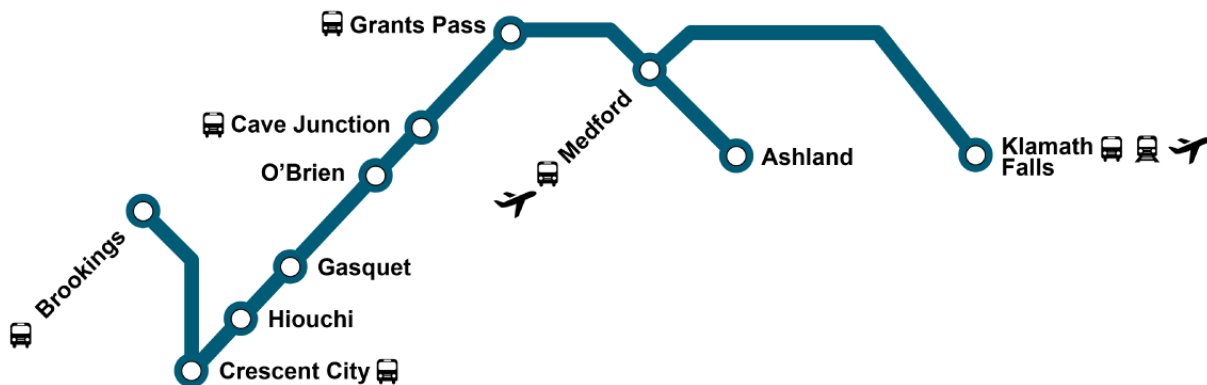


**Table 6. Quail Trail Public Transit Fleet**

| <b>Year</b> | <b>Vehicle</b>           | <b>Years Old</b> | <b>Passenger Seats<br/><i>Total Seats (# Seats with Wheelchairs)</i></b> | <b>Lifts/<br/>Ramps</b> | <b>Used For</b>               |
|-------------|--------------------------|------------------|--------------------------------------------------------------------------|-------------------------|-------------------------------|
| 05          | 05 Honda CRV             | 20               | 3                                                                        | None                    | Demand Response               |
| 06          | 06 Ford E450 Bus         | 19               | 14 (12 w/2wc)                                                            | Lift                    | Back-up for Quail Trail Route |
| 10          | 10 Dodge Caravan Purple  | 15               | 5 (3 w/1wc)                                                              | Ramp                    | Demand Response               |
| 11          | 11 Subaru Outback        | 14               | 3                                                                        | None                    | Demand Response               |
| 11          | 11 Elders Bus            | 14               | 14 (12 w/2wc)                                                            | Lift                    | Elders Events                 |
| 13          | 13 Dodge Rear "Silver"   | 12               | 5 (3 w/1wc)                                                              | Ramp                    | Demand Response               |
| 13          | 13 Dodge Side "Sand"     | 12               | 5 (3 w/1wc)                                                              | Ramp                    | Demand Response               |
| 19          | 19 Dodge Caravan "White" | 6                | 5 (3 w/1wc)                                                              | Ramp                    | Demand Response               |
| 19          | 19 Ford Transit Van #27  | 6                | 6 (5 w/1wc)                                                              | Lift                    | Demand Response               |
| 19          | 19 Ford Transit Van #28  | 6                | 6 & 5w/1wc                                                               | Lift                    | Demand Response               |
| 23          | 23 Ford Explorer         | 2                | 5                                                                        | None                    | Demand Response               |
| 24          | 24 Ford E450 Bus #2      | 1                | 14 (12 w/2wc)                                                            | Lift                    | Quail Trail                   |
| 24          | 24 Ford E450 Bus #3      | 1                | 14 (12 w/2wc)                                                            | Lift                    | Quail Trail                   |
| 24          | Toyota 4Runner           | 1                | 5                                                                        | None                    | Demand Response               |

## SouthWest POINT

The POINT is Oregon's ODOT-funded intercity bus service operated by Pacific Crest Bus Lines, offering year-round, daily service and connecting major hubs and rural communities statewide. The SouthWest Route runs one daily round trip between Klamath Falls and Brookings with 10 stops, as shown in Figure 7, coordinating schedules and shared stops to support easy transfers. *Detailed service schedules are available on The POINT's website.*



**Figure 7. SouthWest POINT Bus Route**

Tickets must be purchased in advance through Amtrak, Greyhound, Pacific Crest, and other partners, with fares ranging from \$3-\$52. Free transfers to Josephine Community Transit (JCT), Rogue Valley Transportation District (RVT), and Redwood Coast Transit Authority (RCTA) service are available. Buses seat 21-35 passengers, are ADA-accessible, and offer Wi-Fi, power outlets, luggage/bike space, and access to restrooms at select stops. An online map provides stop details, photos, schedules, and connection information.

## Klamath Shuttle

The Klamath Shuttle is an ADA accessible shuttle service from Klamath Falls to Crater Lake during the summer months. The shuttle leaves from the Crater Lake Trolley office at 445 S Spring Street in Klamath Falls, near the Amtrak station.

## Sage Stage

Modoc County in California operates Sage Stage, an intercity bus service that connects the City of Alturas to Klamath Falls with stops in between. The route operates on Thursdays only and deviated service pickups are available within 1 mile of the route. The bus stops at the Klamath Falls Amtrak station.

## Pacific Crest Bus Lines

Pacific Crest Bus Lines operates a daily route from Klamath Falls to Redmond. The route begins in Klamath Falls at the Amtrak station and has local stops throughout the route, including

Altamont, the Chiloquin Kla-Mo-Ya Casino, Chemult, Crescent, Gilchrist, La Pine, Sunriver, Bend Hawthorne Station, and the last stop at the Redmond Airport.

## Amtrak

Amtrak's Coast Starlight Train is a long-distance passenger train with daily service between Los Angeles and Seattle, passing through several major cities between southern California and its northern terminus with stops in Klamath Falls and Chemult. The Klamath Falls Amtrak station is located on the east side of Downtown Klamath Falls on Oak Avenue near S Spring Street. There are two train arrivals/departures through Klamath Falls daily, one heading northbound (morning) and southbound (evening).

## Connections Between Public Providers

As illustrated in Figure 4, riders are able to connect between various public transportation services at the following stops within the Klamath Falls urban area:

- **Basin Downtown Transit Center:** BTSTD and Quail Trail Public Transit
- **Sherm's Thunderbird:** BTSTD and Quail Trail Public Transit
- **Sky Lakes Medical Center:** BTSTD and Quail Trail Public Transit.
- **Amtrak Station:** BTSTD, Klamath Shuttle, SouthWest POINT, and Sage Stage

Providing clear public information that shows when and where services overlap at each shared bus stop could help riders better understand available transfers and connections between local and regional providers.

## HUMAN SERVICES PROVIDERS

Human services providers supplement public transportation services by offering specialized transportation or supporting clients who rely on it. These include non-emergency medical transportation (NEMT), senior centers, disability service organizations, and veterans' services, and health and human service agencies, whether they operate vehicles or simply assist clients who depend on transit.

## Basin Medical Transportation

Basin Medical Transportation provides 24/7 non-emergency medical transport for appointments, discharges, dialysis, and other medical needs. Founded in 2019, it offers three services: sedan and wheelchair transport (each \$2.75 pickup + \$2.75/mile) and stretcher transport (\$200 pickup + \$4/mile), with door-to-door assistance and trained staff as needed. Services can require 24–48 hours' notice (short-term) or 3–5 business days (long-term), though same-day trips may be available. Payment can be made privately or through insurance; private-pay riders book directly with Basin Medical, while insurance-covered riders must schedule through TransLink.

## Klamath Tribal Health & Family Services

Klamath Tribal Health and Family Services provides weekday (8 AM–5 PM) non-emergency medical and cultural-event transportation for eligible Tribal members, serving 300–450 clients per month. Trips are scheduled through a dispatcher and typically stay within Klamath County, with limited out-of-county medical trips available. The program also coordinates after-hours and holiday rides through contracted providers and offers limited bus tokens and support via Chiloquin Transit. Transportation is provided with eight GSA-leased vans, including two with wheelchair lifts. Service is prioritized for elders, patients needing dialysis or cancer treatment, people with disabilities, and children, and supports both medical and cultural/community trips.

## The Klamath Tribes Transit

Klamath Tribes Transit operates weekday demand-response service (8 AM–5 PM) for 50–60 clients per month, serving people with disabilities, older adults, low-income residents, youth, tribal members, and individuals in recovery. Trips—scheduled in advance—cover medical, work, school, shopping, senior, and social needs using agency-owned vans that are not ADA-accessible. Funding comes from federal, state, and private/grant sources.

## REACH Klamath Falls

REACH Klamath Falls is a nonprofit providing work, training, and rehabilitation opportunities for people with disabilities and others facing employment barriers, serving over 100 clients monthly. It operates Monday–Thursday (8:00 AM–4:30 PM) and Friday (10:00 AM–3:30 PM). While REACH does not run its own transportation, clients typically travel using Basin Lift, foster providers, or local taxis.

## Oregon Department of Human Services

The Oregon Department of Human Services (ODHS) operates Monday–Friday (8 AM–5 PM) and serves people with disabilities, older adults, low-income residents, homeless individuals, veterans, youth, students, tribal members, and those with chronic medical or recovery needs. Programs include Self-Sufficiency and Aging & People with Disabilities. ODHS supports transportation through contracted peer mentors, bus passes, gas vouchers, and NEMT via TransLink. It owns no vehicles, so it has no ADA-accessible fleet. Supported trip types include medical, wellness, work, school, shopping, and social activities, funded through state and federal sources.

## Veterans Health Administration

The Veterans Health Administration in Klamath Falls provides weekday (8:00 AM–4:30 PM) transportation for about 100 veterans per month to medical, dental, mental health, and benefits-related appointments. Services include fixed-route and non-emergency medical



transport using ADA-accessible cars and trucks. Rides are booked through a dispatcher, and the program also offers taxi vouchers, mileage and gas reimbursements, and travel-aide support.

## Disabled American Veterans

The Klamath Falls Disabled American Veterans (DAV) chapter does not operate its own transportation but uses the DAV Volunteer Transportation Network coordinated through the White City VA. Volunteer drivers pick up veterans at the Klamath Falls VA clinic and take them to VA-authorized appointments in White City, Medford, or Ashland, then return them afterward. Riders schedule trips through the VTN coordinator. The program does not own local vehicles, and most trips are for mental-health appointments.

## Klamath County Developmental Disabilities Services

Klamath County Developmental Disabilities Services (KCDDS) serves individuals with intellectual and developmental disabilities, many of whom are also older adults, students, tribal members, or have significant medical needs. The agency does not provide transportation directly; instead, it authorizes Medicaid-funded services such as bus passes, Basin Lift rides, and taxi trips through client plans. KCDDS owns no vehicles and does not schedule rides—its role is limited to approving transportation support for medical, work, school, shopping, senior, and social trips.

## Klamath Basin Behavioral Health

Klamath Basin Behavioral Health (KBBH), one of Southern Oregon's largest behavioral health providers, offers transportation primarily when other options fail and a client risks missing essential services. It serves 200–250 clients per month, operating Monday–Friday (7:30 AM–5:00 PM), with some programs occurring after hours. KBBH uses a 20-vehicle fleet (none ADA-accessible) to provide medical, wellness, work, social, and program-related trips, scheduled on an ad hoc basis. The organization also supports clients with transit passes, ride-hail credits, taxi vouchers, mileage and gas reimbursements, and travel training.

## Place2Heal

Place2Heal Counseling Services provides mental health and addiction counseling in Klamath Falls. Peer Mentors may provide transportation for treatment-related purposes.

## Tayas Yawks

Tayas Yawks offers culturally specific peer support and employment resources for individuals struggling with addiction or those returning to the community after incarceration or treatment. Peer Mentors provide transportation for treatment-related purposes.

## Sky Lakes Medical Center

Medical case managers at Sky Lakes Medical Center may provide transport or arrange transportation for clients.

## Additional Transportation Services for Seniors

Many senior living communities within Klamath Falls offer client-based transportation services for its residents. Those communities include Klamath Falls Senior Living, Crystal Terrace of Klamath Falls, and Pelican Pointe Assisted Living.



## Section 4

### Needs and Opportunities

# Needs and Opportunities

The transportation needs identified in this section reflect a synthesis of findings from the various public engagement efforts described in Section 2.

*Additional information is available in Appendix C.*

## BTSTD and Quail Trail Public Transit

Because BTSTD and Quail Trail coordinate transit services across overlapping areas, their identified needs are presented jointly to reflect shared challenges, opportunities, and priorities. A summary of key transportation needs follows.

### Operations

- **Prioritize core services:** Maintain fixed-route, paratransit, and intercommunity operations using stable local, state, and federal funding. Any service expansion should be sustainable.
- **Optimize demand-response:** Shift contractor dispatching to BTS to increase microtransit capacity.
- **Strengthen regional coordination:** Improve connections for riders traveling beyond the county by coordinating with neighboring transit agencies, hospitals, and human-service providers. Better data-sharing on passes, vouchers, and tokens can also streamline service and support targeted travel training.

### Services

- **Expand evening and weekend service**
  - BTSTD reduced service in April 2024 due to funding cuts, limiting access to jobs, medical care, education, and other essential trips outside weekday hours.
  - Restoring or expanding evening/weekend service would address these gaps.
  - Demand-based microtransit or flexible-route services could address 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**

- Rural and sparsely populated areas remain underserved due to distance and low densities.
- BTSTD should consider restoring Extend Service within Klamath Falls (e.g., Wocus, Henley, Southview) and exploring service to areas like Pine Grove and Running Y.
- A bus stop at New Way is a critical need and may be addressed through partnerships between BTSTD, Quail Trail, and Klamath Tribal Health, potentially via the OIT stop or microtransit.
- Improved access to the Chiloquin wellness center is a priority; Quail Trail could reach it through flexible routing.
- Students traveling between KCC and OIT could benefit from the new state vanpool program.
- For Quail Trail, communication improvements could help riders navigate long distances and weather-related challenges.

### ■ **Improve regional and intercommunity connectivity**

- Many communities in and outside Klamath County lack regular, reliable transit connections.
- Northern communities (Crescent, Gilchrist, Chemult) remain disconnected and often depend on Deschutes County for essential services.
- Expanded coordination or service would improve access to regional destinations.
- Existing intercity links—POINT (Medford/Brookings), Pacific Crest (Redmond), and Sage Stage (Alturas/Redding/Reno)—should be maintained, but gaps remain (e.g., no regular service to Lakeview).

## Facilities

### ■ **Maintain and enhance BTSTD facilities**

- BTSTD's administrative and maintenance complex supports fixed-route, intercommunity, and paratransit operations.
- As services grow, ongoing investment is needed to maintain capacity, improve efficiency, and support flexible service models.
- BTSTD should develop a Facilities Assessment and Needs Plan to identify safety upgrades, long-term capital needs, equipment replacements (e.g., aging bus wash), fire-code updates, and improvements to offices, maintenance areas, transfer stations, bus stops, seating, and other amenities.

### ■ **Maintain and enhance the Quail Trail operations facility**

- The Chiloquin facility houses administration, operations, dispatch, and vehicle storage near Tribal Administration offices.
- Continued investment will help support expanding services, improve operational efficiency, and strengthen regional coordination.

## Vehicle Fleet

- **Maintain existing fleets:** Both BTSTD and Quail Trail rely on diverse vehicles, some of which exceed recommended age and mileage. Regular maintenance and timely replacement are essential for reliability and accessibility.
- **Improve efficiency and right-size vehicles:** Funding constraints limit the purchase of cleaner, more fuel-efficient vehicles. Smaller vehicles better matched to ridership—such as Quail Trail’s planned shift to a small Ford Transit—can reduce costs and improve efficiency.
- **Retain specialized vehicles:** Quail Trail must maintain its all-wheel-drive vehicles to safely reach rural riders over rough terrain.

## Information and Technology

- **Centralized transit information:** Riders lack clear, unified information about available services. A single web page or flyer should list all providers and how to use each service, with targeted outreach to populations who need it most. Restoring BTSTD’s Extended Service should be paired with focused marketing.
- **Better rider guidance:** Riders often need clearer instructions on scheduling and using services. BTSTD’s Mobility Manager already offers hands-on training, but broader outreach is needed so more people know about it. Quail Trail drivers help riders transfer to BTSTD and provide free day passes, but this support also needs more public awareness. Clear communication on lead-times and same-day availability would reduce confusion for riders and clinics.
- **Technology enhancements:** BTSTD should evaluate online ride-request tools, real-time tracking, and other upgrades, and continue integrating information into the Transit app. Other providers should also add their service data to the app to give riders a complete view of all options.

## Coordination

- **Enhance collaboration among providers:** Many Klamath County transportation providers operate outside Federal 5310 and STIF funding. Better coordination—including sharing vehicles no longer needed by public transit—can improve efficiency.
- **Holder quarterly stakeholder focus groups:** BTSTD, Quail Trail, and partners (e.g., Klamath County Developmental Disability Services, Klamath Tribal Health and Family Services) should meet regularly to identify service gaps, streamline operations, and prioritize needs of vulnerable populations.
- **Improve resource sharing:** Increase provider awareness and formalize coordination to reduce duplicate rides and missed opportunities. A shared pickup/drop-off calendar for common destinations would boost efficiency.
- **Leverage funding:** Work with human service agencies and community partners to identify additional funding sources, integrating these discussions into quarterly meetings.
- **Veterans transportation:** Many veterans needing door-to-door service live outside the urban area. Providers should collaborate to improve access to Klamath Falls, Bend, and Medford.

## Marketing/ Advertising/ Education

- **Increase awareness of public transportation options:** Many low-income residents are unaware of available services. Broader outreach could expand ridership.
- **Overcome misconceptions:** Some believe services are only for seniors and people with disabilities. Clear communication that transportation is available to all users can help increase participation.

## Human Services Transportation

This section summarizes the key transportation needs of human services populations in Klamath County.

### Klamath Tribal Health

Providers noted needs to improve clarity, accessibility, and coordination. Priorities include simplifying program descriptions, expanding ADA-accessible capacity, formalizing after-hours protocols with BTSTD and Basin Medical, and strengthening partnerships with Quail Trail and contracted providers. Increasing awareness of resources like bus passes could also improve service efficiency.

### REACH Klamath Falls

Although REACH does not provide transportation, providers saw opportunities to improve coordination for clients using Basin Lift, taxis, or foster-provider rides. Key needs include setting

recurring trip windows aligned with program hours and sharing weekly attendance schedules with BTSTD to ensure consistent, reliable access.

## **Oregon Department of Human Services**

Providers identified needs to streamline access to bus passes, gas vouchers, and non-emergency medical transportation. Priorities include simplifying eligibility and referral pathways to TransLink and BTSTD and creating a shared dashboard to track pass distribution, trip use, and service effectiveness.

## **Veteran Health Administration**

Providers emphasized improving coordination and accessibility for veterans using VA transportation. Key needs include a unified scheduling system for VA, DAV VTN, and BTSTD Wednesday Medford trips, plus a clear rider guide covering eligibility, vouchers, and ADA accommodations. Better communication would enhance reliability and appointment access.

## **Disabled American Veterans Volunteer Transportation Network**

Providers saw opportunities to better align services with BTSTD Veterans on the Go. Needs include synchronizing trip calendars and establishing a simple referral flow from VA clinic staff to both VTN and BTSTD for riders with different mobility needs. Strengthened scheduling and communication would improve service consistency.

## **Klamath County Developmental Disabilities Services**

Providers identified needs to improve access for clients using Medicaid-authorized transportation, bus passes, Basin Lift, and taxis. Priorities include standardizing referral packets with BTSTD and taxi providers, tracking unused transportation benefits, and enhancing coordination to reduce missed trips and support reliable access to daily activities.

## **Klamath Basin Behavioral Health**

Providers noted opportunities to improve accessibility and coordination for clients using KBBH transportation. Needs include expanding ADA capacity through coordination with BTSTD and Basin Lift, implementing a simple scheduling template with standing slots for high-volume programs, and better integrating internal vehicles with external providers to increase reliability.





## Section 5 Implementation Plan

# Implementation Plan

This section translates the needs and opportunities from Section 5 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.

Table 7 through Table 13 present the recommended 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.

*Additional information is available in Appendix C.*

**Table 7. 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 8. 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 9. 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 &amp; Family Services; KBBH: Klamath Basin Behavioral Health

**Table 10. 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 11. 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 |

**Coordinated Human Services Public Transportation Plan**

Basin Transit Service Transportation District &amp; The Klamath Tribes Quail Trail Public Transit

Implementation Plan

| 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 12. 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              |

**Coordinated Human Services Public Transportation Plan**

Basin Transit Service Transportation District &amp; The Klamath Tribes Quail Trail Public Transit

Implementation Plan

| 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 13. 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 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 |
| 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                                                       |

**Coordinated Human Services Public Transportation Plan**

Basin Transit Service Transportation District &amp; The Klamath Tribes Quail Trail Public Transit

Implementation Plan

| Strategy                                                                                                                                                                                                                                                                                                                  | Initial Cost | Ongoing Cost | Ease to Implement | Community Need | Regional Benefit | Timeframe                      | Responsible Provider             |
|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------|--------------|-------------------|----------------|------------------|--------------------------------|----------------------------------|
| 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 |
| 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                 |

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





## Appendix A Stakeholder Engagement Memorandum



# TECHNICAL MEMORANDUM

March 26, 2026

Project# 32070.0

To: Project Management Team

From: Christian Watchie, Cogito

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

Subject: Final Tech Memo #2: Stakeholder Engagement

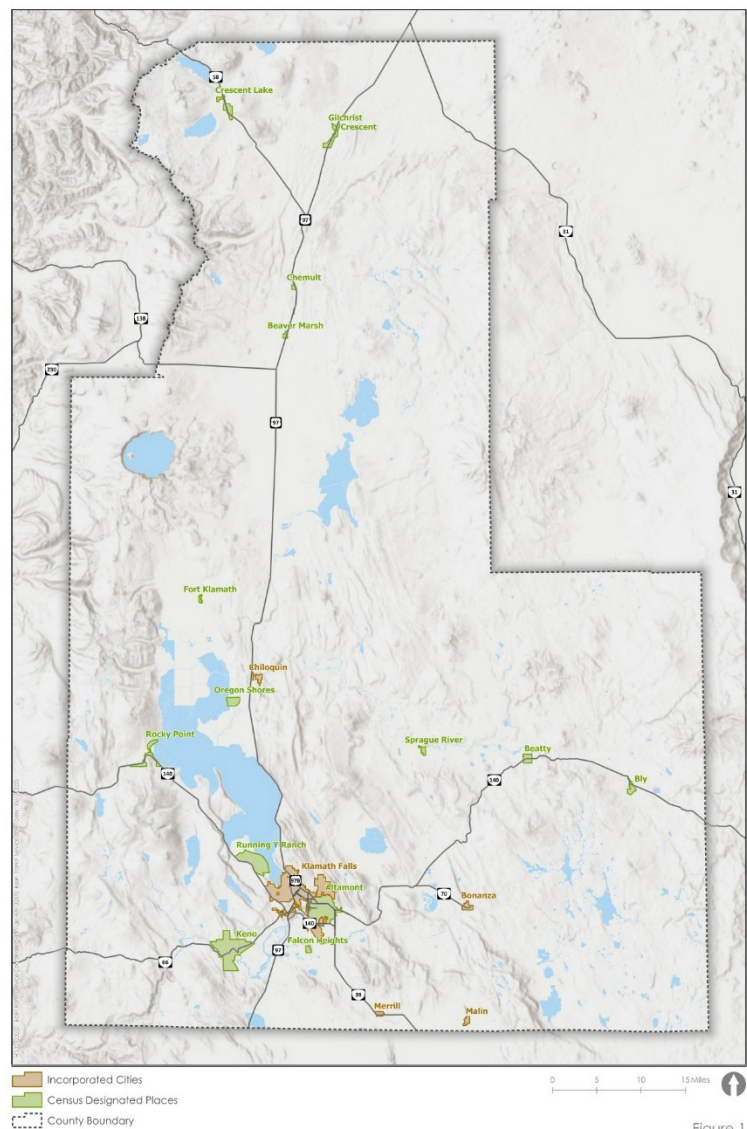
## INTRODUCTION

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.



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## 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

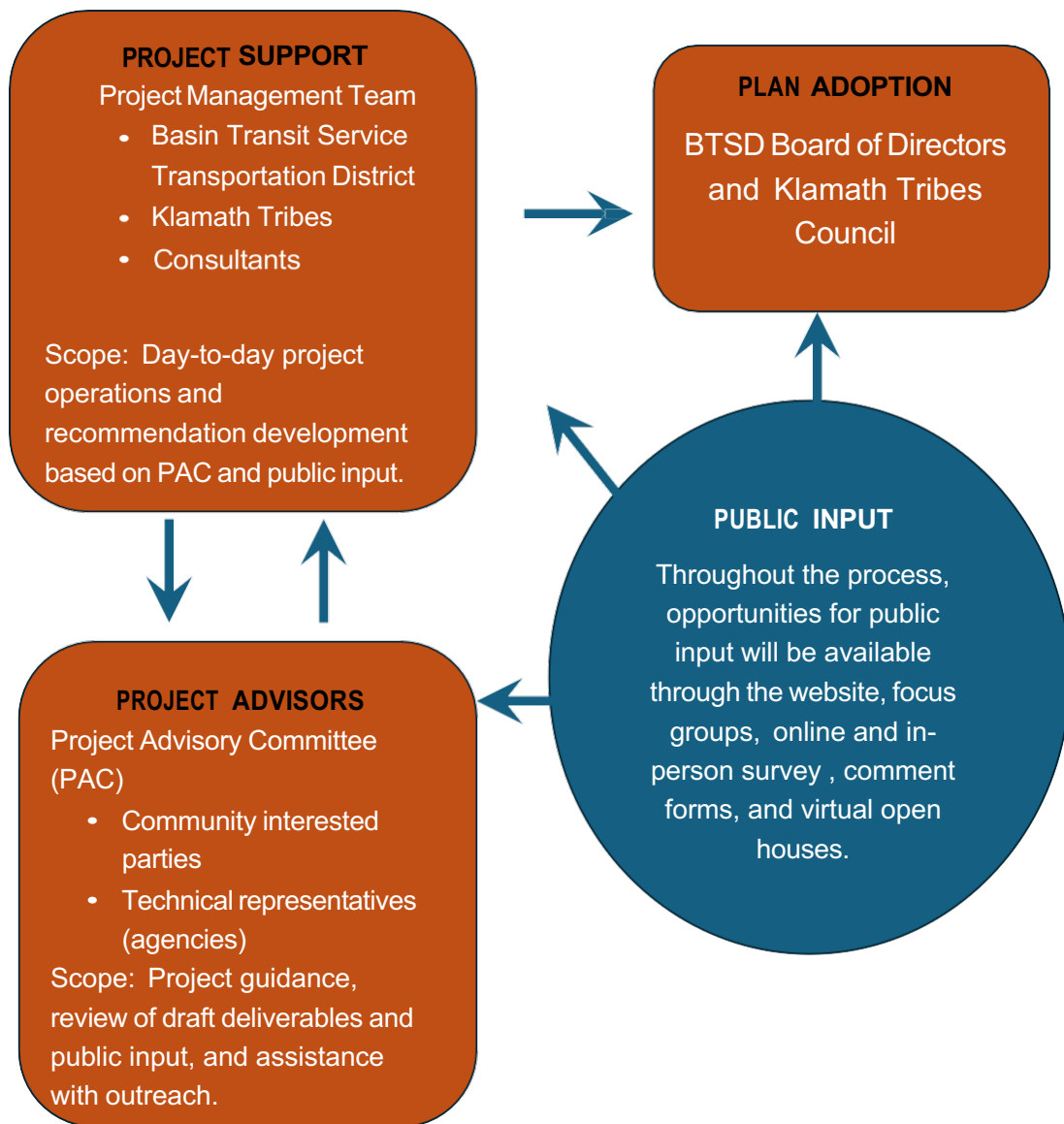
*January 2026*

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

*March 2026*

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## Decision-Making Framework



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## 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:** An online interactive live session for public will be publicly announced and 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.

An online comment form will be available on the project website for the public for a duration of one week following the live session to provide feedback on the Draft Coordinated Plan. All comments will be included in the final version of this memorandum. Questions posed will be addressed and posted on the project webpage.



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## 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

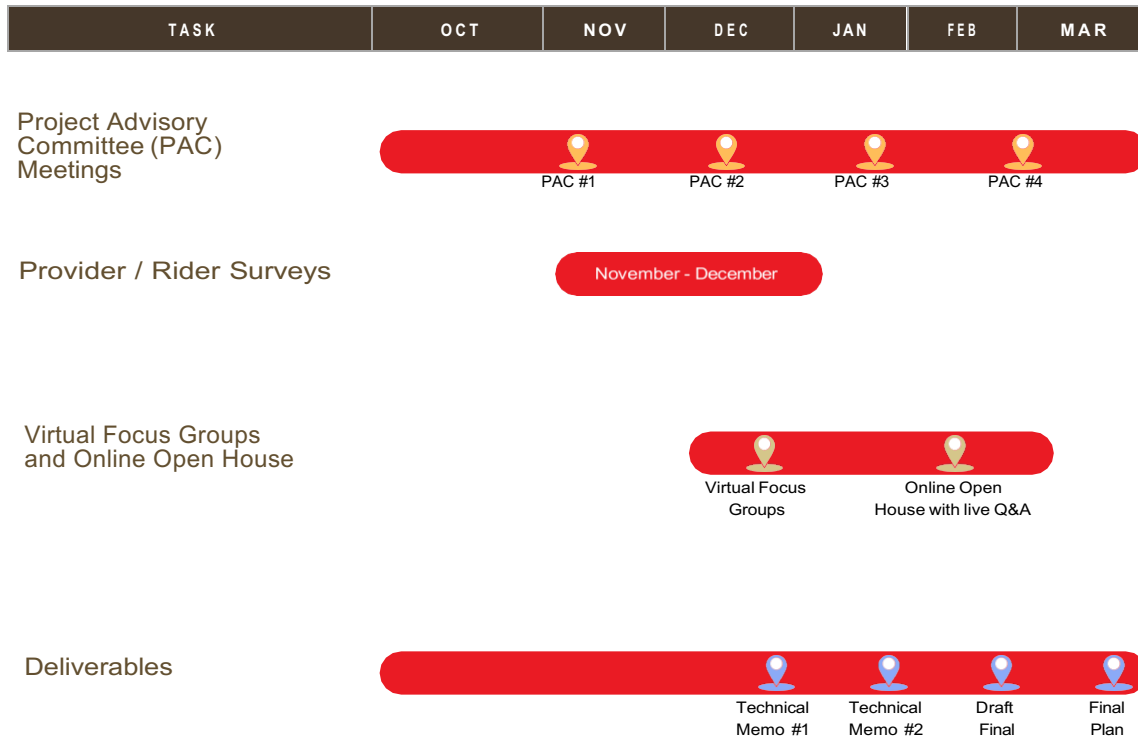
### Social Media

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



## 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                                                                              |

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## 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.

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## **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).



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### **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).

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## **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).

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### **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.

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## **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**

In the second phase of outreach, members of the public were invited to review and provide feedback on the draft Plan's proposed solutions and strategies by either attending an in-person meeting or visiting an online open house with a comment submission form.

### **In-Person Open House**

On March 2, 2026, Basin Transit Service hosted a public meeting. Seven members of the public attended and reviewed the planning process to date and how the solutions and strategies address the public transportation needs identified in Phase 1 outreach.

### **Online Open House**

The online open house, which ran from March 2 to March 9, 2026, was advertised across the service area with project flyers on transit routes and posts on social media. This outreach led to five responses.

## **Results**

- Overall public response toward the Plan and its recommended strategies was uniformly positive.
- All respondents (5 of 5) answered "Yes" to every closed-ended question about the Plan's clarity, relevance, and effectiveness.

## **Perceptions of the Plan**

- Understanding current transit services: 100% said the Plan helps them better understand existing transit services.
- Likelihood of using transit: 100% reported being more likely to use transit after reading the Plan.
- Personal relevance: 100% felt the Plan reflects their personal transit needs.
- Service strategies: 100% agreed the recommended service strategies meet their

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needs.

- Marketing & education strategies: 100% believed these will help more people learn about transit services.
- Information & technology strategies: 100% felt these will make services more reliable or easier to use.

### **Open-Ended Feedback (Key Themes)**

Additional transit needs (Q4):

- One comment noted a need for more covered areas and possibly nearby restrooms.

Sharing information (Q7):

- One suggestion emphasized in-person outreach, such as meetings and informing local stores.

Other strategies (Q9):

- One response highlighted on-the-ground information sharing.

### **Key Takeaway**

- The survey shows strong, unanimous support for the Plan and its recommendations among respondents, with only minor, practical suggestions focused on amenities and localized, in-person information sharing.

See Attachment C for the full data summary.



## Attachment A – Focus Group Summary

### HEALTH AND HUMAN SERVICES

**December 11, 2025: 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 Engagement Specialist

**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/late 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, 2025: 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

### **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, 2025: 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

## **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 advertises 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 on the fixed-route service.

Other barriers?

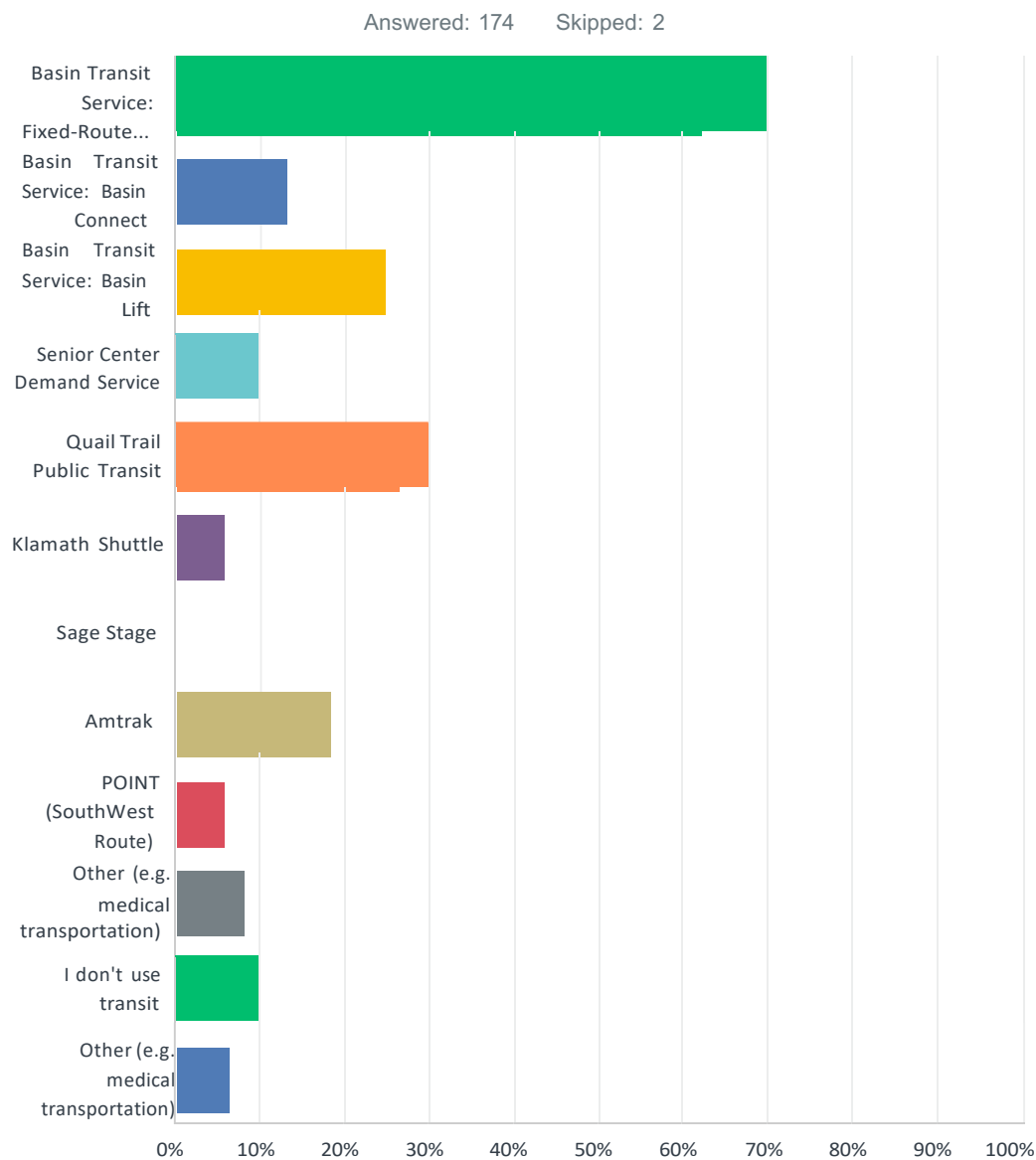
- Timing is a primary challenge – patients aren't always able to reach their appointments and if they're not on time, they are turned away.
- Medical/dental appointments start at 7:30 a.m. – 4 p.m. Health appointments start at 8 a.m.
- The Klamath Tribes is trying to improve their no-show rate (especially 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 5AM, staff are there at 5AM).
- 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.

## **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]



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

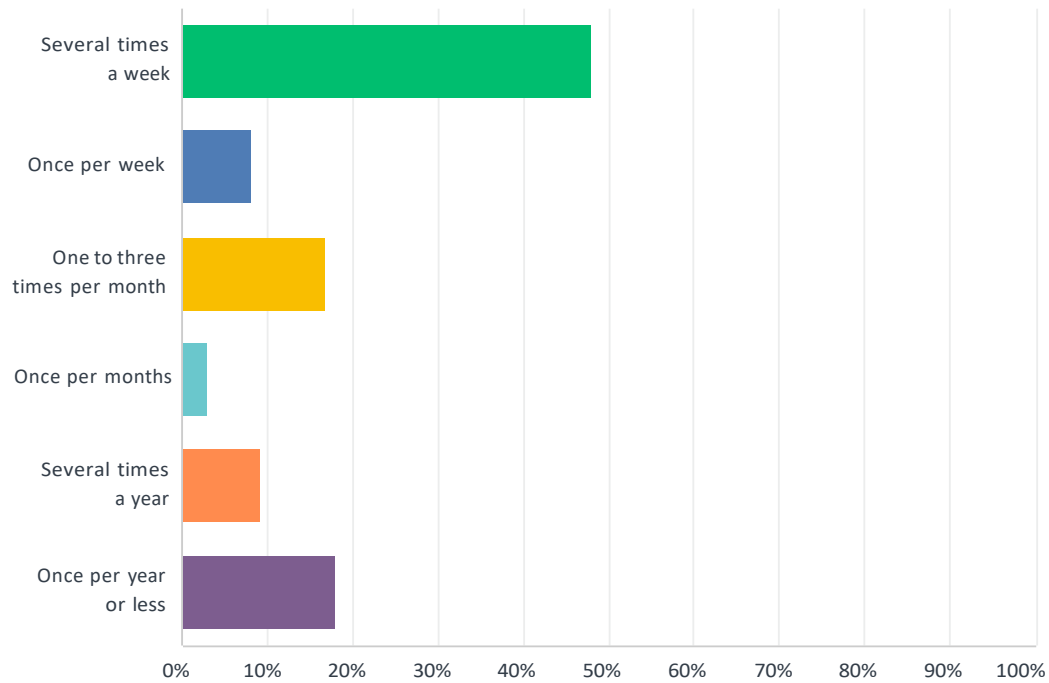
| <b>ANSWER CHOICES</b>                      | <b>RESPONSES</b> |     |
|--------------------------------------------|------------------|-----|
| Basin Transit Service: Fixed-Route Service | 62.07%           | 108 |
| Basin Transit Service: Basin Connect       | 13.22%           | 23  |
| Basin Transit 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                     |                  |     |

| <b>#</b> | <b>OTHER (E.G. MEDICAL TRANSPORTATION)</b> | <b>DATE</b>         |
|----------|--------------------------------------------|---------------------|
| 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]

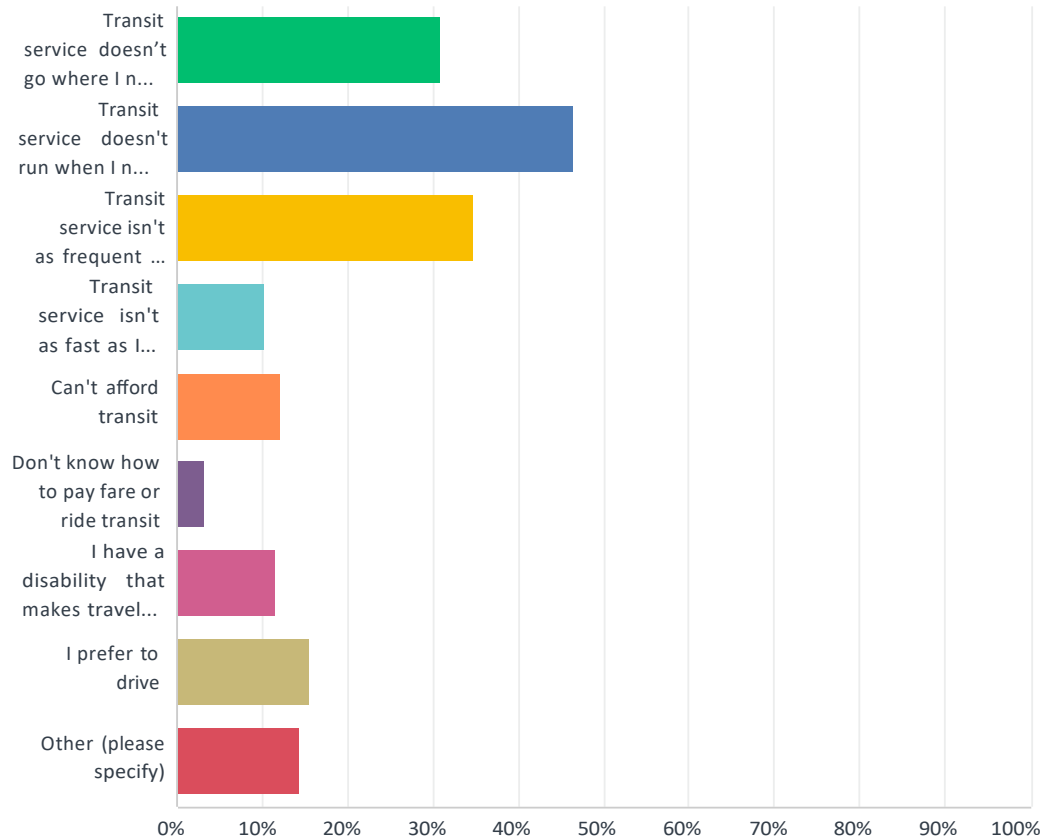
Answered: 173 Skipped: 3



| ANSWER CHOICES               | RESPONSES |    |
|------------------------------|-----------|----|
| Several times a week         | 47.98%    | 83 |
| Once per week                | 8.09%     | 14 |
| One to three times per month | 16.76%    | 29 |
| Once per months              | 2.89%     | 5  |
| Several times a year         | 9.25%     | 16 |
| Once per year or less        | 17.92%    | 31 |
| 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 |

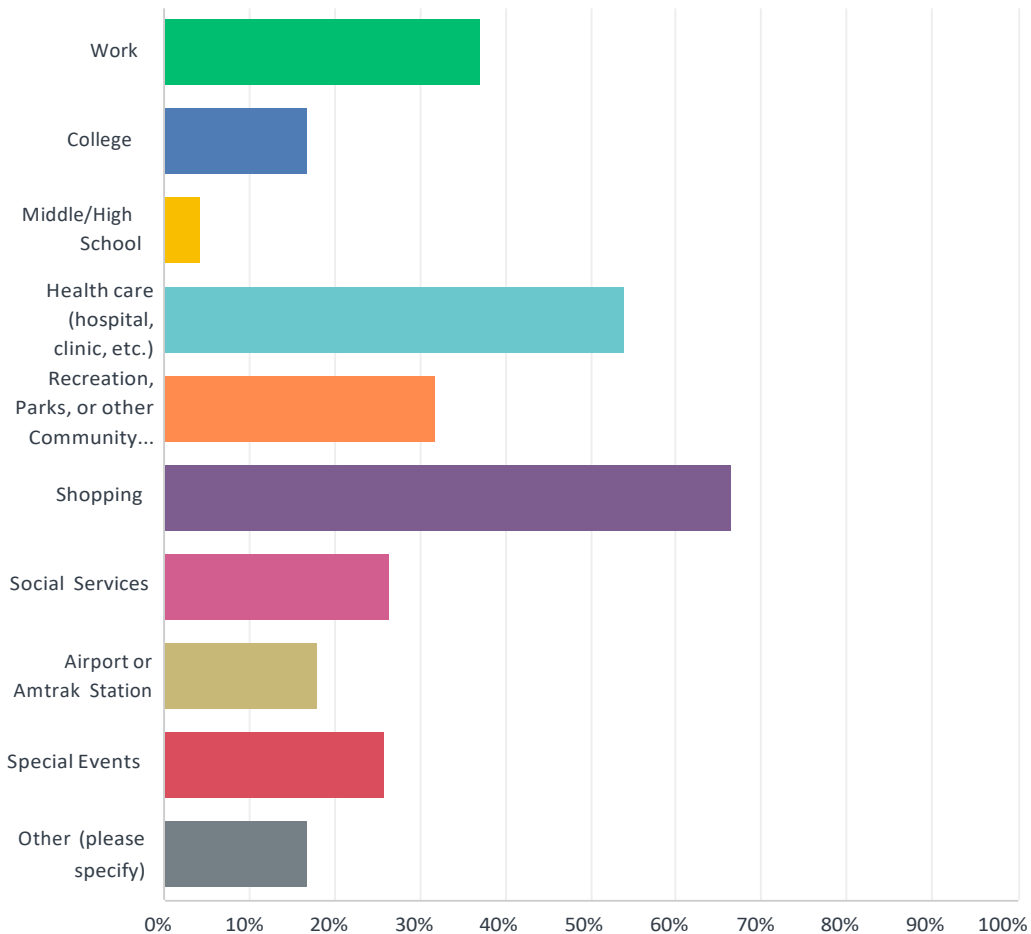
**Basin Transit Service Transportation District and The Klamath Tribes Quail  
Trail Public Transit Coordinated Human Services**

Total Respondents: 155

| #  | OTHER (PLEASE SPECIFY)                                 | DATE                |
|----|--------------------------------------------------------|---------------------|
| 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  
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| <b>ANSWER CHOICES</b>                                  | <b>RESPONSES</b> |     |
|--------------------------------------------------------|------------------|-----|
| 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

| <b>#</b> | <b>OTHER (PLEASE SPECIFY)</b>                                                            | <b>DATE</b>        |
|----------|------------------------------------------------------------------------------------------|--------------------|
| 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 |



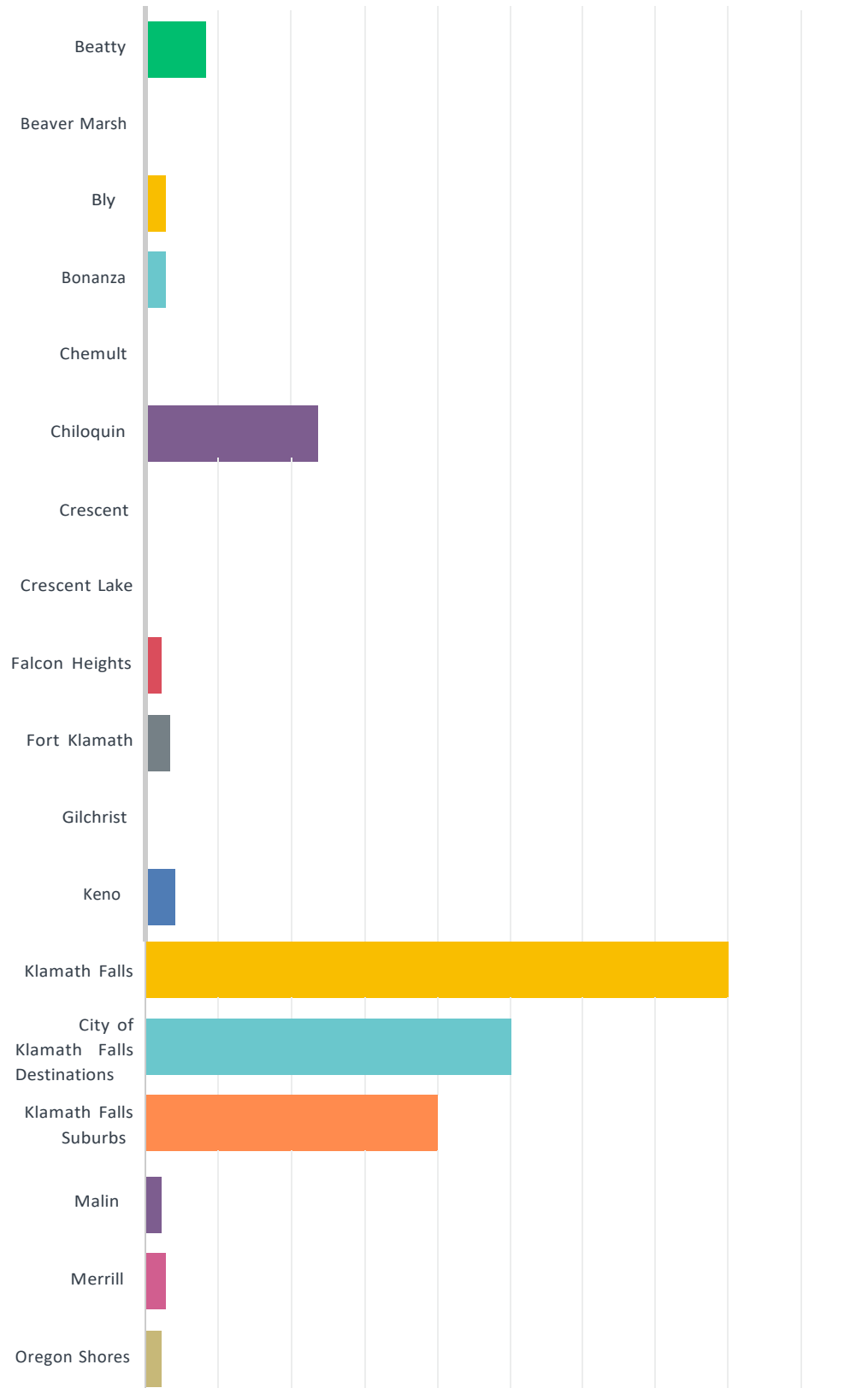


Basin Transit Service Transportation District and The Klamath Tribes Quail  
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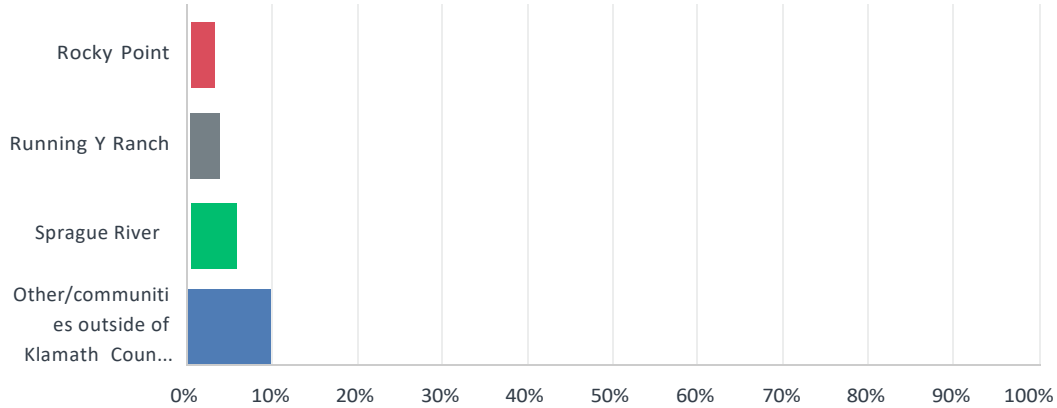
|    |                                            |                     |
|----|--------------------------------------------|---------------------|
| 24 | Able to track bus in real time             | 11/16/2025 12:27 AM |
| 25 | important appointments, doc and counseling | 11/14/2025 1:28 PM  |
| 26 | 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



| 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

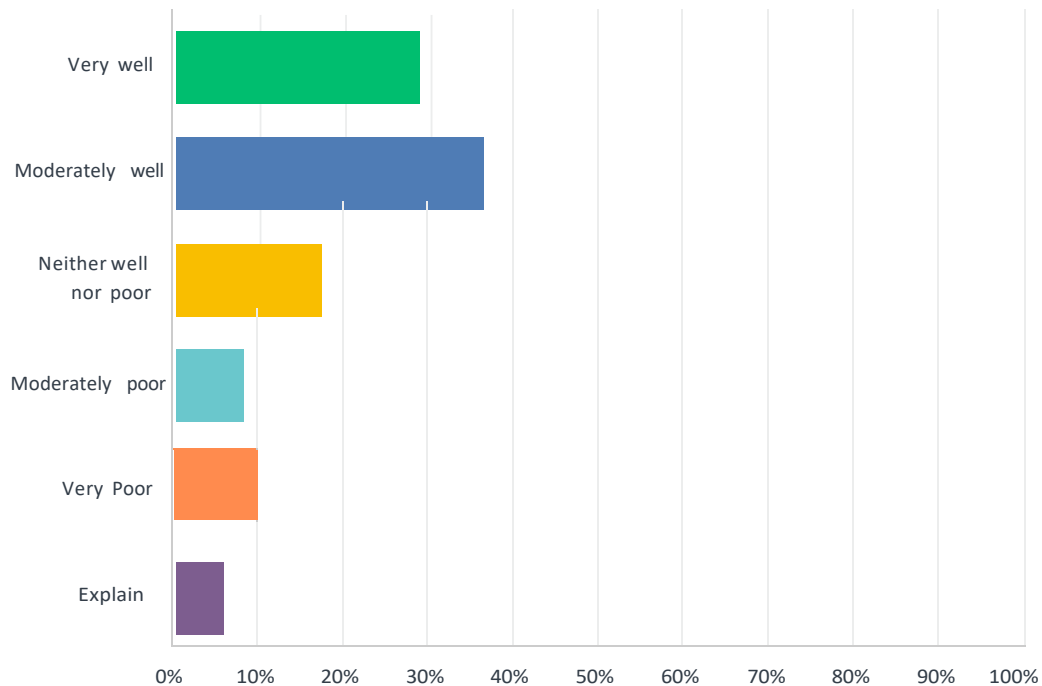


Basin Transit Service Transportation District and The Klamath Tribes Quail  
Trail Public Transit Coordinated Human Services

| #  | 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%    | 50 |
| Moderately well       | 36.21%    | 63 |
| Neither well nor poor | 17.24%    | 30 |
| Moderately poor       | 8.05%     | 14 |
| Very Poor             | 10.34%    | 18 |
| Explain               | 5.75%     | 10 |

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 |



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

6

I don't know what these different BTS things mean

11/21/2025 1:42 PM

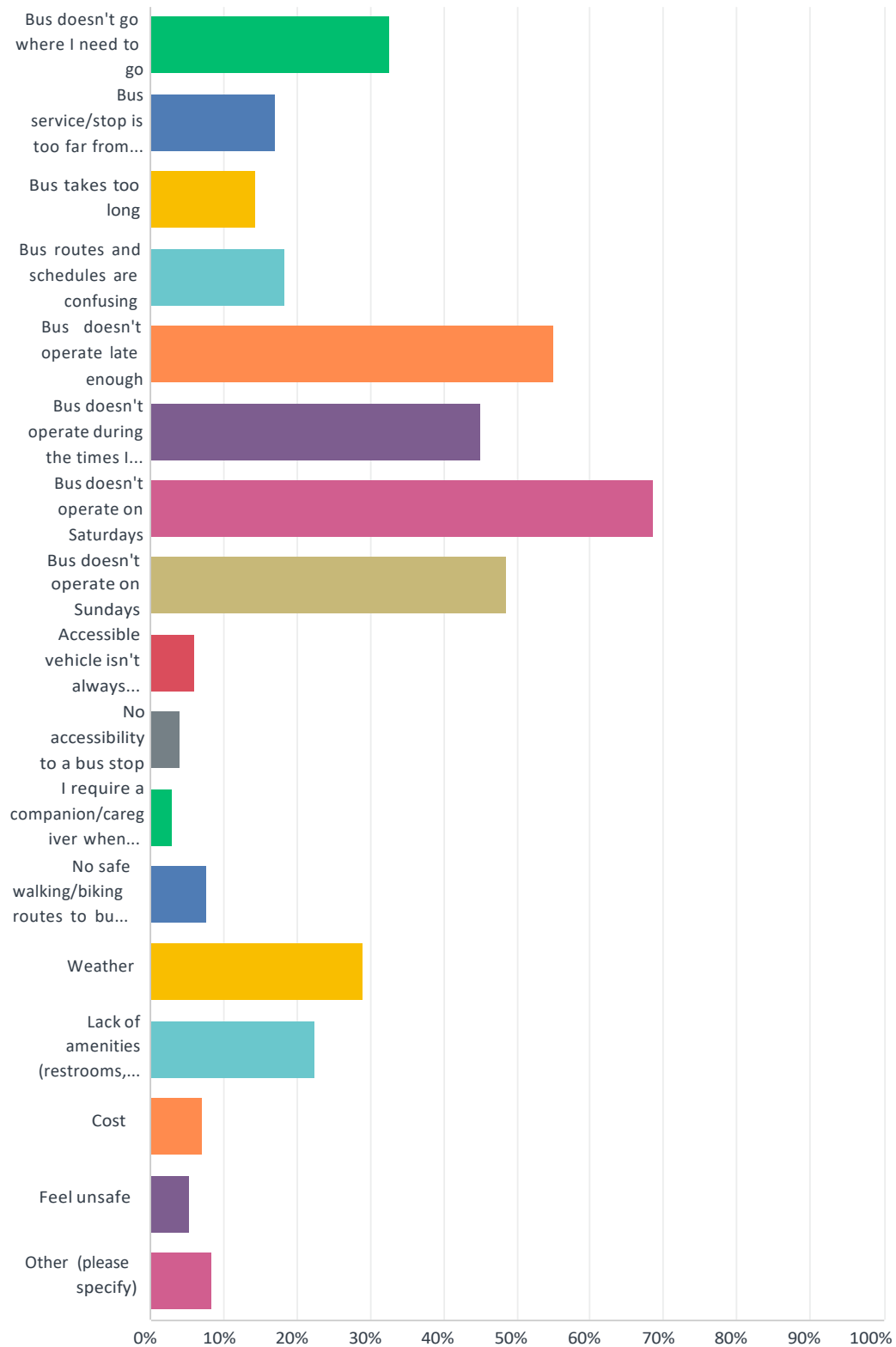
Basin Transit Service Transportation District and The Klamath Tribes Quail  
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|    |                                                 |                     |
|----|-------------------------------------------------|---------------------|
| 7  | I don't 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



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

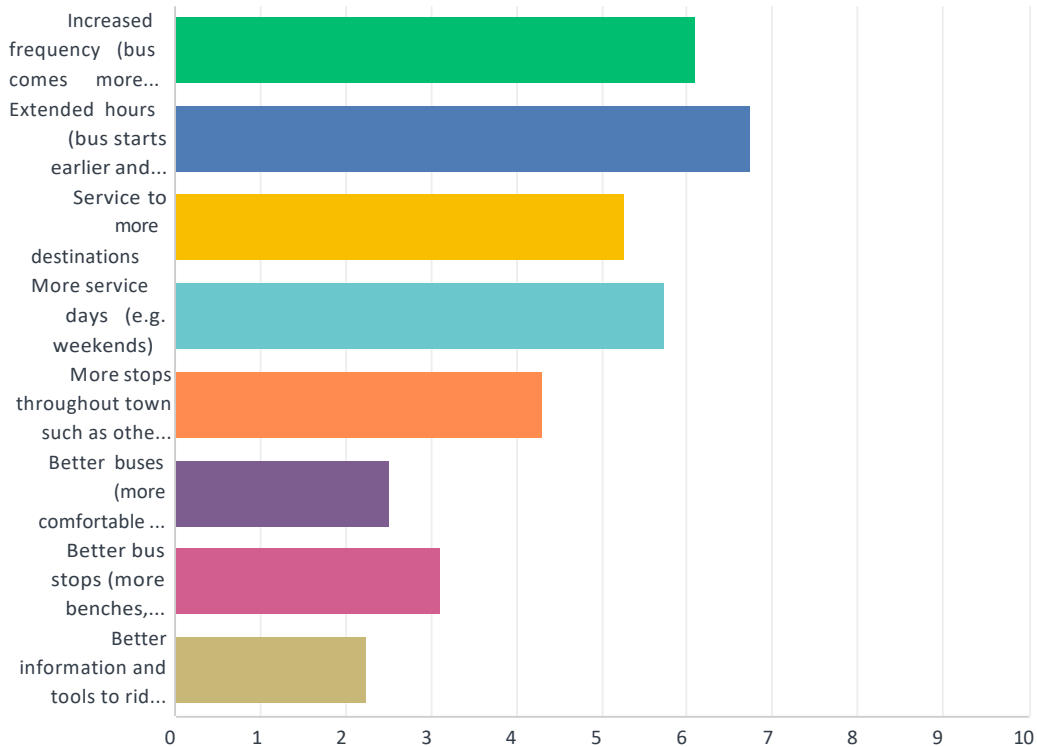
| <b>ANSWER CHOICES</b>                                  | <b>RESPONSES</b> |     |
|--------------------------------------------------------|------------------|-----|
| Bus doesn't go where I need to go                      | 32.54%           | 55  |
| Bus service/stop is too far from my home               | 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

| <b>#</b> | <b>OTHER (PLEASE SPECIFY)</b>                                                             | <b>DATE</b>         |
|----------|-------------------------------------------------------------------------------------------|---------------------|
| 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**

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

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

|    |                                                                                                                                                                                              |                     |
|----|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------|
| 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 | Crescent 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 |



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

|     |                                                                                                                                                                                        |                     |
|-----|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------|
| 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  | ldk                                                                                                                                                                                    | 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  |

Basin Transit Service Transportation District and The Klamath Tribes Quail  
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|     |                                                                                  |                     |
|-----|----------------------------------------------------------------------------------|---------------------|
| 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  |

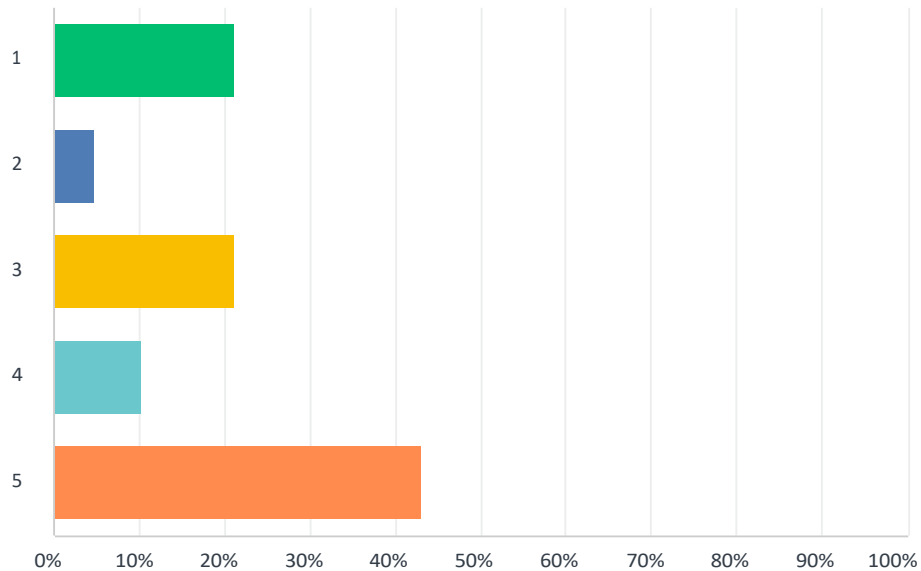
Basin Transit Service Transportation District and The Klamath Tribes Quail  
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|     |                                                                                                                                  |                    |
|-----|----------------------------------------------------------------------------------------------------------------------------------|--------------------|
| 106 | Keno, Merrill, 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)]

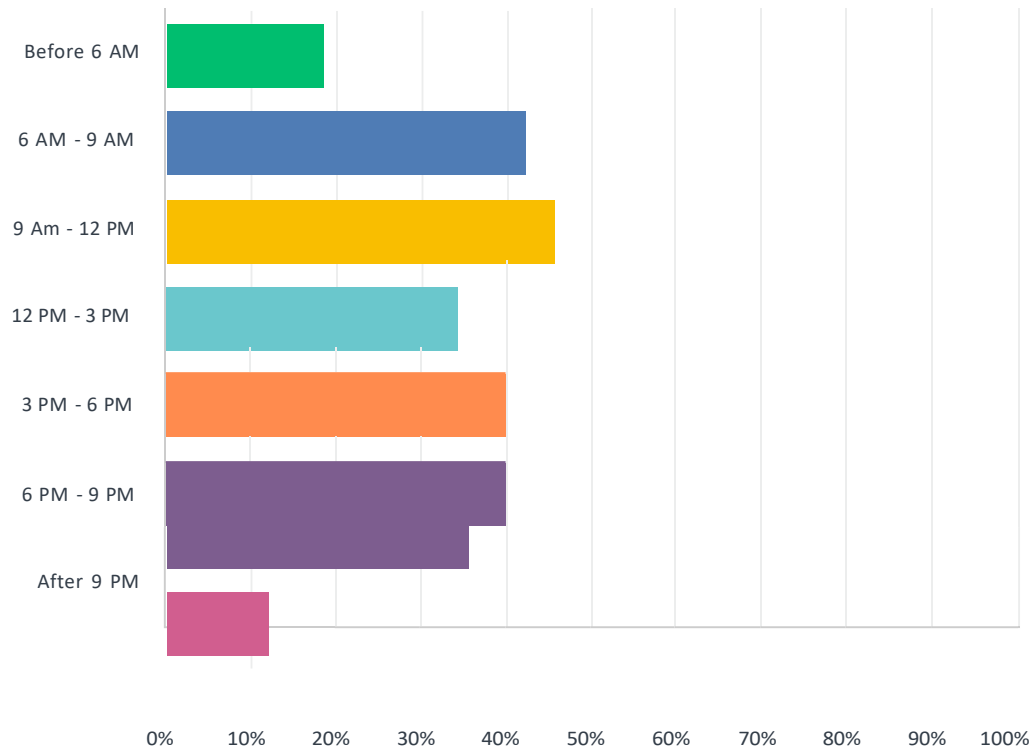
Answered: 128 Skipped: 48



| 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]

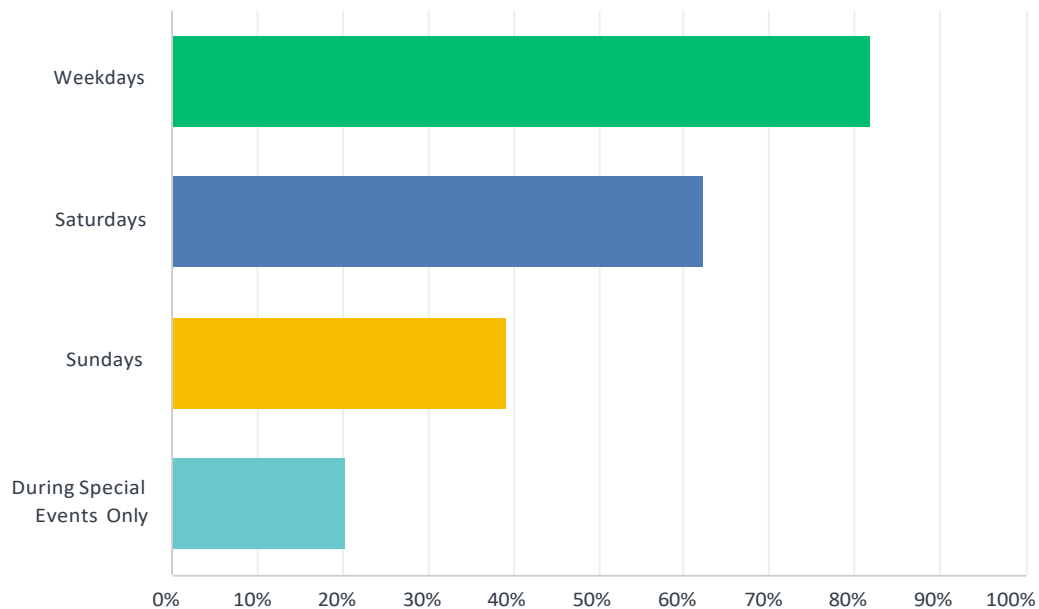
Answered: 140 Skipped: 36



| 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]

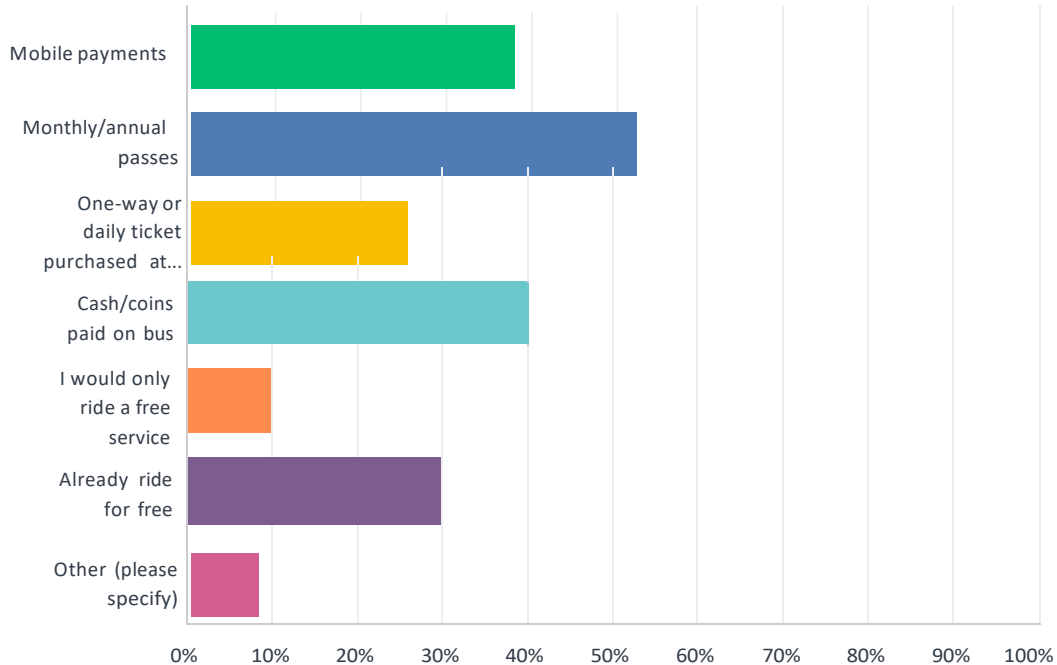
Answered: 138 Skipped: 38



| 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 |



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

|    |                                                                                                                                                                                                                                                                                                      |                    |
|----|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------|
| 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 |

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## 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  |



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

|    |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |                     |
|----|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------|
| 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                                                                                                                                                                         | they're witnessing  |
| 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 |                     |

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11/24/2025 4:49 PM

11/24/2025 1:44 PM

52      Want to see it in more destinations 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

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n 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 excelent 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 to 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 |

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|    |                                                                                                                                                                                     |                    |
|----|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------|
| 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 |

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

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 stop 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 |

Basin Transit Service Transportation District and The Klamath Tribes Quail  
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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 |

**Basin Transit Service Transportation District and The Klamath Tribes Quail  
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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  |

Basin Transit Service Transportation District and The Klamath Tribes Quail  
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## 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  |

Basin Transit Service Transportation District and The Klamath Tribes Quail  
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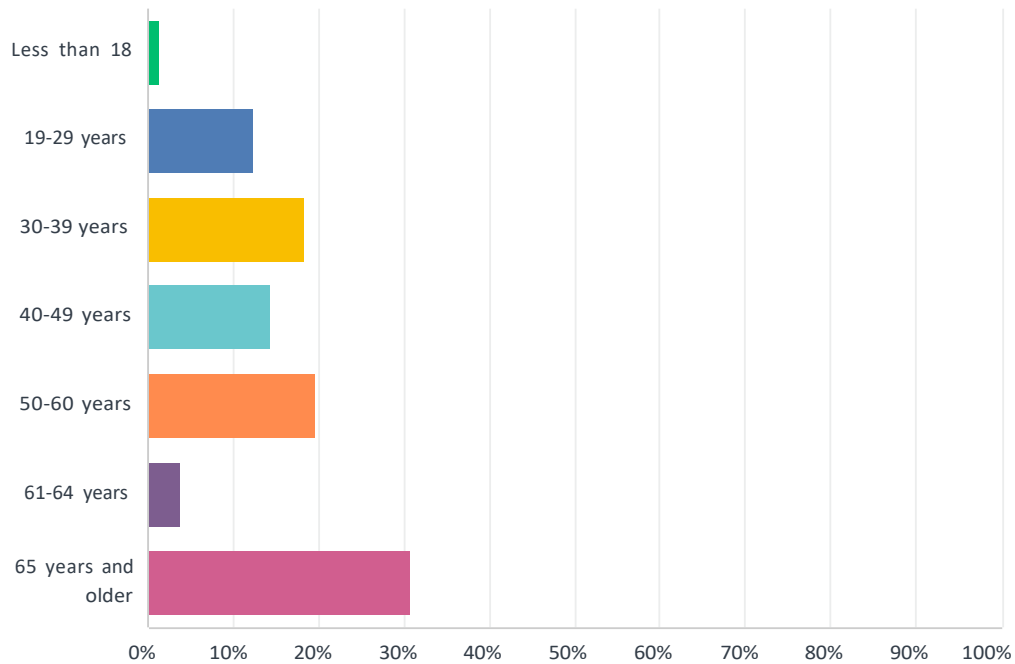
|    |                                                           |                     |
|----|-----------------------------------------------------------|---------------------|
| 34 | 97624                                                     | 12/2/2025 2:52 PM   |
| 35 | 97624                                                     | 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 K Falls 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

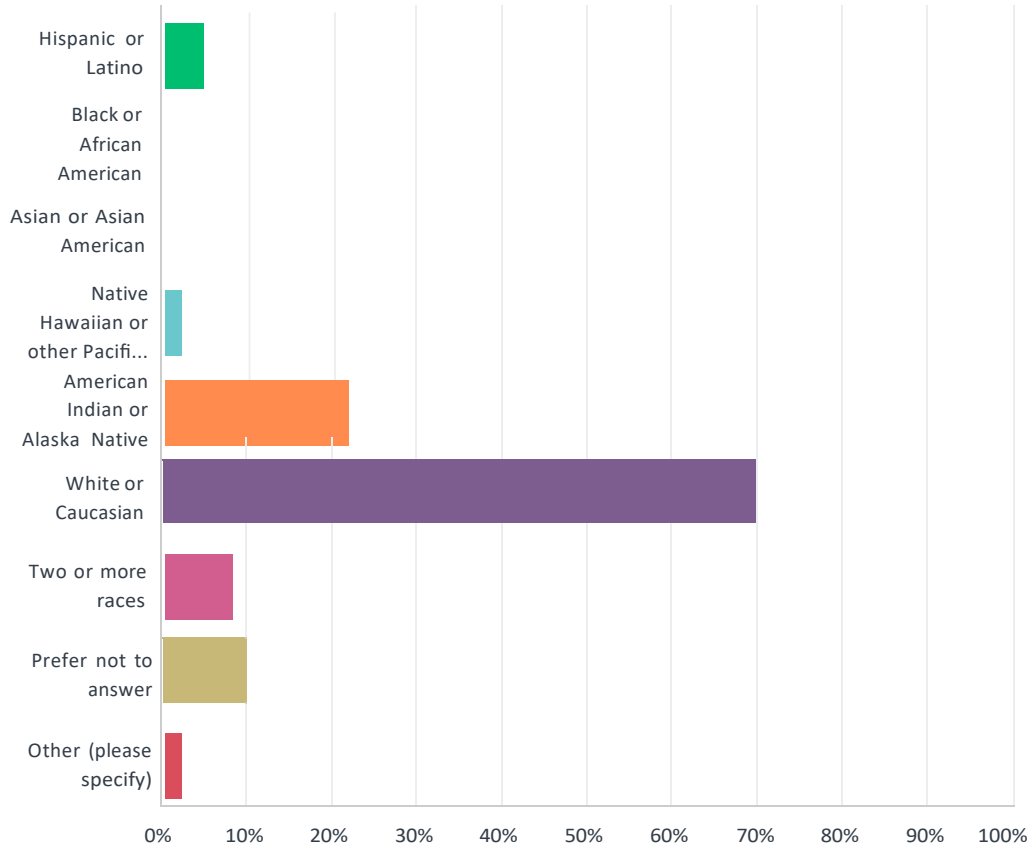


| ANSWER CHOICES         | RESPONSES |    |
|------------------------|-----------|----|
| Less than 18           | 1.31%     | 2  |
| 19-29 years            | 12.42%    | 19 |
| 30-39 years            | 18.30%    | 28 |
| 40-49 years            | 14.38%    | 22 |
| 50-60 years            | 19.61%    | 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

Basin Transit Service Transportation District and The Klamath Tribes Quail  
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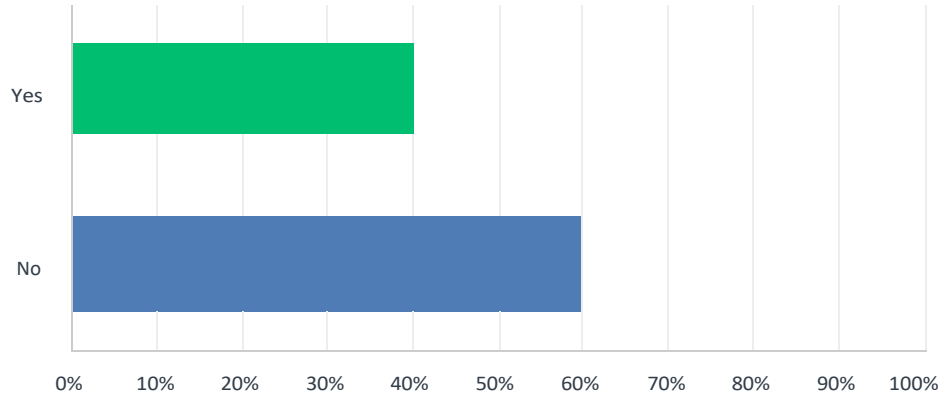
| # | OTHER (PLEASE SPECIFY) | DATE |
|---|------------------------|------|
|---|------------------------|------|

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

|   |                |                    |
|---|----------------|--------------------|
| 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]

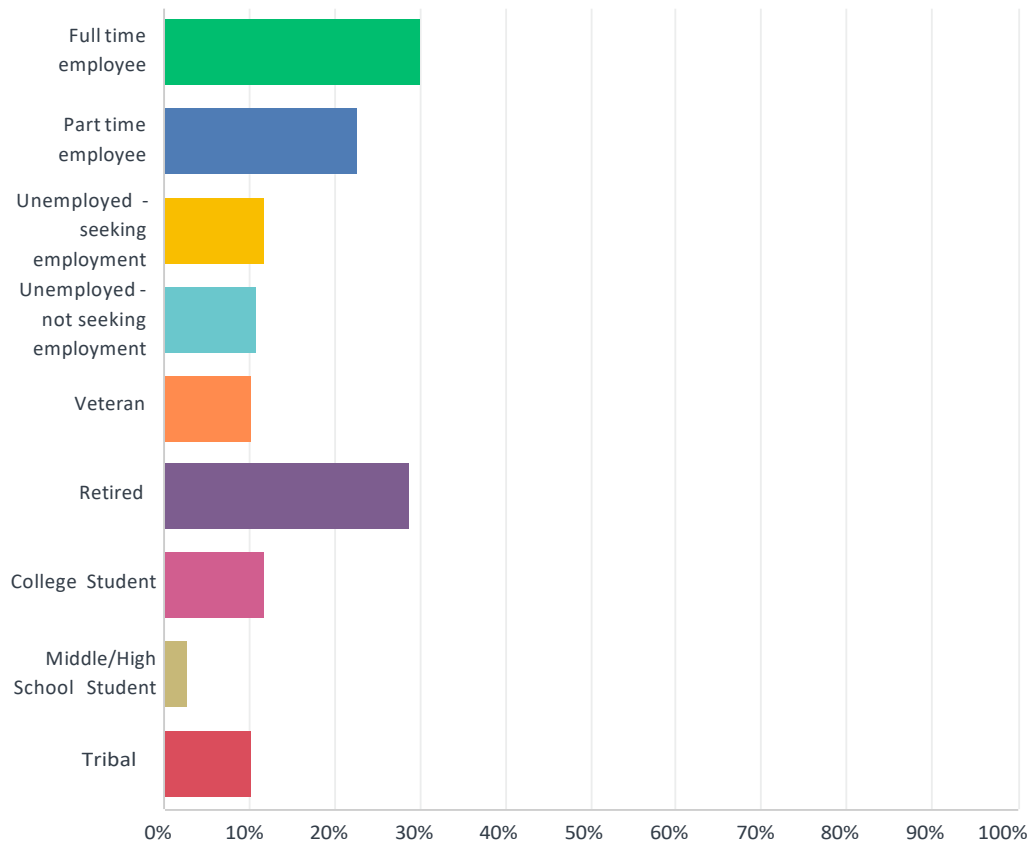
Answered: 144 Skipped: 32



| 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

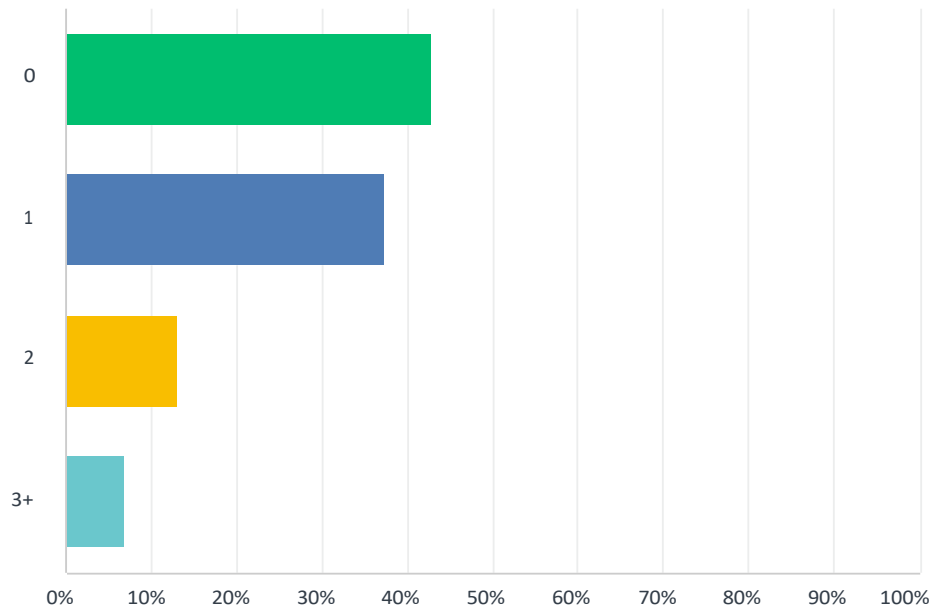


| ANSWER CHOICES                      | RESPONSES |    |
|-------------------------------------|-----------|----|
| Full time employee                  | 30.14%    | 44 |
| Part time employee                  | 22.60%    | 33 |
| Unemployed - seeking employment     | 11.64%    | 17 |
| Unemployed - not 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?

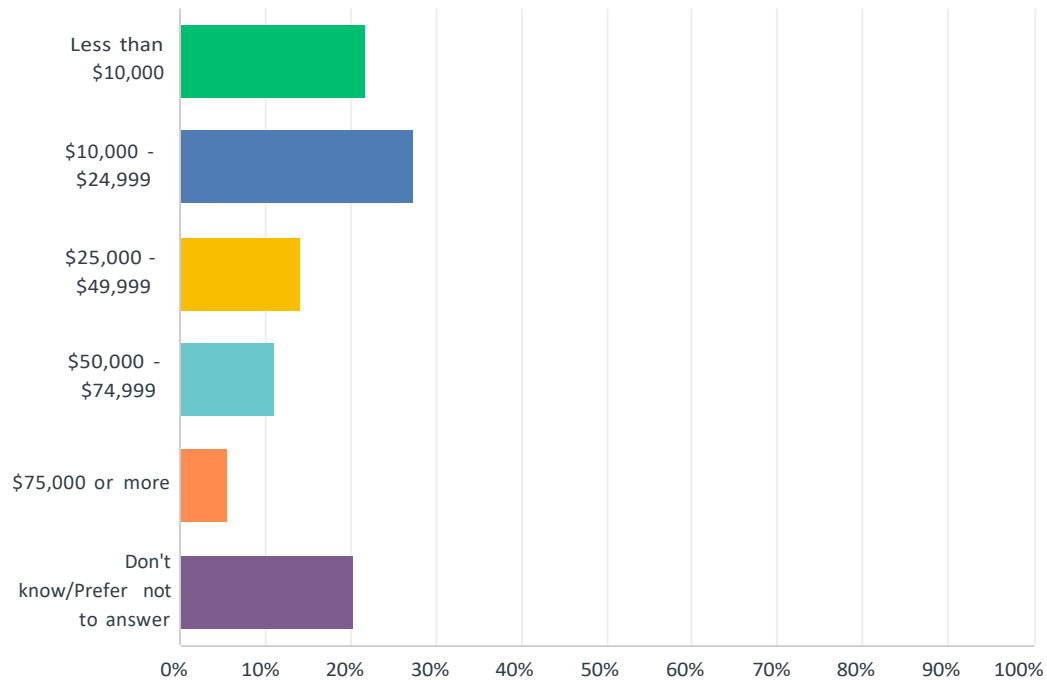
Answered: 147 Skipped: 29



| 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%    | 31  |
| \$10,000 - \$24,999             | 27.27%    | 39  |
| \$25,000 - \$49,999             | 13.99%    | 20  |
| \$50,000 - \$74,999             | 11.19%    | 16  |
| \$75,000 or more                | 5.59%     | 8   |
| Don't know/Prefer not to answer | 20.28%    | 29  |
| 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  |



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

|    |                                                                                                                                                                                                                                                                                                                                                                                                                                |                                     |
|----|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------|
| 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 serve 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                                                                                                                                               | 44<br>enough or late enough<br>Will |

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

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 4:51 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 1:48 PM

46 N/A

11/24/2025 1:07 PM

11/24/2025 12:07 PM



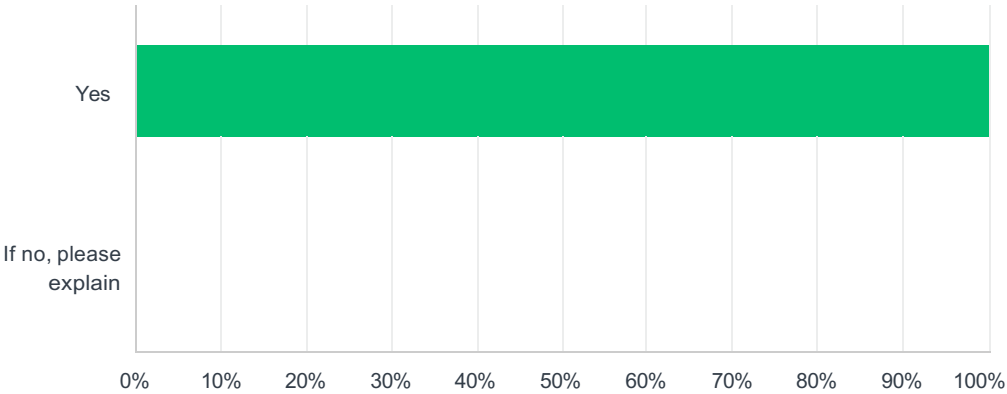
## Basin Transit Service Transportation District and The Klamath Tribes Quail Trail Public Transit Coordinated Human Services

|    |                                                                                                                                                                                                                                                                                                       |                     |
|----|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------|
| 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  |

## **Attachment C – Online Open House Data Summary**

Q1 Does this Plan help you better understand the current transit services in Klamath County?

Answered: 5 Skipped: 0



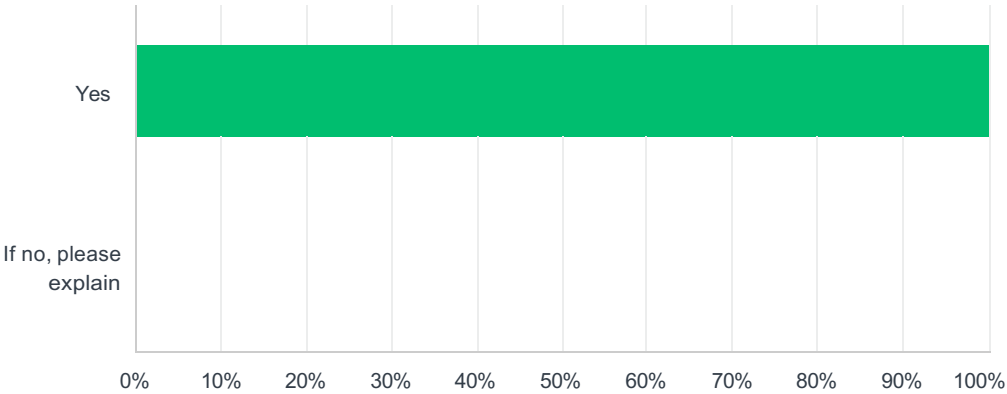
| ANSWER CHOICES        | RESPONSES |   |
|-----------------------|-----------|---|
| Yes                   | 100.00%   | 5 |
| If no, please explain | 0.00%     | 0 |
| TOTAL                 |           | 5 |

| # | IF NO, PLEASE EXPLAIN   | DATE |
|---|-------------------------|------|
|   | There are no responses. |      |

---

Q2 After reading this Plan, are you more likely to use transit services in Klamath County?

Answered: 5 Skipped: 0



| ANSWER CHOICES        | RESPONSES |   |
|-----------------------|-----------|---|
| Yes                   | 100.00%   | 5 |
| If no, please explain | 0.00%     | 0 |
| TOTAL                 |           | 5 |

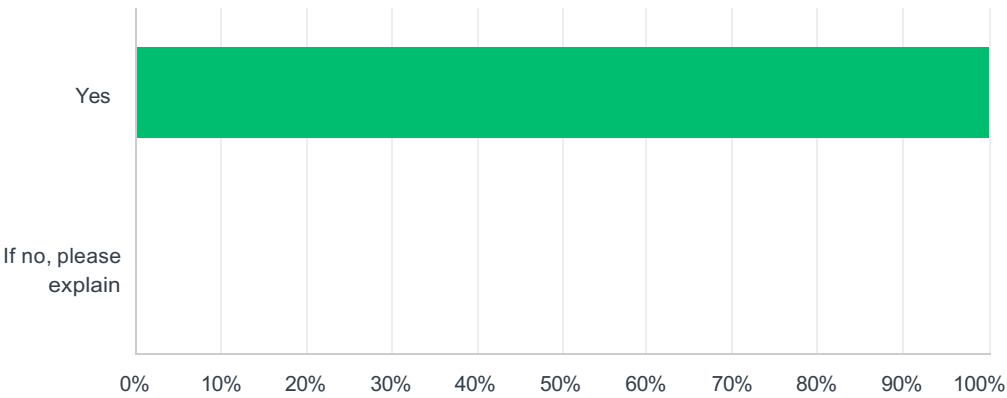


| # | IF NO, PLEASE EXPLAIN   | DATE |
|---|-------------------------|------|
|   | There are no responses. |      |

---

### Q3 Does this Plan reflect your personal transit needs?

Answered: 5    Skipped: 0



| ANSWER CHOICES        |  | RESPONSES |   |
|-----------------------|--|-----------|---|
| Yes                   |  | 100.00%   | 5 |
| If no, please explain |  | 0.00%     | 0 |
| TOTAL                 |  |           | 5 |

| # | IF NO, PLEASE EXPLAIN   | DATE |
|---|-------------------------|------|
|   | There are no responses. |      |

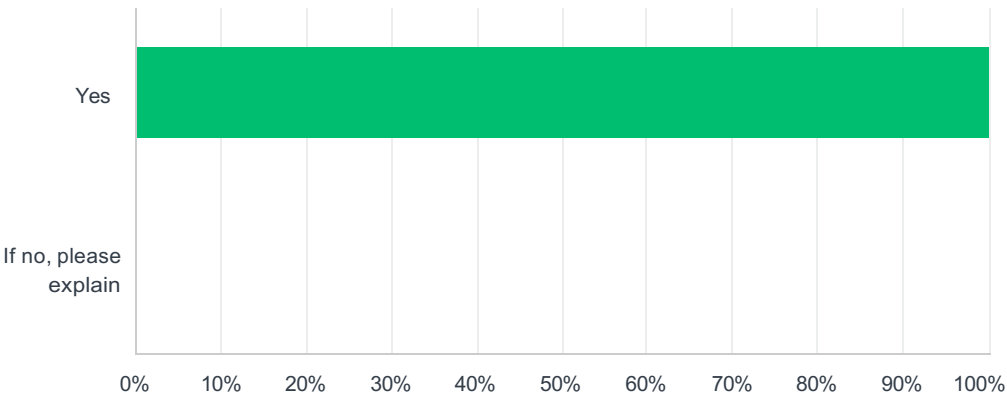
## Q4 What other transit needs should we think about?

Answered: 5    Skipped: 0

| # | RESPONSES                                          | DATE              |
|---|----------------------------------------------------|-------------------|
| 1 | N/A                                                | 3/10/2026 8:02 AM |
| 2 | N/A                                                | 3/10/2026 8:00 AM |
| 3 | Things will change.                                | 3/10/2026 7:58 AM |
| 4 | N/A                                                | 3/10/2026 7:56 AM |
| 5 | Same cover in some areas, maybe a restroom nearby. | 3/10/2026 7:53 AM |

Q5 Do the recommended service strategies meet your transit needs?

Answered: 5    Skipped: 0



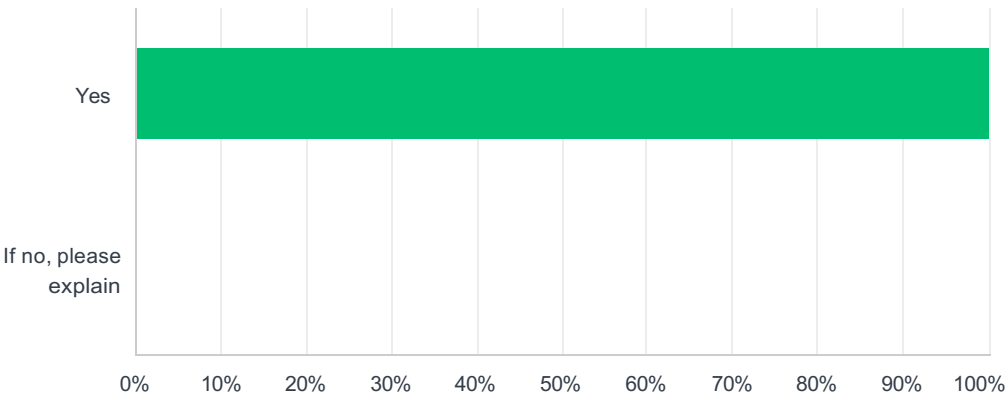
| ANSWER CHOICES        |  | RESPONSES |   |
|-----------------------|--|-----------|---|
| Yes                   |  | 100.00%   | 5 |
| If no, please explain |  | 0.00%     | 0 |
| TOTAL                 |  |           | 5 |

| # | IF NO, PLEASE EXPLAIN   | DATE |
|---|-------------------------|------|
|   | There are no responses. |      |

---

Q6 Do you think the recommended marketing and education strategies will help more people learn about transit services in Klamath County and how to use them?

Answered: 5    Skipped: 0



| ANSWER CHOICES        | RESPONSES |   |
|-----------------------|-----------|---|
| Yes                   | 100.00%   | 5 |
| If no, please explain | 0.00%     | 0 |
| TOTAL                 |           | 5 |

| # | IF NO, PLEASE EXPLAIN   | DATE |
|---|-------------------------|------|
|   | There are no responses. |      |

---



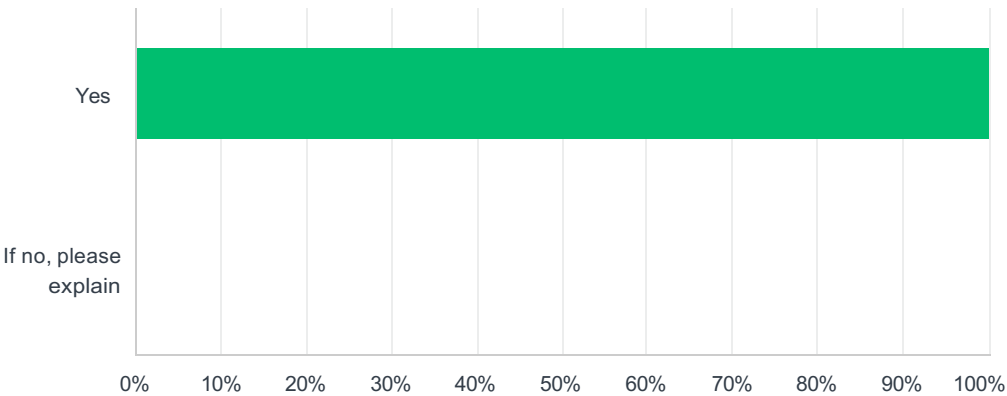
## Q7 Are there other ways we should share information about transit services in Klamath County?

Answered: 5 Skipped: 0

| # | RESPONSES                                                     | DATE              |
|---|---------------------------------------------------------------|-------------------|
| 1 | N/A                                                           | 3/10/2026 8:02 AM |
| 2 | N/A                                                           | 3/10/2026 8:00 AM |
| 3 | N/A                                                           | 3/10/2026 7:58 AM |
| 4 | N/A                                                           | 3/10/2026 7:56 AM |
| 5 | Meetings at areas involved informing local stores and others. | 3/10/2026 7:53 AM |

Q8 Do you think the recommended information and technology strategies will make transit services in Klamath County more reliable or easier to use?

Answered: 5 Skipped: 0



| ANSWER CHOICES        |  | RESPONSES |   |
|-----------------------|--|-----------|---|
| Yes                   |  | 100.00%   | 5 |
| If no, please explain |  | 0.00%     | 0 |
| TOTAL                 |  |           | 5 |

| # | IF NO, PLEASE EXPLAIN   | DATE |
|---|-------------------------|------|
|   | There are no responses. |      |

---

Q9 Are there any other transit strategies we should consider?

Answered: 5    Skipped: 0

| # | RESPONSES                         | DATE              |
|---|-----------------------------------|-------------------|
| 1 | N/A                               | 3/10/2026 8:02 AM |
| 2 | N/A                               | 3/10/2026 8:00 AM |
| 3 | N/A                               | 3/10/2026 7:58 AM |
| 4 | N/A                               | 3/10/2026 7:56 AM |
| 5 | On the ground information sharing | 3/10/2026 7:53 AM |

## Q10 Where is your home zip code?

Answered: 5    Skipped: 0

| # | RESPONSES                       | DATE              |
|---|---------------------------------|-------------------|
| 1 | 97624                           | 3/10/2026 8:03 AM |
| 2 | 97621                           | 3/10/2026 8:01 AM |
| 3 | 97624                           | 3/10/2026 7:59 AM |
| 4 | 3900 hilyard ave apt #505 97603 | 3/10/2026 7:57 AM |
| 5 | 97621                           | 3/10/2026 7:54 AM |

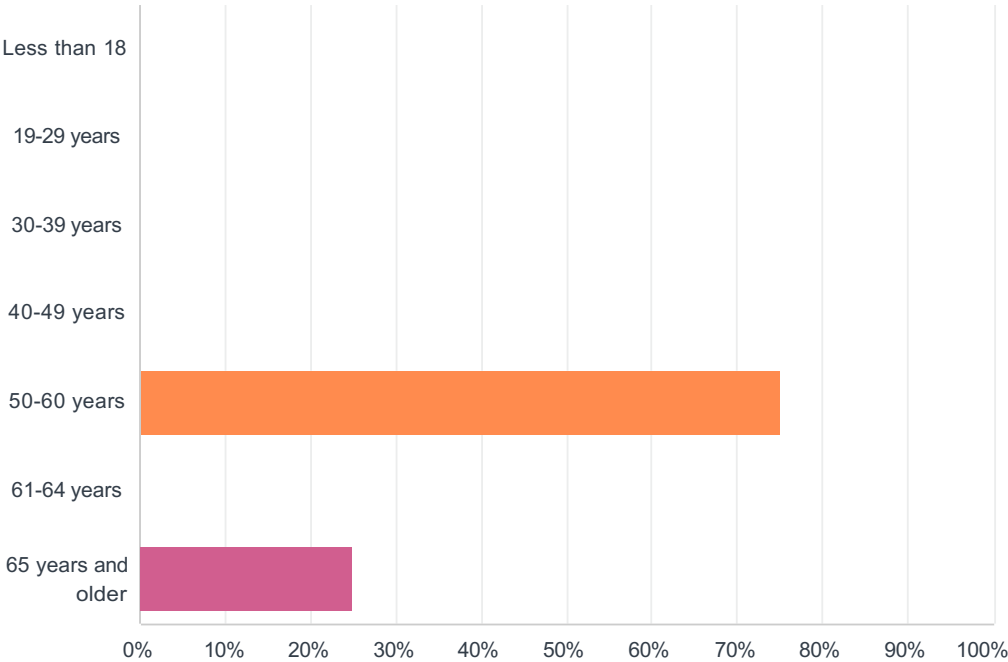
Q11 Where is your work or school zip code?

Answered: 4    Skipped: 1

| # | RESPONSES | DATE              |
|---|-----------|-------------------|
| 1 | 97624     | 3/10/2026 8:03 AM |
| 2 | 97624     | 3/10/2026 7:59 AM |
| 3 | N/A       | 3/10/2026 7:57 AM |
| 4 | 97621     | 3/10/2026 7:54 AM |

# Q12 What is your age?

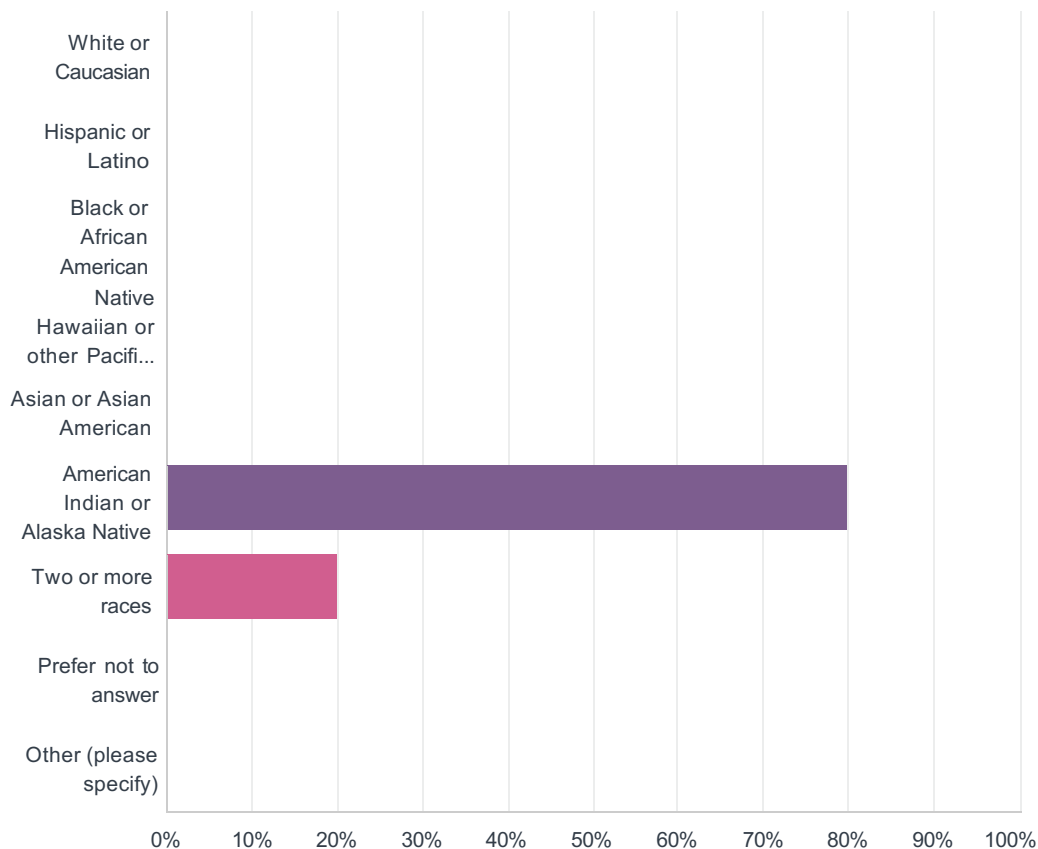
Answered: 4    Skipped: 1



| ANSWER CHOICES     |  | RESPONSES |   |
|--------------------|--|-----------|---|
| Less than 18       |  | 0.00%     | 0 |
| 19-29 years        |  | 0.00%     | 0 |
| 30-39 years        |  | 0.00%     | 0 |
| 40-49 years        |  | 0.00%     | 0 |
| 50-60 years        |  | 75.00%    | 3 |
| 61-64 years        |  | 0.00%     | 0 |
| 65 years and older |  | 25.00%    | 1 |
| TOTAL              |  |           | 4 |

## Q13 What is your race or ethnicity? Select all that apply.

Answered: 5 Skipped: 0



| ANSWER CHOICES                            | RESPONSES |          |
|-------------------------------------------|-----------|----------|
| White or Caucasian                        | 0.00%     | 0        |
| Hispanic or Latino                        | 0.00%     | 0        |
| Black or African American                 | 0.00%     | 0        |
| Native Hawaiian or other Pacific Islander | 0.00%     | 0        |
| Asian or Asian American                   | 0.00%     | 0        |
| American Indian or Alaska Native          | 80.00%    | 4        |
| Two or more races                         | 20.00%    | 1        |
| Prefer not to answer                      | 0.00%     | 0        |
| Other (please specify)                    | 0.00%     | 0        |
| <b>TOTAL</b>                              |           | <b>5</b> |

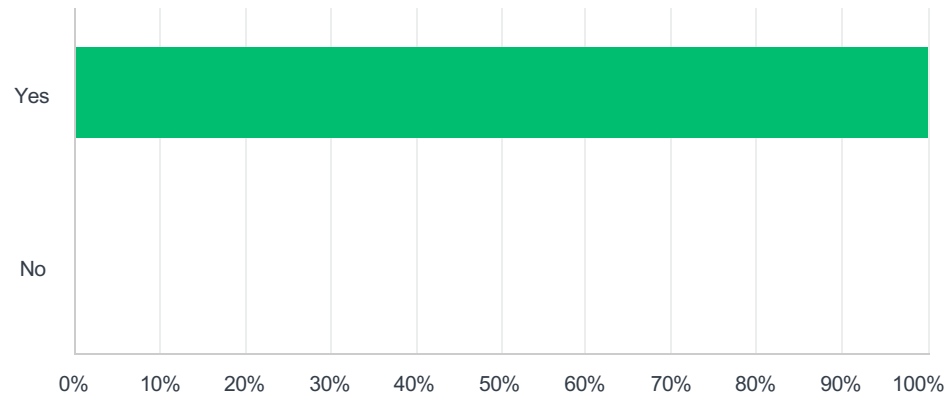


| # | OTHER (PLEASE SPECIFY)  | DATE |
|---|-------------------------|------|
|   | There are no responses. |      |

---

Q14 Do you have a disability that affects your mobility?

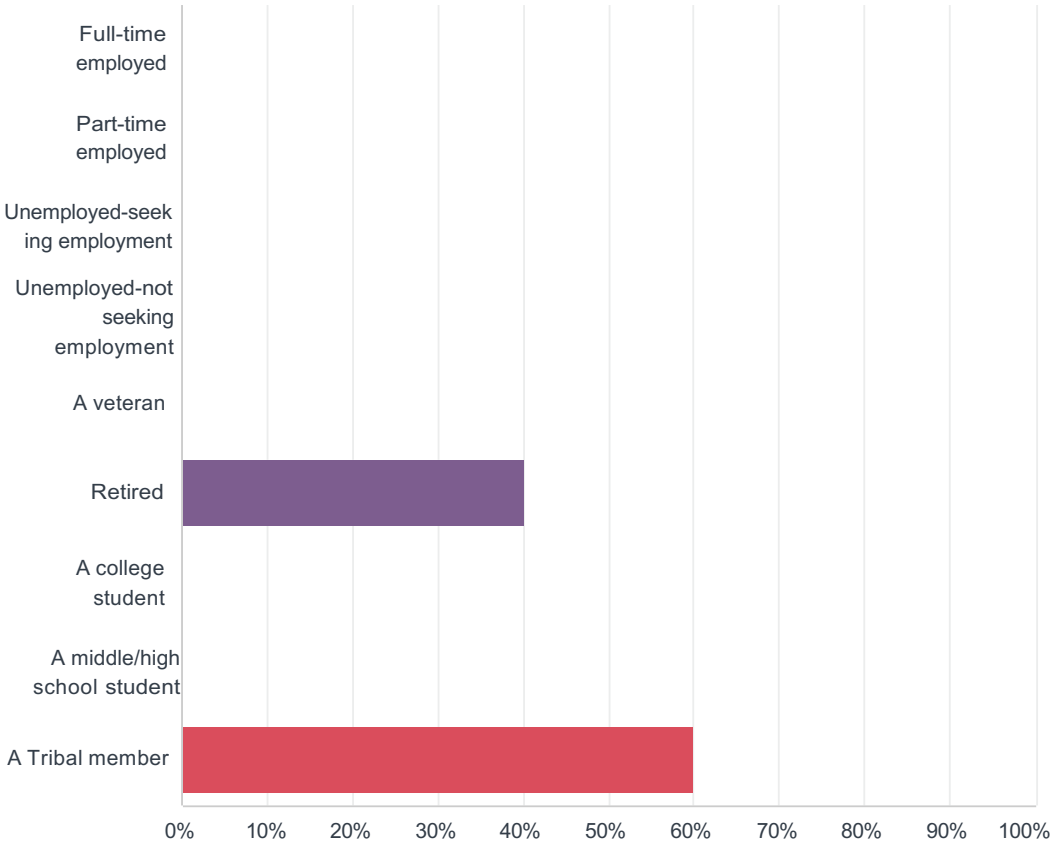
Answered: 5    Skipped: 0



| ANSWER CHOICES |  | RESPONSES |   |
|----------------|--|-----------|---|
| Yes            |  | 100.00%   | 5 |
| No             |  | 0.00%     | 0 |
| TOTAL          |  |           | 5 |

Q15 Are you (check all that apply):

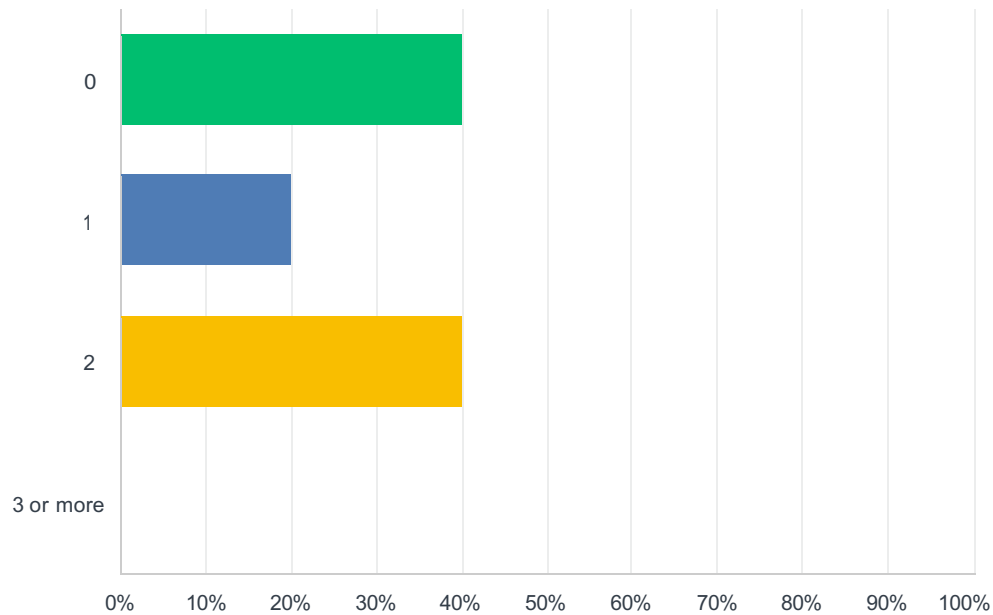
Answered: 5    Skipped: 0



| ANSWER CHOICES                    | RESPONSES |   |
|-----------------------------------|-----------|---|
| Full-time employed                | 0.00%     | 0 |
| Part-time employed                | 0.00%     | 0 |
| Unemployed-seeking employment     | 0.00%     | 0 |
| Unemployed-not seeking employment | 0.00%     | 0 |
| A veteran                         | 0.00%     | 0 |
| Retired                           | 40.00%    | 2 |
| A college student                 | 0.00%     | 0 |
| A middle/high school student      | 0.00%     | 0 |
| A Tribal member                   | 60.00%    | 3 |
| TOTAL                             |           | 5 |

Q16 How many working vehicles are available to your household? [Select one answer]

Answered: 5 Skipped: 0



| ANSWER CHOICES | RESPONSES |   |
|----------------|-----------|---|
| 0              | 40.00%    | 2 |
| 1              | 20.00%    | 1 |
| 2              | 40.00%    | 2 |
| 3 or more      | 0.00%     | 0 |
| TOTAL          |           | 5 |



## Appendix B

### Existing Services Memorandum

# TECHNICAL MEMORANDUM

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January 30, 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: Final Tech Memo #1: Existing Services

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## INTRODUCTION

As part of the update to the Basin Transit Service Transportation District and Klamath Tribes Coordinated Human Services Transportation Plan ("Coordinated Plan"), this memorandum presents the various transportation services that are currently available in Klamath County. It summarizes the current transportation providers operating in the county, including the different services they offer, the clientele they serve, and the vehicle fleet and other capital they maintain. This array of information helps create a framework for understanding transportation service needs within Klamath County and developing strategies to better coordinate existing services, fill relevant gaps, eliminate redundancies, and improve services in the future. The information summarized in this memorandum was gathered both from the providers and their websites and/or by way of inventory surveys with providers.

## CURRENT TRANSPORTATION PROVIDERS

Today, multiple transportation providers serve the county locally and across the region to meet the needs of specific demographics. These include:

### Public Transportation Providers

- Basin Transit Service Transportation District
- Quail Trail Public Transit
- Klamath Basin Senior Citizens' Center Demand Service
- SouthWest Point
- Klamath Shuttle
- Sage Stage
- Pacific Crest Bus Lines
- Amtrak

### Human Services Providers

- Basin Medical Transportation
- Klamath Tribal Transport
- Klamath Tribal Health and Family Services
- REACH Klamath Falls
- Oregon Department of Human Resources
- Veterans Health Administration
- Disabled American Veterans
- Klamath County Developmental Disabilities Services
- Klamath Basin Behavioral Health

## Public Transportation Providers

Public transportation providers within Klamath County offer services locally within the county and regionally, connecting Klamath County riders to other areas of Oregon. More details on each public provider and the transportation services they offer are presented in the following sections.

### BASIN TRANSIT SERVICE TRANSPORTATION DISTRICT

Located in the City of Klamath Falls, Basin Transit Service Transportation District (BTS) aims “to provide safe, efficient, and accessible transportation” to create better community livability and increased access for riders in cities and communities in Klamath County. BTS offers a number of services to several types of clientele. This section summarizes its transportation services, facilities, and vehicle fleet, as well as technology and current funding.

#### **Service**

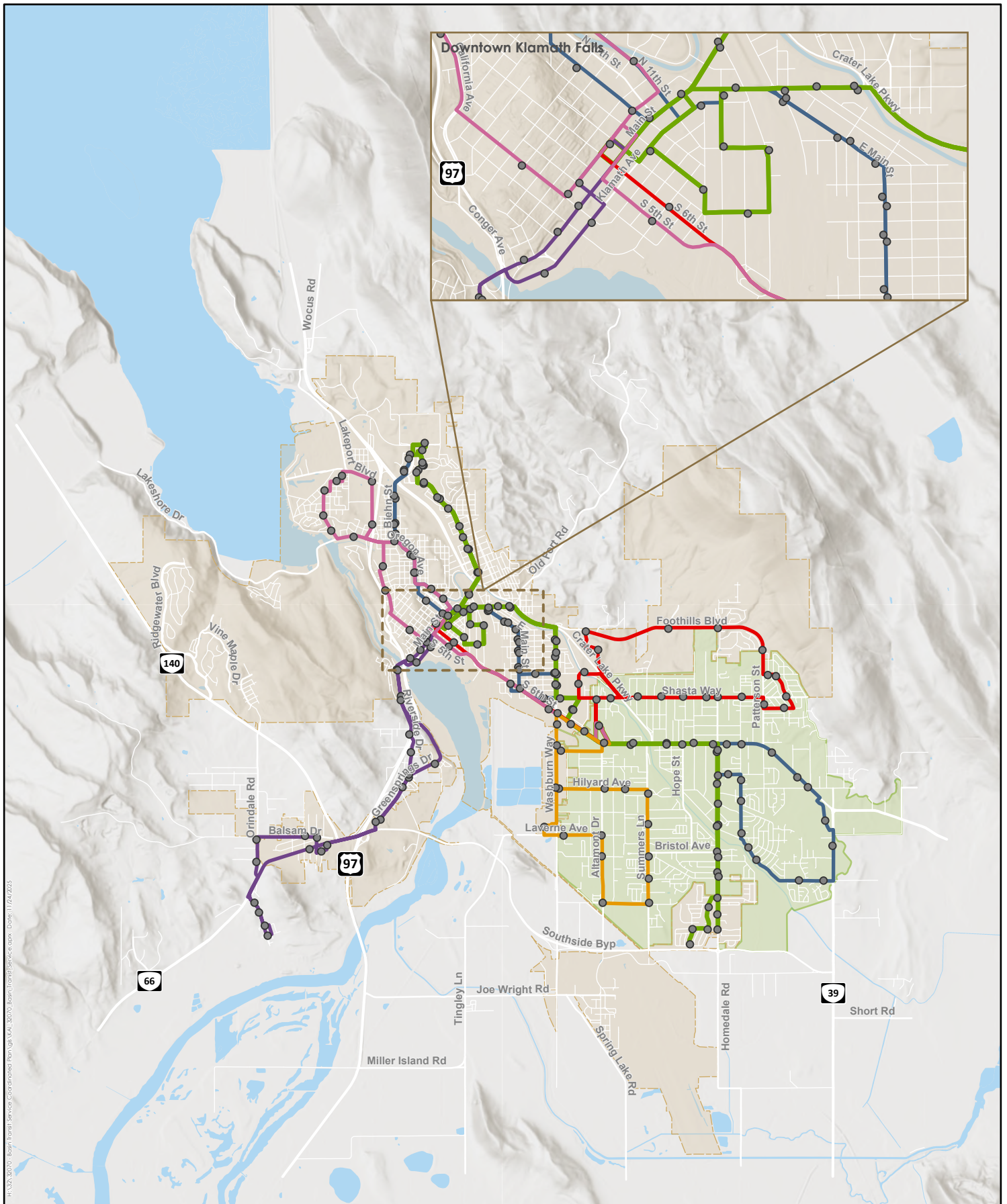
BTS offers both demand response and fixed-route services, which are described separately in later sections. In its entirety, BTS served more than 175,000 riders in 2024, despite a reduction in service due to funding and public guidance.

#### *Fixed Route Service*

The Fixed Route Service offered by BTS serves the Klamath Falls Urban Area with three mainlines and two feeder routes, as shown in Figure 1. These routes provide transportation to areas of interest, including Oregon Institute of Technology, Klamath Community College, SkyLakes Medical Center, grocery stores, the Klamath County Veterans Service Office, YMCA, Senior Center, and other notable locations. This service is available Monday-Friday (except for major holidays) from 8:00AM to 5:00PM and each route operates on approximately 60-minute headways, as shown in the route schedules in Figure 2. Winter conditions may cause closure of the fixed routes when the district determines the route is no longer acceptable for safe and efficient bus travel.

BTS offers an “extended service” to all riders within a two-mile radius of any fixed-route stop attempting to access the service. BTS drivers will pick up riders within this boundary and transport them to the nearest fixed-route stop for riders to continue their trip; drivers will also return the riders to their original pick-up spot from the nearest fixed-route stop.





**BTS Fix Route Service**

1 Mainline

2 Mainline

3 Stewart Lennox

4 Moyina Heights

5 Pelican City

6 South Suburbs

● Stops

City of Klamath Falls

Altamont

0 1.5 Miles



Figure 1



Figure 2a. BTS Fixed Route Service Schedule (Mainline #1 Route)

| MAINLINE #1 SOUTHBOUND STOP LOCATIONS |      |      |       |       | AM    |      |      |      |          | PM |  |  |  |  |
|---------------------------------------|------|------|-------|-------|-------|------|------|------|----------|----|--|--|--|--|
| DEPART OIT                            | 8:13 | 9:13 | 10:13 | 11:13 | 12:13 | 1:13 | 2:13 | 3:13 | 4:13     |    |  |  |  |  |
| ALMOND & BENSON EYE CENTER            | 8:14 | 9:14 | 10:14 | 11:14 | 12:14 | 1:14 | 2:14 | 3:14 | 4:14     |    |  |  |  |  |
| DAHILIA & MCDONALD'S                  | 8:15 | 9:15 | 10:15 | 11:15 | 12:15 | 1:15 | 2:15 | 3:15 | 4:15     |    |  |  |  |  |
| BIEHN ST. & KLAMATH EYE CENTER        | 8:18 | 9:18 | 10:18 | 11:18 | 12:18 | 1:18 | 2:18 | 3:18 | 4:18     |    |  |  |  |  |
| BIEHN ST. & IOWA                      | 8:18 | 9:18 | 10:18 | 11:18 | 12:18 | 1:18 | 2:18 | 3:18 | 4:18     |    |  |  |  |  |
| OREGON AVE. & BIEHN ST.               | 8:18 | 9:18 | 10:18 | 11:18 | 12:18 | 1:18 | 2:18 | 3:18 | 4:18     |    |  |  |  |  |
| OREGON AVE. & ADDISON                 | 8:19 | 9:19 | 10:19 | 11:19 | 12:19 | 1:19 | 2:19 | 3:19 | 4:19     |    |  |  |  |  |
| OREGON AVE. & FULTON                  | 8:20 | 9:20 | 10:20 | 11:20 | 12:20 | 1:20 | 2:20 | 3:20 | 4:20     |    |  |  |  |  |
| OREGON AVE. & PROSPECT                | 8:20 | 9:20 | 10:20 | 11:20 | 12:20 | 1:20 | 2:20 | 3:20 | 4:20     |    |  |  |  |  |
| 9TH & LINCOLN                         | 8:21 | 9:21 | 10:21 | 11:21 | 12:21 | 1:21 | 2:21 | 3:21 | 4:21     |    |  |  |  |  |
| 9TH & HIGH ST.                        | 8:22 | 9:22 | 10:22 | 11:22 | 12:22 | 1:22 | 2:22 | 3:22 | 4:22     |    |  |  |  |  |
| ARRIVE PINE STREET STATION            | 8:24 | 9:24 | 10:24 | 11:24 | 12:24 | 1:24 | 2:24 | 3:24 | 4:24     |    |  |  |  |  |
| DEPART PINE STREET STATION            | 8:30 | 9:30 | 10:30 | 11:30 | 12:30 | 1:30 | 2:30 | 3:30 | 4:30     |    |  |  |  |  |
| KLAMATH AVE. & 8th                    | 8:31 | 9:31 | 10:31 | 11:31 | 12:31 | 1:31 | 2:31 | 3:31 | 4:31     |    |  |  |  |  |
| KLAMATH AVE. & COMMERCIAL             | 8:32 | 9:32 | 10:32 | 11:32 | 12:32 | 1:32 | 2:32 | 3:32 | 4:32     |    |  |  |  |  |
| BROAD & MAIN                          | 8:33 | 9:33 | 10:33 | 11:33 | 12:33 | 1:33 | 2:33 | 3:33 | 4:33     |    |  |  |  |  |
| EAST MAIN & S. ELDORADO               | 8:34 | 9:34 | 10:34 | 11:34 | 12:34 | 1:34 | 2:34 | 3:34 | 4:34     |    |  |  |  |  |
| EAST MAIN & OAK                       | 8:35 | 9:35 | 10:35 | 11:35 | 12:35 | 1:35 | 2:35 | 3:35 | 4:35     |    |  |  |  |  |
| EAST MAIN & MILLS SCHOOL              | 8:36 | 9:36 | 10:36 | 11:36 | 12:36 | 1:36 | 2:36 | 3:36 | 4:36     |    |  |  |  |  |
| EAST MAIN & GARDEN                    | 8:36 | 9:36 | 10:36 | 11:36 | 12:36 | 1:36 | 2:36 | 3:36 | 4:36     |    |  |  |  |  |
| EAST MAIN & DARROW                    | 8:36 | 9:36 | 10:36 | 11:36 | 12:36 | 1:36 | 2:36 | 3:36 | 4:36     |    |  |  |  |  |
| EAST MAIN & WANTLAND                  | 8:37 | 9:37 | 10:37 | 11:37 | 12:37 | 1:37 | 2:37 | 3:37 | 4:37     |    |  |  |  |  |
| OWENS & 6TH (OPEN DOOR)               | 8:39 | 9:39 | 10:39 | 11:39 | 12:39 | 1:39 | 2:39 | 3:39 | 4:39     |    |  |  |  |  |
| SHASTA & LARK ST.                     | 8:40 | 9:40 | 10:40 | 11:40 | 12:40 | 1:40 | 2:40 | 3:40 | 4:40     |    |  |  |  |  |
| SHASTA & WASHBURN WAY                 | 8:41 | 9:41 | 10:41 | 11:41 | 12:41 | 1:41 | 2:41 | 3:41 | 4:41     |    |  |  |  |  |
| AVALON & COASTAL                      | 8:42 | 9:42 | 10:42 | 11:42 | 12:42 | 1:42 | 2:42 | 3:42 | 4:42     |    |  |  |  |  |
| S. 6TH & ROSS                         | 8:43 | 9:43 | 10:43 | 11:43 | 12:43 | 1:43 | 2:43 | 3:43 | 4:43     |    |  |  |  |  |
| SENIOR CENTER                         | 8:44 | 9:44 | 10:44 | 11:44 | 12:44 | 1:44 | 2:44 | 3:44 | 4:44     |    |  |  |  |  |
| ARRIVE ALTAMONT & FAIRGROUNDS         | 8:44 | 9:44 | 10:44 | 11:44 | 12:44 | 1:44 | 2:44 | 3:44 | 4:44     |    |  |  |  |  |
| DEPART ALTAMONT & FAIRGROUNDS         | 8:45 | 9:45 | 10:45 | 11:45 | 12:45 | 1:45 | 2:45 | 3:45 | 4:45     |    |  |  |  |  |
| S.6TH & HARBOR FREIGHT                | 8:48 | 9:48 | 10:48 | 11:48 | 12:48 | 1:48 | 2:48 | 3:48 | 4:48     |    |  |  |  |  |
| S.6TH & GARY ST. (KFC)                | 8:49 | 9:49 | 10:49 | 11:49 | 12:49 | 1:49 | 2:49 | 3:49 | 4:49     |    |  |  |  |  |
| S.6TH & HOPE ST. (CASEY'S)            | 8:50 | 9:50 | 10:50 | 11:50 | 12:50 | 1:50 | 2:50 | 3:50 | 4:50     |    |  |  |  |  |
| S.6TH & HOMEDALE LUTHERAN CHURCH      | 8:52 | 9:52 | 10:52 | 11:52 | 12:52 | 1:52 | 2:52 | 3:52 | 4:52     |    |  |  |  |  |
| S.6TH & SAFEWAY                       | 8:52 | 9:52 | 10:52 | 11:52 | 12:52 | 1:52 | 2:52 | 3:52 | 4:52     |    |  |  |  |  |
| S.6TH & MADISON                       | 8:53 | 9:53 | 10:53 | 11:53 | 12:53 | 1:53 | 2:53 | 3:53 | 4:53     |    |  |  |  |  |
| S.6TH & FURNITURE WAREHOUSE           | 8:53 | 9:53 | 10:53 | 11:53 | 12:53 | 1:53 | 2:53 | 3:53 | 4:53     |    |  |  |  |  |
| S.6TH & WISEMAN'S RV PARK             | 8:53 | 9:53 | 10:53 | 11:53 | 12:53 | 1:53 | 2:53 | 3:53 | 4:53     |    |  |  |  |  |
| S.6TH & HILYARD                       | 8:54 | 9:54 | 10:54 | 11:54 | 12:54 | 1:54 | 2:54 | 3:54 | 4:54     |    |  |  |  |  |
| ARRIVE KLAMATH COMMUNITY COLLEGE      | 8:55 | 9:55 | 10:55 | 11:55 | 12:55 | 1:55 | 2:55 | 3:55 | 4:55 END |    |  |  |  |  |

| MAINLINE #1 NORTHBOUND STOP LOCATIONS |      |      |       |       | AM    |       |      |      |      | PM |  |  |  |  |
|---------------------------------------|------|------|-------|-------|-------|-------|------|------|------|----|--|--|--|--|
| DEPART KLAMATH COMMUNITY COLLEGE      | 7:55 | 8:55 | 9:55  | 10:55 | 11:55 | 12:55 | 1:55 | 2:55 | 3:55 |    |  |  |  |  |
| HWY 39 & OC&E TRAIL                   | 7:56 | 8:56 | 9:56  | 10:56 | 11:56 | 12:56 | 1:56 | 2:56 | 3:56 |    |  |  |  |  |
| KELLER RD. & ALT WAY                  | 7:57 | 8:57 | 9:57  | 10:57 | 11:57 | 12:57 | 1:57 | 2:57 | 3:57 |    |  |  |  |  |
| KELLER RD. & BELLM WAY                | 7:57 | 8:57 | 9:57  | 10:57 | 11:57 | 12:57 | 1:57 | 2:57 | 3:57 |    |  |  |  |  |
| HARLAN & RIO VISTA WAY                | 7:58 | 8:58 | 9:58  | 10:58 | 11:58 | 12:58 | 1:58 | 2:58 | 3:58 |    |  |  |  |  |
| HARLAN & GRENADA WAY                  | 7:59 | 8:59 | 9:59  | 10:59 | 11:59 | 12:59 | 1:59 | 2:59 | 3:59 |    |  |  |  |  |
| MADISON & ESTATES DR.                 | 7:59 | 8:59 | 9:59  | 10:59 | 11:59 | 12:59 | 1:59 | 2:59 | 3:59 |    |  |  |  |  |
| MADISON & INDEPENDENCE DR.            | 8:00 | 9:00 | 10:00 | 11:00 | 12:00 | 1:00  | 2:00 | 3:00 | 4:00 |    |  |  |  |  |
| MADISON & MACK AVE.                   | 8:00 | 9:00 | 10:00 | 11:00 | 12:00 | 1:00  | 2:00 | 3:00 | 4:00 |    |  |  |  |  |
| MADISON & DELAWARE AVE.               | 8:01 | 9:01 | 10:01 | 11:01 | 12:01 | 1:01  | 2:01 | 3:01 | 4:01 |    |  |  |  |  |
| HOMEDALE & SAFEWAY                    | 8:02 | 9:02 | 10:02 | 11:02 | 12:02 | 1:02  | 2:02 | 3:02 | 4:02 |    |  |  |  |  |
| S.6TH & WIARD ST.                     | 8:04 | 9:04 | 10:04 | 11:04 | 12:04 | 1:04  | 2:04 | 3:04 | 4:04 |    |  |  |  |  |
| S.6TH & GARY                          | 8:05 | 9:05 | 10:05 | 11:05 | 12:05 | 1:05  | 2:05 | 3:05 | 4:05 |    |  |  |  |  |
| S.6TH & EXECUTIVE PLAZA               | 8:06 | 9:06 | 10:06 | 11:06 | 12:06 | 1:06  | 2:06 | 3:06 | 4:06 |    |  |  |  |  |
| ARRIVE ALTAMONT & FAIRGROUNDS         | 8:08 | 9:08 | 10:08 | 11:08 | 12:08 | 1:08  | 2:08 | 3:08 | 4:08 |    |  |  |  |  |
| DEPART ALTAMONT & FAIRGROUNDS         | 8:15 | 9:15 | 10:15 | 11:15 | 12:15 | 1:15  | 2:15 | 3:15 | 4:15 |    |  |  |  |  |
| S.6TH & DOLLAR TREE                   | 8:16 | 9:16 | 10:16 | 11:16 | 12:16 | 1:16  | 2:16 | 3:16 | 4:16 |    |  |  |  |  |
| AVALON ST. & SHERM'S                  | 8:17 | 9:17 | 10:17 | 11:17 | 12:17 | 1:17  | 2:17 | 3:17 | 4:17 |    |  |  |  |  |
| WASHBURN WAY & FRED MEYER             | 8:18 | 9:18 | 10:18 | 11:18 | 12:18 | 1:18  | 2:18 | 3:18 | 4:18 |    |  |  |  |  |
| EBERLEIN & WASHBURN WAY               | 8:19 | 9:19 | 10:19 | 11:19 | 12:19 | 1:19  | 2:19 | 3:19 | 4:19 |    |  |  |  |  |
| EBERLEIN & DIVISION                   | 8:19 | 9:19 | 10:19 | 11:19 | 12:19 | 1:19  | 2:19 | 3:19 | 4:19 |    |  |  |  |  |
| EAST MAIN & WANTLAND                  | 8:19 | 9:19 | 10:19 | 11:19 | 12:19 | 1:19  | 2:19 | 3:19 | 4:19 |    |  |  |  |  |
| EAST MAIN & DARROW                    | 8:20 | 9:20 | 10:20 | 11:20 | 12:20 | 1:20  | 2:20 | 3:20 | 4:20 |    |  |  |  |  |
| EAST MAIN & GARDEN                    | 8:20 | 9:20 | 10:20 | 11:20 | 12:20 | 1:20  | 2:20 | 3:20 | 4:20 |    |  |  |  |  |
| EAST MAIN & OAK                       | 8:21 | 9:21 | 10:21 | 11:21 | 12:21 | 1:21  | 2:21 | 3:21 | 4:21 |    |  |  |  |  |
| EAST MAIN & S.ELDORADO AVE. GINO'S    | 8:22 | 9:22 | 10:22 | 11:22 | 12:22 | 1:22  | 2:22 | 3:22 | 4:22 |    |  |  |  |  |
| MAIN ST. & SPRING ST. MUSEUM          | 8:24 | 9:24 | 10:24 | 11:24 | 12:24 | 1:24  | 2:24 | 3:24 | 4:24 |    |  |  |  |  |
| MAIN ST. & 11TH ( THE GEORGE)         | 8:25 | 9:25 | 10:25 | 11:25 | 12:25 | 1:25  | 2:25 | 3:25 | 4:25 |    |  |  |  |  |
| MAIN ST. & 9TH ST. MED/DEN BLDG.      | 8:26 | 9:26 | 10:26 | 11:26 | 12:26 | 1:26  | 2:26 | 3:26 | 4:26 |    |  |  |  |  |
| ARRIVE PINE STREET STATION            | 8:28 | 9:28 | 10:28 | 11:28 | 12:28 | 1:28  | 2:28 | 3:28 | 4:28 |    |  |  |  |  |
| DEPART PINE STREET STATION            | 8:30 | 9:30 | 10:30 | 11:30 | 12:30 | 1:30  | 2:30 | 3:30 | 4:30 |    |  |  |  |  |
| KLAMATH AVE. & 8TH ST.                | 8:31 | 9:31 | 10:31 | 11:31 | 12:31 | 1:31  | 2:31 | 3:31 | 4:31 |    |  |  |  |  |
| 11TH ST. & WASHINGTON                 | 8:34 | 9:34 | 10:34 | 11:34 | 12:34 | 1:34  | 2:34 | 3:34 | 4:34 |    |  |  |  |  |
| 11TH ST. & GRANT                      | 8:34 | 9:34 | 10:34 | 11:34 | 12:34 | 1:34  | 2:34 | 3:34 | 4:34 |    |  |  |  |  |
| OREGON AVE. & FULTON ST.              | 8:35 | 9:35 | 10:35 | 11:35 | 12:35 | 1:35  | 2:35 | 3:35 | 4:35 |    |  |  |  |  |
| OREGON AVE. & ADDISON ST.             | 8:36 | 9:36 | 10:36 | 11:36 | 12:36 | 1:36  | 2:36 | 3:36 | 4:36 |    |  |  |  |  |
| BIEHN ST. & LYTTON ST.                | 8:37 | 9:37 | 10:37 | 11:37 | 12:37 | 1:37  | 2:37 | 3:37 | 4:37 |    |  |  |  |  |
| BIEHN ST. & HAWTHORNE ST              | 8:37 | 9:37 | 10:37 | 11:37 | 12:37 | 1:37  | 2:37 | 3:37 | 4:37 |    |  |  |  |  |
| BIEHN ST. & PELICAN CINEMAS           | 8:38 | 9:38 | 10:38 | 11:38 | 12:38 | 1:38  | 2:38 | 3:38 | 4:38 |    |  |  |  |  |
| DAHILA ST. & ALMOND BURGER KING       | 8:40 | 9:40 | 10:40 | 11:40 | 12:40 | 1:40  | 2:40 | 3:40 | 4:40 |    |  |  |  |  |
| ALMOND ST. & DAGGETT                  | 8:40 | 9:40 | 10:40 | 11:40 | 12:40 | 1:40  | 2:40 | 3:40 | 4:40 |    |  |  |  |  |
| ARRIVE OIT                            | 8:41 | 9:41 | 10:41 | 11:41 | 12:41 | 1:41  | 2:41 | 3:41 | 4:41 |    |  |  |  |  |
| DEPART OIT AS #2 SOUTH                | 8:43 | 9:43 | 10:43 | 11:43 | 12:43 | 1:43  | 2:43 | 3:43 | 4:43 |    |  |  |  |  |

Note: stops in yellow are transfer stations.



Figure 2b. BTS Fixed Route Service Schedule (Mainline #2 Route)

| MAINLINE #2 SOUTHBOUND STOP LOCATIONS | AM   |      |       |       |       | PM    |      |      |      |          |
|---------------------------------------|------|------|-------|-------|-------|-------|------|------|------|----------|
| ARRIVE OIT                            |      | 8:41 | 9:41  | 10:41 | 11:41 | 12:41 | 1:41 | 2:41 | 3:41 | 4:41     |
| DEPART OIT                            |      | 8:43 | 9:43  | 10:43 | 11:43 | 12:43 | 1:43 | 2:43 | 3:43 | 4:43     |
| DAGGETT AVE. & UHRMANN RD.            |      | 8:44 | 9:44  | 10:44 | 12:44 | 13:44 | 1:44 | 2:44 | 3:44 | 4:44     |
| DAGGETT AVE. & MOUNTAIN VIEW          |      | 8:44 | 9:44  | 10:44 | 11:44 | 12:44 | 1:44 | 2:44 | 3:44 | 4:44     |
| DAGGETT AVE. & SHALLOCK               |      | 8:44 | 9:44  | 10:44 | 11:44 | 12:44 | 1:44 | 2:44 | 3:44 | 4:44     |
| ELDORADO AVE. & KBBH                  |      | 8:45 | 9:45  | 10:45 | 11:45 | 12:45 | 1:45 | 2:45 | 3:45 | 4:45     |
| ELDORADO AVE. & PEACH                 |      | 8:46 | 9:46  | 10:46 | 11:46 | 12:46 | 1:46 | 2:46 | 3:46 | 4:46     |
| ELDORADO AVE. & BIRCH                 |      | 8:47 | 9:47  | 10:47 | 11:47 | 12:47 | 1:47 | 2:47 | 3:47 | 4:47     |
| ELDORADO AVE. & DEL MORO              |      | 8:47 | 9:47  | 10:47 | 11:47 | 12:47 | 1:47 | 2:47 | 3:47 | 4:47     |
| ELDORADO AVE. & FREMONT               |      | 8:48 | 9:48  | 10:48 | 11:48 | 12:48 | 1:48 | 2:48 | 3:48 | 4:48     |
| ELDORADO AVE. & EARLE                 |      | 8:48 | 9:48  | 10:48 | 11:48 | 12:48 | 1:48 | 2:48 | 3:48 | 4:48     |
| ESPLANADE AVE. & N. SPRING            |      | 8:50 | 9:50  | 10:50 | 11:50 | 12:50 | 1:50 | 2:50 | 3:50 | 4:50     |
| MAIN ST. & 11TH ST. THE GEORGE        |      | 8:52 | 9:52  | 10:52 | 11:52 | 12:52 | 1:52 | 2:52 | 3:52 | 4:52     |
| MAIN ST. & 9TH ST. MED/DEN BLDG.      |      | 8:52 | 9:52  | 10:52 | 11:52 | 12:52 | 1:52 | 2:52 | 3:52 | 4:52     |
| ARRIVE PINE STREET STATION            |      | 8:54 | 9:54  | 10:54 | 11:54 | 12:54 | 1:54 | 2:54 | 3:54 | 4:54     |
| DEPART PINE STREET STATION            | 8:00 | 9:00 | 10:00 | 11:00 | 12:00 | 1:00  | 2:00 | 3:00 | 4:00 | 5:00 END |
| KLAMATH AVE. & 8TH ST.                | 8:01 | 9:01 | 10:01 | 11:01 | 12:01 | 1:01  | 2:01 | 3:01 | 4:01 |          |
| 8TH ST. & EAGLERIDGE                  | 8:01 | 9:01 | 10:01 | 11:01 | 12:01 | 1:01  | 2:01 | 3:01 | 4:01 |          |
| ELM ST. & MARKET ST.                  | 8:02 | 9:02 | 10:02 | 11:02 | 12:02 | 1:02  | 2:02 | 3:02 | 4:02 |          |
| SPRING ST. & AMTRAK & POINT           | 8:03 | 9:03 | 10:03 | 11:03 | 12:03 | 1:03  | 2:03 | 3:03 | 4:03 |          |
| OAK AVE. & BROAD ST.                  | 8:03 | 9:03 | 10:03 | 11:03 | 12:03 | 1:03  | 2:03 | 3:03 | 4:03 |          |
| BROAD ST. & MAIN ST.                  | 8:04 | 9:04 | 10:04 | 11:04 | 12:04 | 1:04  | 2:04 | 3:04 | 4:04 |          |
| MAIN ST. & MORTIMER ST.               | 8:05 | 9:05 | 10:05 | 11:05 | 12:05 | 1:05  | 2:05 | 3:05 | 4:05 |          |
| MAIN ST. & BIKE PATH                  | 8:05 | 9:05 | 10:05 | 11:05 | 12:05 | 1:05  | 2:05 | 3:05 | 4:05 |          |
| WASHBURN WAY & GARDEN ST.             | 8:06 | 9:06 | 10:06 | 11:06 | 12:06 | 1:06  | 2:06 | 3:06 | 4:06 |          |
| WASHBURN WAY & APPLGATE ST.           | 8:07 | 9:07 | 10:07 | 11:07 | 12:07 | 1:07  | 2:07 | 3:07 | 4:07 |          |
| WASHBURN WAY & EBERLEIN ST.           | 8:07 | 9:07 | 10:07 | 11:07 | 12:07 | 1:07  | 2:07 | 3:07 | 4:07 |          |
| WASHBURN WAY & FRED MEYER             | 8:07 | 9:07 | 10:07 | 11:07 | 12:07 | 1:07  | 2:07 | 3:07 | 4:07 |          |
| SHASTA WAY & WASHBURN WAY             | 8:08 | 9:08 | 10:08 | 11:08 | 12:08 | 1:08  | 2:08 | 3:08 | 4:08 |          |
| AVALON ST & MCDONALD'S / COASTAL      | 8:09 | 9:09 | 10:09 | 11:09 | 12:09 | 1:09  | 2:09 | 3:09 | 4:09 |          |
| S.6TH & ROSS                          | 8:10 | 9:10 | 10:10 | 11:10 | 12:10 | 1:10  | 2:10 | 3:10 | 4:10 |          |
| SENIOR CENTER                         | 8:11 | 9:11 | 10:11 | 11:11 | 12:11 | 1:11  | 2:11 | 3:11 | 4:11 |          |
| ARRIVE ALTAMONT & FAIRGROUNDS         | 8:12 | 9:12 | 10:12 | 11:12 | 12:12 | 1:12  | 2:12 | 3:12 | 4:12 |          |
| DEPART ALTAMONT & FAIRGROUNDS         | 8:18 | 9:18 | 10:18 | 11:18 | 12:18 | 1:18  | 2:18 | 3:18 | 4:18 |          |
| S.6TH & HARBOR FREIGHT                | 8:19 | 9:19 | 10:19 | 11:19 | 12:19 | 1:19  | 2:19 | 3:19 | 4:19 |          |
| S.6TH & GARY ST. (KFC)                | 8:21 | 9:21 | 10:21 | 11:21 | 12:21 | 1:21  | 2:21 | 3:21 | 4:21 |          |
| S.6TH & HOPE ST. (CASEY'S)            | 8:22 | 9:22 | 10:22 | 11:22 | 12:22 | 1:22  | 2:22 | 3:22 | 4:22 |          |
| S. 6TH & LUTHERAN CHURCH              | 8:23 | 9:23 | 10:23 | 11:23 | 12:23 | 1:23  | 2:23 | 3:23 | 4:23 |          |
| HOMEDALE & LUTHERAN SQUARE            | 8:23 | 9:23 | 10:23 | 11:23 | 12:23 | 1:23  | 2:23 | 3:23 | 4:23 |          |
| HOMEDALE & MARYLAND AVE.              | 8:24 | 9:24 | 10:24 | 11:24 | 12:24 | 1:24  | 2:24 | 3:24 | 4:24 |          |
| HOMEDALE & HARLAN DR.                 | 8:25 | 9:25 | 10:25 | 11:25 | 12:25 | 1:25  | 2:25 | 3:25 | 4:25 |          |
| HOMEDALE & BRISTOL AVE.               | 8:25 | 9:25 | 10:25 | 11:25 | 12:25 | 1:25  | 2:25 | 3:25 | 4:25 |          |
| HOMEDALE & BARRY AVE.                 | 8:26 | 9:26 | 10:26 | 11:26 | 12:26 | 1:26  | 2:26 | 3:26 | 4:26 |          |
| HOMEDALE & BARTLETT                   | 8:26 | 9:26 | 10:26 | 11:26 | 12:26 | 1:26  | 2:26 | 3:26 | 4:26 |          |
| HOMEDALE & RUSSET DR.                 | 8:26 | 9:26 | 10:26 | 11:26 | 12:26 | 1:26  | 2:26 | 3:26 | 4:26 |          |
| HOMEDALE & AMERICANA                  | 8:26 | 9:26 | 10:26 | 11:26 | 12:26 | 1:26  | 2:26 | 3:26 | 4:26 |          |

| MAINLINE #2 NORTHBOUND STOP LOCATIONS   | AM   |      |       |       |       | PM    |      |      |      |          |
|-----------------------------------------|------|------|-------|-------|-------|-------|------|------|------|----------|
| GLENWOOD & ANKENY ST.                   |      | 8:27 | 9:27  | 10:27 | 11:27 | 12:27 | 1:27 | 2:27 | 3:27 | 4:27     |
| GLENWOOD & LAURELWOOD DR.               |      | 8:28 | 9:28  | 10:28 | 11:28 | 12:28 | 1:28 | 2:28 | 3:28 | 4:28     |
| LAURELWOOD & GATEWOOD DR.               |      | 8:29 | 9:29  | 10:29 | 11:29 | 12:29 | 1:29 | 2:29 | 3:29 | 4:29     |
| GATEWOOD & GOLDEN CT.                   |      | 8:29 | 9:29  | 10:29 | 11:29 | 12:29 | 1:29 | 2:29 | 3:29 | 4:29     |
| BARTLETT AVE & HOMEDALE                 |      | 8:30 | 9:30  | 10:30 | 11:30 | 12:30 | 1:30 | 2:30 | 3:30 | 4:30     |
| HOMEDALE & STURDIVANT AVE.              |      | 8:31 | 9:31  | 10:31 | 11:31 | 12:31 | 1:31 | 2:31 | 3:31 | 4:31     |
| HOMEDALE & SYLVIA AVE.                  |      | 8:31 | 9:31  | 10:31 | 11:31 | 12:31 | 1:31 | 2:31 | 3:31 | 4:31     |
| HOMEDALE & HARLAN DR.                   |      | 8:32 | 9:32  | 10:32 | 11:32 | 12:32 | 1:32 | 2:32 | 3:32 | 4:32     |
| HOMEDALE & LELAND DR.                   |      | 8:33 | 9:33  | 10:33 | 11:33 | 12:33 | 1:33 | 2:33 | 3:33 | 4:33     |
| HOMEDALE & DELAWARE AVE.                |      | 8:34 | 9:34  | 10:34 | 11:34 | 12:34 | 1:34 | 2:34 | 3:34 | 4:34     |
| HOMEDALE & SAFEWAY                      |      | 8:35 | 9:35  | 10:35 | 11:35 | 12:35 | 1:35 | 2:35 | 3:35 | 4:35     |
| S.6TH ST. & WIARD ST.                   |      | 8:37 | 9:37  | 10:37 | 11:37 | 12:37 | 1:37 | 2:37 | 3:37 | 4:37     |
| S.6TH. & GARY ST.                       |      | 8:38 | 9:38  | 10:38 | 11:38 | 12:38 | 1:38 | 2:38 | 3:38 | 4:38     |
| S.6TH & EXECUTIVE PLAZA                 |      | 8:39 | 9:39  | 10:39 | 11:39 | 12:39 | 1:39 | 2:39 | 3:39 | 4:39     |
| ARRIVES ALTAMONT & FAIRGROUNDS          | 8:40 | 9:40 | 10:40 | 11:40 | 12:40 | 1:40  | 2:40 | 3:40 | 4:40 |          |
| DEPART ALTAMONT & FAIRGROUNDS           | 8:45 | 9:45 | 10:45 | 11:45 | 12:45 | 1:45  | 2:45 | 3:45 | 4:45 |          |
| S.6TH & DOLLAR TREE                     | 8:46 | 9:46 | 10:46 | 11:46 | 12:46 | 1:46  | 2:46 | 3:46 | 4:46 |          |
| AVALON ST. & SHERM'S                    | 8:47 | 9:47 | 10:47 | 11:47 | 12:47 | 1:47  | 2:47 | 3:47 | 4:47 |          |
| WASHBURN WAY & FRED MYER                | 8:48 | 9:48 | 10:48 | 11:48 | 12:48 | 1:48  | 2:48 | 3:48 | 4:48 |          |
| WASHBURN WAY & EBERLEIN AVE.            | 8:48 | 9:48 | 10:48 | 11:48 | 12:48 | 1:48  | 2:48 | 3:48 | 4:48 |          |
| WASHBURN WAY & DARROW AVE.              | 8:48 | 9:48 | 10:48 | 11:48 | 12:48 | 1:48  | 2:48 | 3:48 | 4:48 |          |
| WASHBURN WAY & GARDEN AVE.              | 8:49 | 9:49 | 10:49 | 11:49 | 12:49 | 1:49  | 2:49 | 3:49 | 4:49 |          |
| MAIN ST. & BIKE PATH CANAL              | 8:52 | 9:52 | 10:52 | 11:52 | 12:52 | 1:52  | 2:52 | 3:52 | 4:52 |          |
| MAIN ST. & ELLA REDKEY POOL             | 8:52 | 9:52 | 10:52 | 11:52 | 12:52 | 1:52  | 2:52 | 3:52 | 4:52 |          |
| MAIN ST. & SPRING ST. MUSEUM            | 8:53 | 9:53 | 10:53 | 11:53 | 12:53 | 1:53  | 2:53 | 3:53 | 4:53 |          |
| MAIN ST. & 11TH ST. THE GEORGE          | 8:53 | 9:53 | 10:53 | 11:53 | 12:53 | 1:53  | 2:53 | 3:53 | 4:53 |          |
| MAIN ST. & 9TH ST. MED/DEN BLDG.        | 8:54 | 9:54 | 10:54 | 11:54 | 12:54 | 1:54  | 2:54 | 3:54 | 4:54 |          |
| ARRIVE PINE STREET STATION              | 8:55 | 9:55 | 10:55 | 11:55 | 12:55 | 1:55  | 2:55 | 3:55 | 4:55 |          |
| DEPART PINE STREET STATION              | 8:00 | 9:00 | 10:00 | 11:00 | 12:00 | 1:00  | 2:00 | 3:00 | 4:00 | 5:00 END |
| KLAMATH & 8TH ST.                       | 8:01 | 9:01 | 10:01 | 11:01 | 12:01 | 1:01  | 2:01 | 3:01 | 4:01 |          |
| ESPLANADE AVE. & N. SPRING ST.          | 8:02 | 9:02 | 10:02 | 11:02 | 12:02 | 1:02  | 2:02 | 3:02 | 4:02 |          |
| ELDORADO AVE. & EARLE ST.               | 8:04 | 9:04 | 10:04 | 11:04 | 12:04 | 1:04  | 2:04 | 3:04 | 4:04 |          |
| ELDORADO AVE. & FREMONT ST.             | 8:05 | 9:05 | 10:05 | 11:05 | 12:05 | 1:05  | 2:05 | 3:05 | 4:05 |          |
| ELDORADO AVE. & LAWRENCE ST.            | 8:05 | 9:05 | 10:05 | 11:05 | 12:05 | 1:05  | 2:05 | 3:05 | 4:05 |          |
| ELDORADO AVE. & LEXINGTON ST.           | 8:06 | 9:06 | 10:06 | 11:06 | 12:06 | 1:06  | 2:06 | 3:06 | 4:06 |          |
| ELDORADO AVE. & KLAMATH VIEW RETIREMENT | 8:06 | 9:06 | 10:06 | 11:06 | 12:06 | 1:06  | 2:06 | 3:06 | 4:06 |          |
| DAGGETT AVE. & CLAIRMONT AVE.           | 8:07 | 9:07 | 10:07 | 11:07 | 12:07 | 1:07  | 2:07 | 3:07 | 4:07 |          |
| DAGGETT AVE. & MOUNTAIN VIEW BLVD       | 8:07 | 9:07 | 10:07 | 11:07 | 12:07 | 1:07  | 2:07 | 3:07 | 4:07 |          |
| DAGGETT AVE. & SKY LAKES HOSPITAL       | 8:08 | 9:08 | 10:08 | 11:08 | 12:08 | 1:08  | 2:08 | 3:08 | 4:08 |          |
| ARRIVE OIT                              | 8:09 | 9:09 | 10:09 | 11:09 | 12:09 | 1:09  | 2:09 | 3:09 | 4:09 |          |
| DEPART OIT AS #1 SOUTH                  | 8:13 | 9:13 | 10:13 | 11:13 | 12:13 | 1:13  | 2:13 | 3:13 | 4:13 |          |

Note: stops in yellow are transfer stations.

**Figure 2c. BTS Fixed Route Service Schedule (Stewart Lennox #3 and Pelican City #5 Routes)**

| STEWART LENNOX #3<br>STOP LOCATION |      |       |       |       |      |      |      |      |
|------------------------------------|------|-------|-------|-------|------|------|------|------|
| ARRIVE PINE STREET STATION         | 8:57 | 9:57  | 10:57 | 11:57 | 1:57 | 2:57 | 3:57 | 4:57 |
| DEPART PINE STREET STATION         | 9:00 | 10:00 | 11:00 | 12:00 | 1:00 | 2:00 | 3:00 | 4:00 |
| MAIN ST. & 3RD ST.                 | 9:01 | 10:01 | 11:01 | 12:01 | 1:01 | 2:01 | 3:01 | 4:01 |
| MAIN ST. & 1ST ST.                 | 9:02 | 10:02 | 11:02 | 12:02 | 1:02 | 2:02 | 3:02 | 4:02 |
| MAIN ST. & BALDWIN HOTEL           | 9:02 | 10:02 | 11:02 | 12:02 | 1:02 | 2:02 | 3:02 | 4:02 |
| RIVERSIDE DR. & CRISIS CENTER      | 9:02 | 10:02 | 11:02 | 12:02 | 1:02 | 2:02 | 3:02 | 4:02 |
| RIVERSIDE DR. & GREENSPRINGS DR.   | 9:03 | 10:03 | 11:03 | 12:03 | 1:03 | 2:03 | 3:03 | 4:03 |
| RIVERSIDE DR. & FRONTAGE RD.       | 9:04 | 10:04 | 11:04 | 12:04 | 1:04 | 2:04 | 3:04 | 4:04 |
| RIVERSIDE DR. & ABILENE            | 9:04 | 10:04 | 11:04 | 12:04 | 1:04 | 2:04 | 3:04 | 4:04 |
| RIVERSIDE DR. & GREENSPRINGS DR.   | 9:05 | 10:05 | 11:05 | 12:05 | 1:05 | 2:05 | 3:05 | 4:05 |
| GREENSPRINGS DR. & VILLA WEST      | 9:05 | 10:05 | 11:05 | 12:05 | 1:05 | 2:05 | 3:05 | 4:05 |
| GREENSPRINGS DR. & TURTLE COVE     | 9:06 | 10:06 | 11:06 | 12:06 | 1:06 | 2:06 | 3:06 | 4:06 |
| CORTEZ & BALSAM DR.                | 9:07 | 10:07 | 11:07 | 12:07 | 1:07 | 2:07 | 3:07 | 4:07 |
| BALSAM DR. & EMERALD DR.           | 9:08 | 10:08 | 11:08 | 12:08 | 1:08 | 2:08 | 3:08 | 4:08 |
| ORINDALE RD. & BALSAM DR.          | 9:09 | 10:09 | 11:09 | 12:09 | 1:09 | 2:09 | 3:09 | 4:09 |
| ORINDALE RD. & SUNNYSIDE DR.       | 9:10 | 10:10 | 11:10 | 12:10 | 1:10 | 2:10 | 3:10 | 4:10 |
| 4690 WEYERHAUSER RD.               | 9:12 | 10:12 | 11:12 | 12:12 | 1:12 | 2:12 | 3:12 | 4:12 |
| WEYERHAUSER RD. & PEGGY AVE.       | 9:12 | 10:12 | 11:12 | 12:12 | 1:12 | 2:12 | 3:12 | 4:12 |
| WEYERHAUSER RD. & MAHAN DR.        | 9:12 | 10:12 | 11:12 | 12:12 | 1:12 | 2:12 | 3:12 | 4:12 |
| WEYERHAUSER RD. & RAE ST.          | 9:13 | 10:13 | 11:13 | 12:13 | 1:13 | 2:13 | 3:13 | 4:13 |
| HIGHWAY 66 ACROSS RAY'S MARKET     | 9:16 | 10:16 | 11:16 | 12:16 | 1:16 | 2:16 | 3:16 | 4:16 |
| AGATE ST. & DOLLAR GENERAL         | 9:17 | 10:17 | 11:17 | 12:17 | 1:17 | 2:17 | 3:17 | 4:17 |
| GREENSPRINGS DR. & COAST TRUCK     | 9:19 | 10:19 | 11:19 | 12:19 | 1:19 | 2:19 | 3:19 | 4:19 |
| GREENSPRINGS DR. & RV PARK         | 9:19 | 10:19 | 11:19 | 12:19 | 1:19 | 2:19 | 3:19 | 4:19 |
| GREENSPRINGS DR. & MALLARD LANE    | 9:20 | 10:20 | 11:20 | 12:20 | 1:20 | 2:20 | 3:20 | 4:20 |
| RIVERSIDE DR. & AMERICAN GAS       | 9:21 | 10:21 | 11:21 | 12:21 | 1:21 | 2:21 | 3:21 | 4:21 |
| RIVERSIDE DR. & DISCOVER KLAMATH   | 9:22 | 10:22 | 11:22 | 12:22 | 1:22 | 2:22 | 3:22 | 4:22 |
| VETERANS PARK                      | 9:23 | 10:23 | 11:23 | 12:23 | 1:23 | 2:23 | 3:23 | 4:23 |
| KLAMATH AVE. & 3RD ST.             | 9:23 | 10:23 | 11:23 | 12:23 | 1:23 | 2:23 | 3:23 | 4:23 |
| 4TH ST. & PINE ST.                 | 9:24 | 10:24 | 11:24 | 12:24 | 1:24 | 2:24 | 3:24 | 4:24 |
| ARRIVE PINE STREET STATION         | 9:25 | 10:25 | 11:25 | 12:25 | 1:25 | 2:25 | 3:25 | 4:25 |
| DEPART PINE STREET STATION         | 9:30 | 10:30 | 11:30 | 12:30 | 1:30 | 2:30 | 3:30 | 4:30 |

| PELICAN CITY #5<br>STOP LOCATION   |       |       |       |       |      |      |      |          |
|------------------------------------|-------|-------|-------|-------|------|------|------|----------|
| ARRIVE PINE STREET STATION         | 8:28  | 9:28  | 10:28 | 11:28 | 1:28 | 2:28 | 3:28 | 4:28     |
| DEPART PINE STREET STATION         | 9:30  | 10:30 | 11:30 | 12:30 | 1:30 | 2:30 | 3:30 | 4:30     |
| LAKEPORT BLVD & MONTELIUS ST.      | 9:36  | 10:36 | 11:36 | 12:36 | 1:36 | 2:36 | 3:36 | 4:36     |
| HARVARD ST. & MCLEAN ST.           | 9:37  | 10:37 | 11:37 | 12:37 | 1:37 | 2:37 | 3:37 | 4:37     |
| TORREY ST. & CORVALIS ST.          | 9:38  | 10:38 | 11:38 | 12:38 | 1:38 | 2:38 | 3:38 | 4:38     |
| CALIFORNIA AVE. & WOCUS ST.        | 9:38  | 10:38 | 11:38 | 12:38 | 1:38 | 2:38 | 3:38 | 4:38     |
| CALIFORNIA AVE. & WEST OREGON AVE. | 9:39  | 10:39 | 11:39 | 12:39 | 1:39 | 2:39 | 3:39 | 4:39     |
| CALIFORNIA AVE. & FRONT ST.        | 9:40  | 10:40 | 11:40 | 12:40 | 1:40 | 2:40 | 3:40 | 4:40     |
| NEVADA ST. & KILN ST.              | 9:42  | 10:42 | 11:42 | 12:42 | 1:42 | 2:42 | 3:42 | 4:42     |
| NEVADA ST. & 97                    | 9:42  | 10:42 | 11:42 | 12:42 | 1:42 | 2:42 | 3:42 | 4:42     |
| SISKIYOU ST. & DELTA ST.           | 9:43  | 10:43 | 11:43 | 12:43 | 1:43 | 2:43 | 3:43 | 4:43     |
| CALIFORNIA & 3RD ST.               | 9:44  | 10:44 | 11:44 | 12:44 | 1:44 | 2:44 | 3:44 | 4:44     |
| 3RD ST. & JEFFERSON ST.            | 9:46  | 10:46 | 11:46 | 12:46 | 1:46 | 2:46 | 3:46 | 4:46     |
| PINE ST. & 3RD ST.                 | 9:46  | 10:46 | 11:46 | 12:46 | 1:46 | 2:46 | 3:46 | 4:46     |
| ARRIVE PINE STREET STATION         | 9:46  | 10:46 | 11:46 | 12:46 | 1:46 | 2:46 | 3:46 | 4:46     |
| DEPART PINE STREET STATION         | 9:47  | 10:47 | 11:47 | 12:47 | 1:47 | 2:47 | 3:47 | 4:47     |
| 5TH ST. & PLUM                     | 9:49  | 10:49 | 11:49 | 12:49 | 1:49 | 2:49 | 3:49 | 4:49     |
| S. 6TH & OPEN DOOR                 | 9:51  | 10:51 | 11:51 | 12:51 | 1:51 | 2:51 | 3:51 | 4:51     |
| S. 6TH & HOLIDAY INN               | 9:52  | 10:52 | 11:52 | 12:52 | 1:52 | 2:52 | 3:52 | 4:52     |
| S. 6TH & ROSS                      | 9:53  | 10:53 | 11:53 | 12:53 | 1:53 | 2:53 | 3:53 | 4:53     |
| SENIOR CENTER                      | 9:54  | 10:54 | 11:54 | 12:54 | 1:54 | 2:54 | 3:54 | 4:54     |
| ARRIVE ALTAMONT & FAIRGROUNDS      | 9:55  | 10:55 | 11:55 | 12:55 | 1:55 | 2:55 | 3:55 | 4:55 END |
| DEPART ALTAMONT & FAIRGROUNDS      | 10:00 | 11:00 | 12:00 | 1:00  | 2:00 | 3:00 | 4:00 |          |

Note: stops in yellow are transfer stations.



**Figure 2d. BTS Fixed Route Service Schedule (South Suburbs #6 and Moyina Heights #4 Routes)**

| SOUTH SUBURBS #6<br>STOP LOCATION |      |      |       |       |       |       |      |      |      | MOYINA HEIGHTS #4<br>STOP LOCATION      |      |       |       |       |       |      |      |      |          |
|-----------------------------------|------|------|-------|-------|-------|-------|------|------|------|-----------------------------------------|------|-------|-------|-------|-------|------|------|------|----------|
| ARRIVE ALTAMONT & FAIRGROUNDS     |      | 8:55 | 9:55  | 10:55 | 11:55 | 12:55 | 1:55 | 2:55 | 3:55 | ARRIVE ALTAMONT & FAIRGROUNDS           | 8:25 | 9:25  | 10:25 | 11:25 | 12:25 | 1:25 | 2:25 | 3:25 | 4:25     |
| DEPART ALTAMONT & FAIRGROUNDS     | 8:00 | 9:00 | 10:00 | 11:00 | 12:00 | 1:00  | 2:00 | 3:00 | 4:00 | DEPART ALTAMONT & FAIRGROUNDS           | 8:28 | 9:28  | 10:28 | 11:28 | 12:28 | 1:28 | 2:28 | 3:28 | 4:28     |
| CROSBY ST. & WASHBURN WAY         | 8:02 | 9:02 | 10:02 | 11:02 | 12:02 | 1:02  | 2:02 | 3:02 | 4:02 | SENIOR CENTER                           | 8:29 | 9:29  | 10:29 | 11:29 | 12:29 | 1:29 | 2:29 | 3:29 | 4:29     |
| WASHBURN WAY & HILYARD AVE.       | 8:03 | 9:03 | 10:03 | 11:03 | 12:03 | 1:03  | 2:03 | 3:03 | 4:03 | ARTHUR ST. & SHASTA WAY                 | 8:29 | 9:29  | 10:29 | 11:29 | 12:29 | 1:29 | 2:29 | 3:29 | 4:29     |
| WALMART                           | 8:05 | 9:05 | 10:05 | 11:05 | 12:05 | 1:05  | 2:05 | 3:05 | 4:05 | SHASTA WAY & CREST ST. CANAL            | 8:30 | 9:30  | 10:30 | 11:30 | 12:30 | 1:30 | 2:30 | 3:30 | 4:30     |
| LAVERNE ST. & EPICENTER           | 8:07 | 9:07 | 10:07 | 11:07 | 12:07 | 1:07  | 2:07 | 3:07 | 4:07 | VANDENBERG WAY & KLAMATH COUNTY JAIL    | 8:32 | 9:32  | 10:32 | 11:32 | 12:32 | 1:32 | 2:32 | 3:32 | 4:32     |
| LAVERNE ST. & ALTAMONT AVE.       | 8:08 | 9:08 | 10:08 | 11:08 | 12:08 | 1:08  | 2:08 | 3:08 | 4:08 | VANDENBURG WAY & FOOTHILLS              | 8:33 | 9:33  | 10:33 | 11:33 | 12:33 | 1:33 | 2:33 | 3:33 | 4:33     |
| ALTAMONT AVE. & BRISTOL AVE.      | 8:08 | 9:08 | 10:08 | 11:08 | 12:08 | 1:08  | 2:08 | 3:08 | 4:08 | FOOTHILLS & STEEN SPORTS PARK           | 8:34 | 9:34  | 10:34 | 11:34 | 12:34 | 1:34 | 2:34 | 3:34 | 4:34     |
| ALTAMONT AVE. & ANDERSON AVE.     | 8:09 | 9:09 | 10:09 | 11:09 | 12:09 | 1:09  | 2:09 | 3:09 | 4:09 | FOOTHILLS & HOMEDALE AVE.               | 8:35 | 9:35  | 10:35 | 11:35 | 12:35 | 1:35 | 2:35 | 3:35 | 4:35     |
| ANDERSON AVE. & SUMMERS LANE      | 8:10 | 9:10 | 10:10 | 11:10 | 12:10 | 1:10  | 2:10 | 3:10 | 4:10 | PATTERSON AVE. & SPRINGCREST ST.        | 8:37 | 9:37  | 10:37 | 11:37 | 12:37 | 1:37 | 2:37 | 3:37 | 4:37     |
| SUMMERS LANE & STURDIVANT AVE.    | 8:11 | 9:11 | 10:11 | 11:11 | 12:11 | 1:11  | 2:11 | 3:11 | 4:11 | EBERLEIN ST. & CARLSON ST.              | 8:37 | 9:37  | 10:37 | 11:37 | 12:37 | 1:37 | 2:37 | 3:37 | 4:37     |
| SUMMERS LANE & BRISTOL AVE.       | 8:12 | 9:12 | 10:12 | 11:12 | 12:12 | 1:12  | 2:12 | 3:12 | 4:12 | MCCLELLAN AVE. & EBERLEIN AVE.          | 8:38 | 9:38  | 10:38 | 11:38 | 12:38 | 1:38 | 2:38 | 3:38 | 4:38     |
| SUMMERS LANE & MIA & PIA'S        | 8:13 | 9:13 | 10:13 | 11:13 | 12:13 | 1:13  | 2:13 | 3:13 | 4:13 | MCCLELLAN AVE. & SHASTA WAY             | 8:38 | 9:38  | 10:38 | 11:38 | 12:38 | 1:38 | 2:38 | 3:38 | 4:38     |
| SUMMERS LANE & MAZAMA SCHOOL      | 8:13 | 9:13 | 10:13 | 11:13 | 12:13 | 1:13  | 2:13 | 3:13 | 4:13 | ALVA AVE. & CHINCHILLA WAY              | 8:39 | 9:39  | 10:39 | 11:39 | 12:39 | 1:39 | 2:39 | 3:39 | 4:39     |
| HILYARD ST. & CREST ST.           | 8:14 | 9:14 | 10:14 | 11:14 | 12:14 | 1:14  | 2:14 | 3:14 | 4:14 | PATTERSON AVE. & WINEMA WAY             | 8:41 | 9:41  | 10:41 | 11:41 | 12:41 | 1:41 | 2:41 | 3:41 | 4:41     |
| HILYARD ST. & ALTAMONT AVE.       | 8:14 | 9:14 | 10:14 | 11:14 | 12:14 | 1:14  | 2:14 | 3:14 | 4:14 | SHASTA WAY & MADISON ST.                | 8:42 | 9:42  | 10:42 | 11:42 | 12:42 | 1:42 | 2:42 | 3:42 | 4:42     |
| HILYARD ST. & WASHBURN WAY        | 8:15 | 9:15 | 10:15 | 11:15 | 12:15 | 1:15  | 2:15 | 3:15 | 4:15 | SHASTA WAY & HOMEDALE AVE.              | 8:42 | 9:42  | 10:42 | 11:42 | 12:42 | 1:42 | 2:42 | 3:42 | 4:42     |
| WASHBURN WAY & CROSBY ST.         | 8:16 | 9:16 | 10:16 | 11:16 | 12:16 | 1:16  | 2:16 | 3:16 | 4:16 | SHASTA WAY & KANE ST.                   | 8:43 | 9:43  | 10:43 | 11:43 | 12:43 | 1:43 | 2:43 | 3:43 | 4:43     |
| WASHBURN WAY & S.6TH ST.          | 8:16 | 9:16 | 10:16 | 11:16 | 12:16 | 1:16  | 2:16 | 3:16 | 4:16 | SHASTA WAY & IVORY ST.                  | 8:43 | 9:43  | 10:43 | 11:43 | 12:43 | 1:43 | 2:43 | 3:43 | 4:43     |
| S. 6TH & ROSS                     | 8:17 | 9:17 | 10:17 | 11:17 | 12:17 | 1:17  | 2:17 | 3:17 | 4:17 | SHASTA WAY & GARY ST.                   | 8:44 | 9:44  | 10:44 | 11:44 | 12:44 | 1:44 | 2:44 | 3:44 | 4:44     |
| ARRIVE ALTAMONT & FAIRGROUNDS     | 8:18 | 9:18 | 10:18 | 11:18 | 12:18 | 1:18  | 2:18 | 3:18 | 4:18 | SHASTA WAY & DERBY ST.                  | 8:44 | 9:44  | 10:44 | 11:44 | 12:44 | 1:44 | 2:44 | 3:44 | 4:44     |
| DEPART ALTAMONT & FAIRGROUNDS     | 8:28 | 9:28 | 10:28 | 11:28 | 12:28 | 1:28  | 2:28 | 3:28 | 4:28 | ALAMEDA & YMCA                          | 8:45 | 9:45  | 10:45 | 11:45 | 12:45 | 1:45 | 2:45 | 3:45 | 4:45     |
|                                   |      |      |       |       |       |       |      |      |      | AVALON ST. & KLAMATH HOUSING AUTH.      | 8:46 | 9:46  | 10:46 | 11:46 | 12:46 | 1:46 | 2:46 | 3:46 | 4:46     |
|                                   |      |      |       |       |       |       |      |      |      | SENIOR CENTER                           | 8:47 | 9:47  | 10:47 | 11:47 | 12:47 | 1:47 | 2:47 | 3:47 | 4:47     |
|                                   |      |      |       |       |       |       |      |      |      | ARRIVE ALTAMONT & FAIRGROUNDS           | 8:47 | 9:47  | 10:47 | 11:47 | 12:47 | 1:47 | 2:47 | 3:47 | 4:47     |
|                                   |      |      |       |       |       |       |      |      |      | DEPART ALTAMONT & FAIRGROUNDS           | 8:48 | 9:48  | 10:48 | 11:48 | 12:48 | 1:48 | 2:48 | 3:48 | 4:48     |
|                                   |      |      |       |       |       |       |      |      |      | S.6TH ST. & DOLLAR TREE                 | 8:48 | 9:48  | 10:48 | 11:48 | 12:48 | 1:48 | 2:48 | 3:48 | 4:48     |
|                                   |      |      |       |       |       |       |      |      |      | S.6TH ST. & WASHBURN WAY                | 8:50 | 9:50  | 10:50 | 11:50 | 12:50 | 1:50 | 2:50 | 3:50 | 4:50     |
|                                   |      |      |       |       |       |       |      |      |      | S.6TH ST. & EAST MAIN ST.               | 8:52 | 9:52  | 10:52 | 11:52 | 12:52 | 1:52 | 2:52 | 3:52 | 4:52     |
|                                   |      |      |       |       |       |       |      |      |      | S.6TH ST. & PLUM                        | 8:53 | 9:53  | 10:53 | 11:53 | 12:53 | 1:53 | 2:53 | 3:53 | 4:53     |
|                                   |      |      |       |       |       |       |      |      |      | ARRIVE PINE STREET STATION              | 8:57 | 9:57  | 10:57 | 11:57 | 12:57 | 1:57 | 2:57 | 3:57 | 4:57 END |
|                                   |      |      |       |       |       |       |      |      |      | DEPART PINE STREET STATION AS #3 FEEDER | 9:00 | 10:00 | 11:00 | 12:00 | 1:00  | 2:00 | 3:00 | 4:00 |          |

Note: stops in yellow are transfer stations.

The fares for this service are recorded in Table 1. The reduced fares are available for seniors or people with disabilities who apply and qualify for the reduced fare program. Further, Veterans and passengers aged 18 years and younger ride for free, as well as OIT and KCC students with valid student identification cards. Passes and tokens can either be purchased directly from all bus drivers or with a mail-in form that is available on BTS's website.

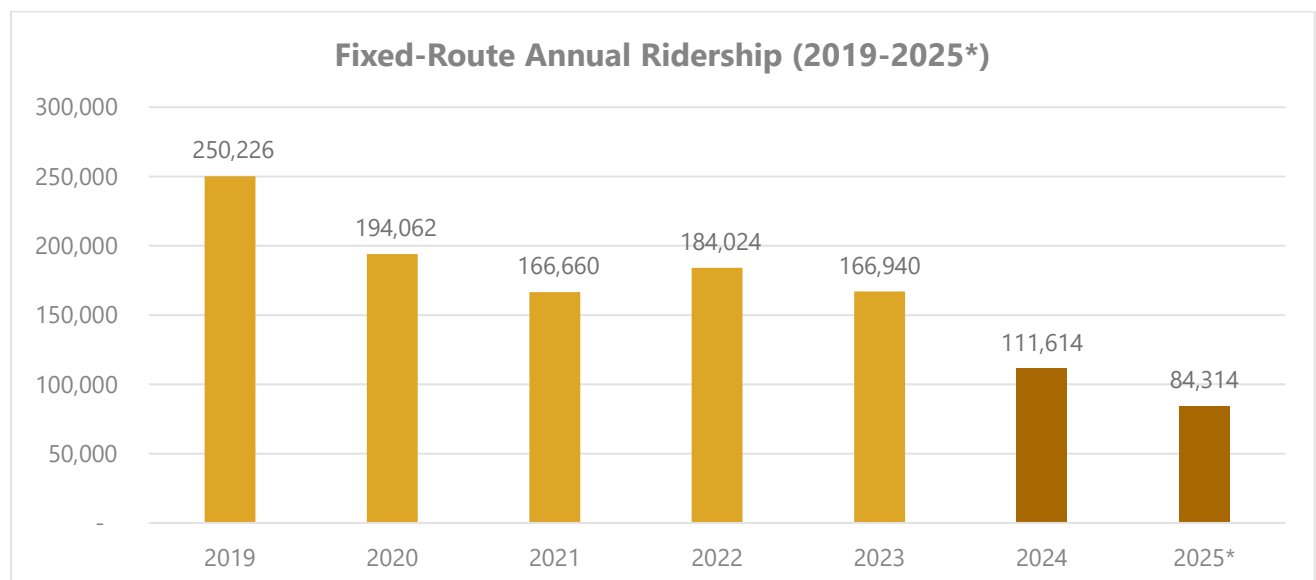
**Table 1: BTS Fixed Route Service Fares**

| Fare            | Cash                                                                   | Day Pass | Token (10) | Monthly Pass |
|-----------------|------------------------------------------------------------------------|----------|------------|--------------|
| Regular         | \$0.75                                                                 | \$1.50   | \$7.50     | \$27         |
| Reduced         | \$0.50                                                                 | \$1.25   | \$5.00     | \$18         |
| Youth/ Students | Riders under 18 and college students with valid student IDs ride free. |          |            |              |

Annual ridership for BTS's fixed-route service, shown in Exhibit 1, has steadily declined compared to pre-pandemic. Ridership fell from 250,226 rides in 2019 to 194,062 rides in 2020, largely due to reduced service and travel during the COVID-19 pandemic. It continued to fluctuate at lower levels through 2023, ranging between roughly 166,000 and 184,000 rides annually.

In April 2024, BTS implemented a service reduction to right-size their operations due to funding shortages. This included reducing daily service hours from between 6:30AM and 7:30PM to between 8:00AM and 5:00PM and eliminating Saturday service (no previous Sunday service). Exhibit 1 shows ridership numbers in 2024 and 2025 with darker chart bars to highlight the reduced ridership following service reductions. Through October 2025, ridership is down 13% compared to the same period in 2024, reflecting a continued downward trend in fixed-route usage. This continued downward trend is likely due to riders finding alternate transit during the COVID-19 pandemic and continuing to use those routes and services

**Exhibit 1. Fixed-Route Annual Ridership (2019-2025\*)**

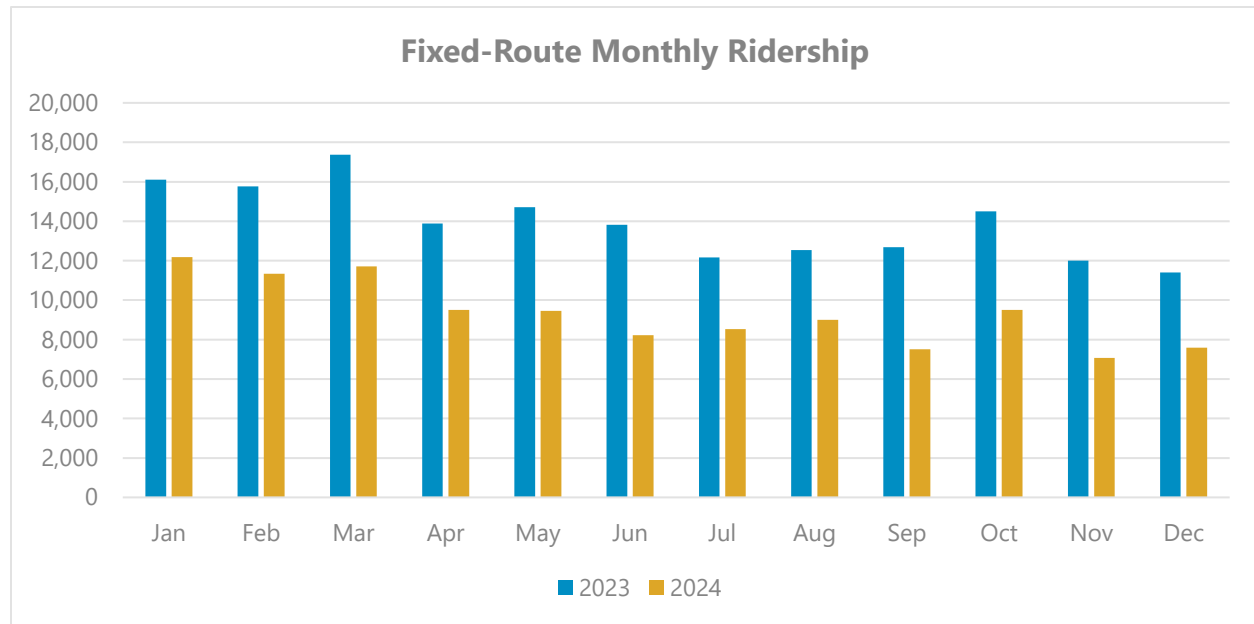


*\*Data shown is from January 1 through October 31, 2025.*

As shown in Exhibit 2, monthly ridership had already declined between 2023 and early 2024, with January to March levels down 32% to 48% compared to the previous year. Following the service reduction, ridership from April to December fell further, ranging from 38% to as much as 70% below the same period in 2023. Average monthly ridership was 13,912 in 2023 and 9,301 in 2024. This downtrend is likely due to riders adjusting to the service reduction and using other transit services.

Seasonal ridership trends in 2024 were consistent with trends in the previous year, with the highest levels in January through March and the lowest in November and December.

#### Exhibit 2. Fixed-Route Monthly Ridership



#### Basin Lift

Basin Lift, sometimes referred to as “paratransit” or Basin Life demand response service, provides door-to-door, wheelchair accessible transportation service to those over 65 or who have an Americans with Disabilities Act (ADA) qualifying disability who find it challenging to utilize the fixed route service. Riders who believe they have a disability preventing them from using the fixed route service must submit a Basin Lift eligibility application for review and approval to use Basin Lift; riders aged 65 and older automatically qualify. Riders can complete the applications online or by calling the Basin Life Call Center.

Basin Lift service is available Monday-Friday (except for major holidays) from 8:00AM to 5:00PM (last pick-up is at 4:30 PM) and operates within a ¾-mile radius on either side of the BTS fixed routes. To schedule a trip, riders must call the Basin Lift Call Center by 5:00 PM the day before the requested ride. Trip requests for Monday must be called in on the Friday before as the call center operates Monday-Friday from 8:00AM to 5:00PM.

The standard cash fare is \$1.50 per one-way trip and there are no limitations on ride destinations in the Klamath Falls urban growth boundary. Riders must have exact change for the drivers. A 20-ride punch card pass is available for \$30. Punch card passes can be purchased directly from drivers with cash or

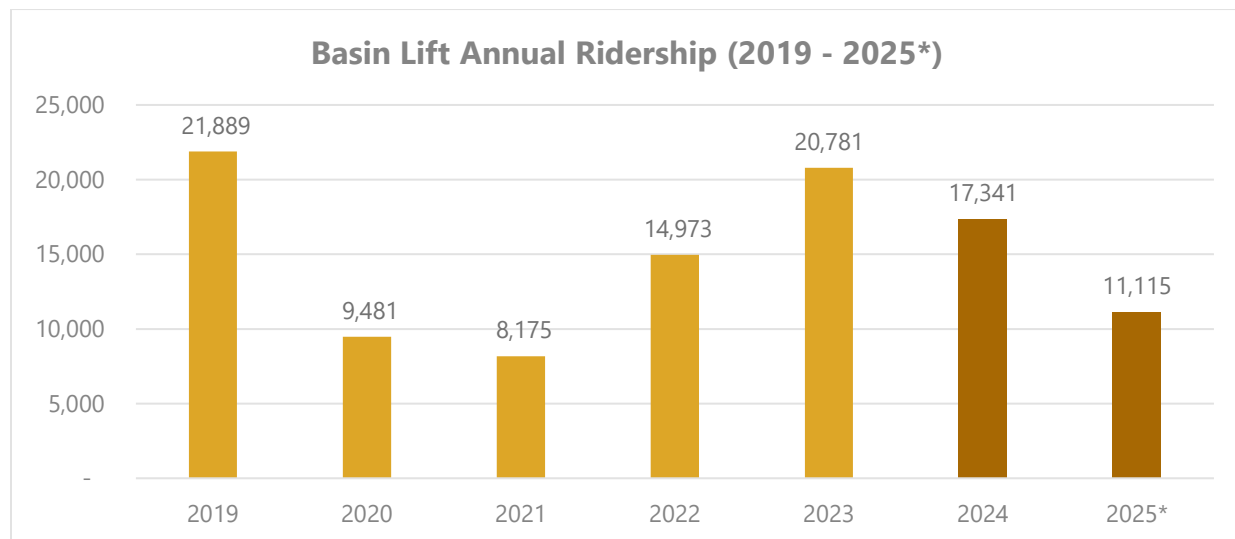
check, or from the Basin Lift Call Center in person or over the phone with debit or credit. Basin Lift eligible riders can also use the fixed route service at the reduced fare prices.

BTS provides additional details for riders of this service, such as personal care attendants/guest riders, pets, take-along items (e.g., groceries), arrival and departure planning, cancelations, etc., in a Basin Lift handbook.

In a 2025 snowstorm that made access to fixed route mainlines difficult, Basin Lift reported 50 rides to crucial medical appointments for their customers.

Annual ridership for Basin Lift has fluctuated since 2019. Ridership fell 57% from 2019 to 2020 largely due to the COVID-19 pandemic, reaching a low of 8,175 riders 2021; this was 65% below pre-pandemic levels. In 2022, ridership increased by 83% compared to 2021 levels, and nearly returned to pre-pandemic levels in 2023. In 2024, ridership declined, and through October 2025, ridership has been down 36% compared to the same period in 2024, indicating a continued downward trend through 2025.

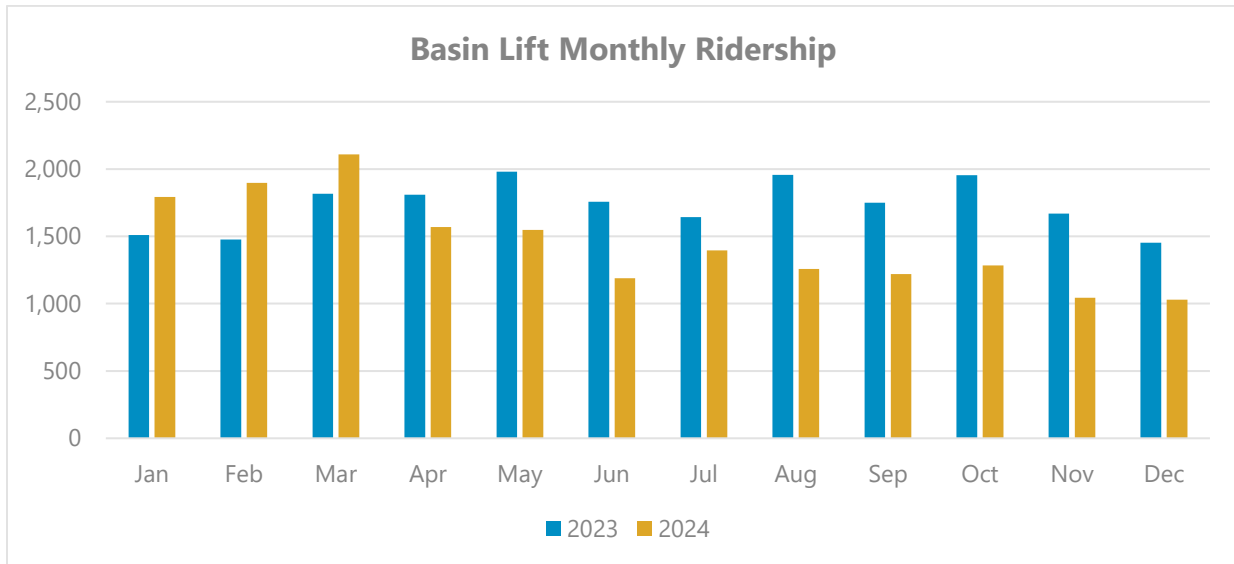
**Exhibit 3. Basin Lift Annual Ridership (2019-2025\*)**



*\*Data shown is from January 1 through October 31, 2025.*

As shown in Exhibit 4, average monthly ridership in 2024 was approximately 1,445 riders, compared with 1,732 riders per month in 2023. Ridership in 2024 initially exceeded 2023 levels, but following the service reduction in April, ridership dropped below the previous year. While 2023 saw relatively steady monthly ridership, 2024 experienced a decline between March and April, coinciding with the service reduction.

#### Exhibit 4. Basin Lift Monthly Ridership



#### *Basin Connect*

Funded by the Statewide Transportation Improvement Fund (STIF) (payroll transportation tax), the Basin Connect service is a reservation driven demand-based service that connects riders in cities and communities in Klamath County to Klamath Falls. Basin Connect is free of charge but requires calling to reserve a ride the day before. Riders arriving in Klamath Falls will receive a fixed route Day Pass, and seniors 65 years of age and older are permitted to apply to use Basin Lift complementary paratransit services available within BTS district boundaries. In addition, qualified service animals are allowed on board, and each bus is wheelchair accessible and meets ADA specifications. Wheelchairs must be secured to the vehicle with a four-point tie down system.

The schedule for this service is listed below and shown in Figure 3:

- Mondays and Wednesday destinations: Keno, Worden, Falcon Heights, Lake of the Woods.
- Tuesdays and Thursdays destinations: Bly, Beatty, Bonanza, and Merrill.



**Figure 3. Basin Connect Schedule and Stop Times**

| Monday & Wednesday Route Schedules                    |          |         | Tuesday & Thursdays Route Schedules     |          |         |
|-------------------------------------------------------|----------|---------|-----------------------------------------|----------|---------|
| SHASTA ROUTE/KENO-WORDEN-FALCON HEIGHTS               |          |         | BASIN VIEW ROUTE/MERRILL-MALIN          |          |         |
| Stop Location                                         | TIME     | TIME    | Stop Location                           | TIME     | TIME    |
| Altamont Station                                      | 8:00 AM  | 1:30 PM | Pine ST Station                         | 8:00 AM  | 2:00 PM |
| Pine Street Station                                   | 8:05 AM  | 1:35 PM | Altamont Station                        | 8:05 AM  | 2:05 PM |
| Keno (Library)                                        | 8:25 AM  | 1:55 PM | Merrill                                 | 8:30 AM  | 2:30 PM |
| Worden (Worden Café)                                  | 8:40 AM  | 2:10 PM | Malin (Post Office)                     | 8:40 AM  | 2:40 PM |
| Midland (Post office)                                 | 8:50 AM  | 2:20 PM | Merrill                                 | 8:55 AM  | 2:55 PM |
| Falcon Heights                                        | 9:00 AM  | 2:30 PM | Altamont Station                        | 9:20 AM  | 3:20 PM |
| Walmart                                               | 9:10 AM  | 2:40 PM | Amtrak                                  | 9:25 AM  | 3:25 PM |
| Altamont Station                                      | 9:15 AM  | 2:45 PM | Pine Street Station                     | 9:30 AM  | 3:30 PM |
| Amtrak                                                | 9:20 AM  | 2:50 PM | GEARHART ROUTE/DAIRY-BONANZA-BEATTY-BLY |          |         |
| Pine Street Station                                   | 9:25 AM  | 2:55 PM | Pine ST Station                         | 9:35 AM  | 3:45 PM |
| MCLOUGHLIN ROUTE/RUNNING Y-ROCKY PT-LAKE OF THE WOODS |          |         | Altamont Station                        | 9:40 AM  | 3:50 PM |
| Pine Street Station                                   | 9:30 AM  | 3:00 PM | Dairy                                   | 10:05 AM | 4:15 PM |
| Running Y                                             | 9:50 AM  | 3:20 PM | Bonanza (City Hall)                     | 10:15 AM | 4:25 PM |
| Rocky Point (Fire Station)                            | 10:15 AM | 3:45 PM | Beatty *Quail Trail Connection          | 10:50 AM | 4:50 PM |
| Lake of the Woods                                     | 10:30 AM | 4:00 PM | Bly                                     | 11:10 AM | 5:10 PM |
| Rocky Point (Fire Station)                            | 10:45 AM | 4:15 PM | Beatty (Community Center)               | 11:30 AM | 5:30 PM |
| Running Y (5500 Running Rd)                           | 11:10 AM | 4:40 PM | Bonanza                                 | 11:55 AM | 5:55 PM |
| Pine ST Station                                       | 11:30 AM | 5:00 PM | Dairy                                   | 12:05 PM | 6:05 PM |
| Amtrak                                                | 11:35 AM | 5:05 PM | Altamont Station                        | 12:30 PM | 6:30 PM |
| Altamont Station                                      | 11:40 AM | 5:10 PM | Amtrak                                  | 12:35 PM | 6:35 PM |
|                                                       |          |         | Pine ST Station                         | 12:40 PM | 6:40 PM |

In 2024, Basin Connect recorded 763 riders, although service was not provided in January and February. Through the January–October period in 2025, ridership has declined to 277 riders, compared with 678 over the same period in 2024, representing a 59% reduction.

### Demand Service

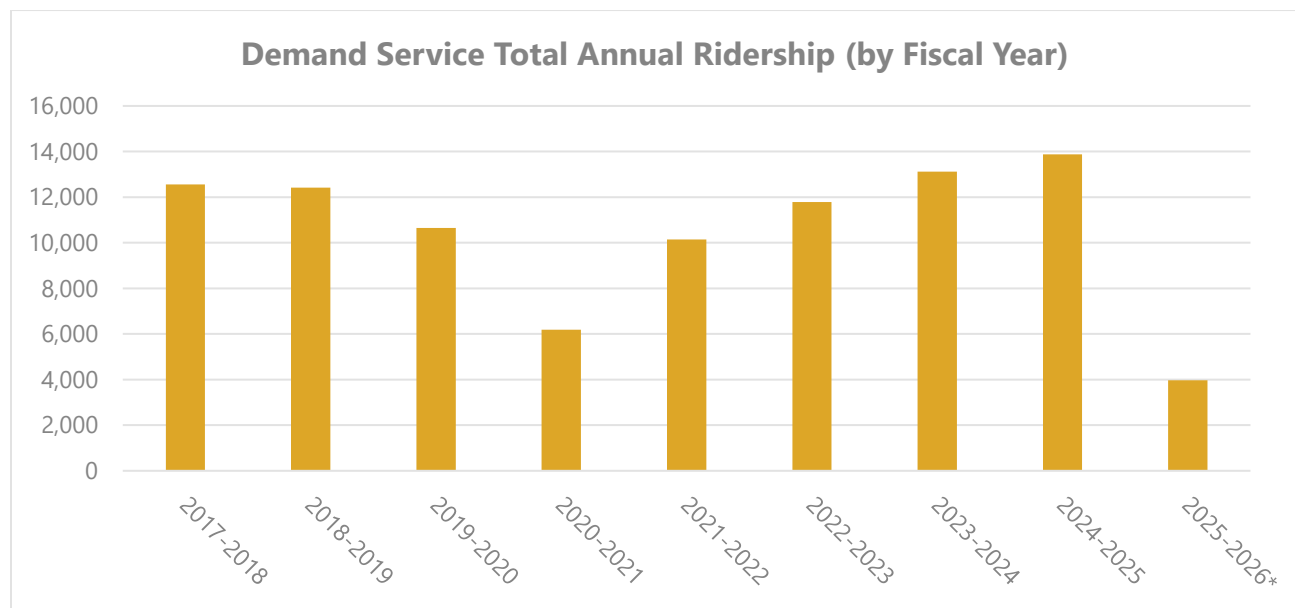
Managed by the Senior Center in Klamath Falls, this service is available to seniors, people with disabilities, and the public if space is available. In 2024, this service reported a total of 10,053 rides. The demand service utilizes priority-based scheduling to manage trip assignments. Priority is given in the following order: Medical appointments, congregate meal sites, employment, grocery shopping, and lastly, non-essential travel. The schedule for this service is listed below.

- Monday – Thursday: 8:30 AM to 3:30 PM
- Friday: 8:30 AM to 12:00 PM

Total annual ridership for Demand Service is shown in Exhibit 5, by fiscal year (FY), which runs from July through June of the following year. Average annual fiscal year ridership has been approximately 10,523 rides, with a low in FY 2020-2021 due to reduced travel and service during the COVID-19 pandemic. Ridership has since recovered and surpassed pre-pandemic levels, with FY 2024-2025 recording the highest ridership in the period beginning FY 2017 at 13,875 rides.

Early data for FY 2025-2026 indicate that ridership from July 1 to September 30, 2025, has already exceeded the same period in 2024, with 637 rides compared to 604, suggesting a potential continued upward trend.

**Exhibit 5. Demand Service Total Annual Ridership (by Fiscal Year)**



*\*Data shown is from July 1, 2025, through September 30, 2025.*

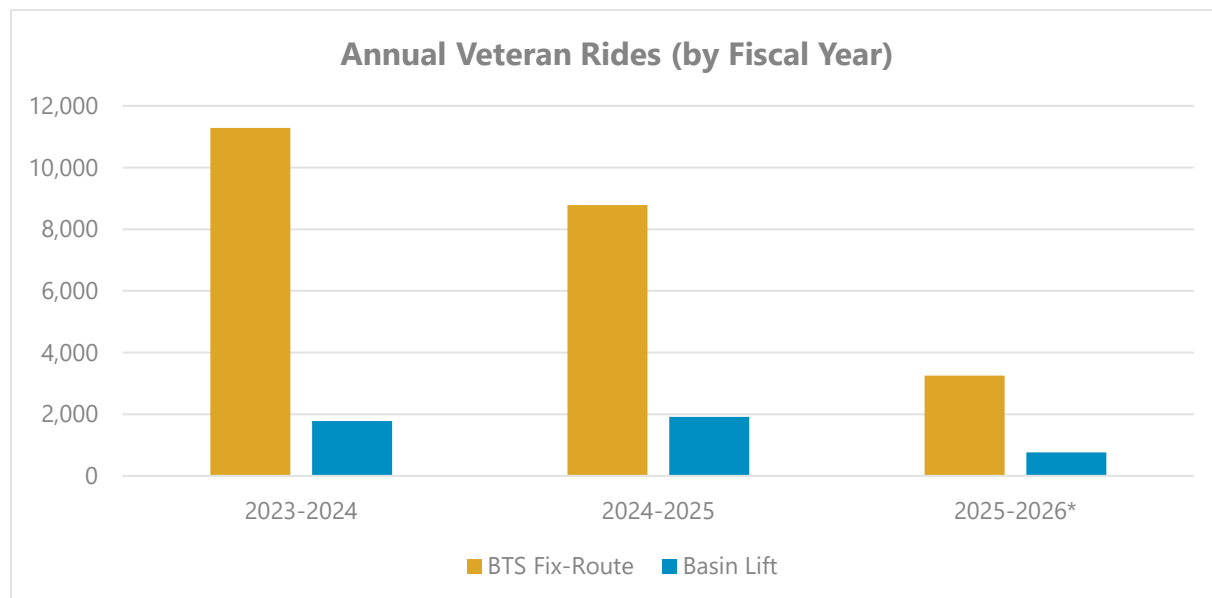
In FY 2024-2025, demand service rides were 23% for medical services, 9% for shopping, 14% for other purposes, and 53% for trips to the Senior Center, which represented the largest share of total trips.

### *Veterans on The Go*

Starting in November 2020, BTS partnered with Klamath County Veteran Services to support the Veteran users of BTS. Veterans with a Klamath County Veterans Card ride free on all services. The addition of this partnership increased monthly rides from 49 to 1,300, including a weekly trip to Medford on Wednesdays. This Medford trip aims to improve transportation accessibility for Veterans traveling to the White City Veterans Affairs Hospital, Social Security Office, and medical specialty offices. Depending on rider status, Veterans may be picked up from their doorstep (if established as Basin Lift Riders) or their most conveniently located bus stop. Additionally, all vehicles are ADA compliant. Recent data from April to September 2024 indicate an average of 10 Medford trips per month.

Annual rides by Veterans holding Klamath County Veterans Cards from FY 2023 through the start of FY 2025–2026 are shown in Exhibit 6. The majority of these veterans are served by BTS fixed-route services.

**Exhibit 6. Annual Veteran Rides (by Fiscal Year)**



### **Facilities**

BTS runs operations and maintenance out of its main facility in Klamath Falls, at 1130 Adams Street. BTS also acquired 1125 Adams Street for additional administration offices and storage room.

### **Vehicle Fleet**

BTS operates a diverse fleet with a range of vehicle types and seating capacities. The current fleet includes 32 vehicles of varying makes, models, years, mileage, and wheelchair accessibility, comprising buses, one trolley, and support vehicles such as vans, SUVs, and sedans. Details about its vehicle fleet are summarized in Table 2. Excluding the 1996 trolley, the oldest vehicles are two Gillig buses used for fixed-route service, each approaching 25 years of age. These buses also have some of the highest mileage in the BTS fleet, with the highest vehicle exceeding 400,000 miles.

Over the past five years, BTS has added 12 vehicles to the fleet, including five paratransit vehicles. Currently, nine of the 32 vehicles are in need of replacement due to age, high mileage, or maintenance concerns.

**Table 2. BTS Vehicle Fleet**

| Asset # | Department  | Year | Make      | Model           | Condition         | Odometer |
|---------|-------------|------|-----------|-----------------|-------------------|----------|
| 9601    | Support     | 1996 | Chance    | Trolley AH-28   | Needs Replacement | 36,153   |
| 2001    | Fix Route   | 2000 | Gillig    | Low Floor       | Needs Replacement | 268,364  |
| 2005    | Fix Route   | 2001 | Gillig    | Low Floor       | Needs Replacement | 135,274  |
| 819     | Paratransit | 2008 | Ford      | E450            | Needs Replacement | 236,413  |
| 1001    | Support     | 2010 | Ford      | F350            | Needs Replacement | 63,726   |
| 2011    | Paratransit | 2011 | Chevy     | Startrans       | Needs Replacement | 225,588  |
| 2016    | Fix Route   | 2014 | Gillig    | Low Floor       | Good              | 450,757  |
| 2017    | Fix Route   | 2014 | Gillig    | Low Floor       | Good              | 469,611  |
| 16-04   | Fix Route   | 2016 | Blue Bird | T3 RE 3510      | Good              | 246,214  |
| 16-05   | Fix Route   | 2016 | Blue Bird | T3 RE 3510      | Good              | 230,206  |
| 2018    | Fix Route   | 2016 | Gillig    | Low Floor       | Good              | 398,999  |
| 2019    | Fix Route   | 2016 | Gillig    | Low Floor       | Good              | 415,282  |
| 1601    | Paratransit | 2016 | Ford      | Starlite 20     | Needs Replacement | 136,705  |
| 1602    | Paratransit | 2016 | Ford      | Starlite 20     | Needs Replacement | 131,157  |
| 1603    | Paratransit | 2016 | Ford      | Starcraft Allst | Needs Replacement | 195,549  |
| 17-01   | Support     | 2017 | Ford      | F150            | Good              | 37,371   |
| 17-02   | Support     | 2017 | Ford      | Escape          | Good              | 66,249   |
| 19-02   | Support     | 2018 | Ford      | Fiesta          | Good              | 9,963    |
| 19-03   | Paratransit | 2019 | Ford      | Transit         | Good              | 44,216   |
| 19-01   | Support     | 2019 | Ford      | Escape          | Good              | 36,756   |
| 22-04   | Fix Route   | 2021 | Ford      | F550            | Good              | 90,369   |
| 22-05   | Fix Route   | 2021 | Ford      | F550            | Good              | 74,934   |
| 22-06   | Fix Route   | 2021 | Ford      | F550            | Good              | 73,036   |
| 22-07   | Fix Route   | 2021 | Ford      | F550            | Good              | 54,682   |
| 21-01   | Support     | 2021 | Ford      | ESCAPE          | Good              | 12,765   |
| 22-01   | Paratransit | 2022 | Ford      | E450            | Good              | 76,672   |
| 22-02   | Paratransit | 2022 | Ford      | E450            | Good              | 69,898   |
| 22-03   | Support     | 2022 | Ford      | F450            | Good              | 3,291    |
| 22-08   | Support     | 2022 | Ford      | Transit Connect | Good              | 10,069   |

| Asset # | Department  | Year | Make | Model           | Condition | Odometer |
|---------|-------------|------|------|-----------------|-----------|----------|
| 24-01   | Paratransit | 2024 | Ford | E450            | Good      | 20,421   |
| 25-01   | Paratransit | 2025 | Ford | Transit Connect | Good      | 25       |
| 25-02   | Paratransit | 2025 | Ford | Transit Connect | Good      | N/A      |

## Technology

BTS customers rely on the BTS website that offers information on transit services, schedules, and fares. Most services that require a reservation, such as the Basin Lift Demand Service, and Connect require customers calling BTS in advance to schedule a ride. In the future, BTS intends to create a transit application to provide dispatch and riders with reliable, real-time transit service information.

## Current Funding

BTS receives a mix of local, state, and federal funding to support transit services in Klamath County, including Statewide Transportation Improvement Fund (STIF) revenues and Federal Transit Administration (FTA) funds. Table 3 and Table 4 summarize BTS's current revenue sources and expenditures to demonstrate funding needs for maintaining current operations and expanding services, facilities, fleet, and technology.

Over the past nine fiscal years, local tax revenues have been the steadiest funding source, staying around \$1.37 million annually. State revenues have grown significantly, rising from about \$152,000 in FY 2017 to over \$1.1 million by FY 2025, largely due to expanded state transit funding programs.<sup>1</sup> Federal revenues have fluctuated, but have been more consistent in recent years, providing around \$1.31 million in FY 2023, FY 2024, and FY 2025. Overall, total annual revenues have generally increased over time, with average annual revenues at \$5.48 million from FY 2021 to FY 2025. Fare revenues and other local revenues remain a small portion of the overall budget.

These revenue sources support BTS's personnel, operational, and capital expenses, with personnel costs consistently representing the largest share of annual expenditures.

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<sup>1</sup> In 2023, STIF was consolidated with Oregon's Special Transportation Fund (STF), combining the two revenue sources into a single program. This consolidation expanded the funding available to transit agencies and access to funding.

**Table 3. BTS Transportation District Summary of Revenues - Fiscal Years 2017 - 2025**

| Revenues              | Ending Fiscal Year |                    |                    |                    |                    |                    |                    |                    |                    |
|-----------------------|--------------------|--------------------|--------------------|--------------------|--------------------|--------------------|--------------------|--------------------|--------------------|
|                       | 2017               | 2018               | 2019               | 2020               | 2021               | 2022               | 2023               | 2024               | 2025               |
| Beginning Balance     | \$1,057,569        | \$1,034,407        | \$1,219,672        | \$2,099,915        | \$1,833,474        | \$2,189,169        | \$1,198,435        | \$1,025,609        | \$1,385,577        |
| Federal Revenues      | \$546,266          | \$527,144          | \$594,652          | \$661,952          | \$1,639,082        | \$559,889          | \$1,397,973        | \$1,309,581        | \$1,313,000        |
| Local Tax Revenues    | \$1,111,661        | \$1,203,249        | \$1,332,940        | \$1,264,550        | \$1,343,199        | \$1,411,055        | \$1,464,916        | \$1,580,449        | \$1,619,918        |
| State Revenues        | \$152,260          | \$167,082          | \$172,053          | \$235,379          | \$491,940          | \$991,270          | \$1,281,441        | \$1,336,554        | \$1,125,994        |
| Fares Revenues        | \$276,709          | \$281,499          | \$307,541          | \$209,580          | \$75,438           | \$95,502           | \$132,060          | \$93,654           | \$100,601          |
| Other Local Revenues  | \$142,239          | \$31,280           | \$101,907          | \$53,682           | \$105,816          | \$25,212           | \$5,358            | \$5,934            | \$18,740           |
| <b>Total Revenues</b> | <b>\$3,286,704</b> | <b>\$3,244,661</b> | <b>\$3,728,765</b> | <b>\$4,525,058</b> | <b>\$5,488,949</b> | <b>\$5,272,097</b> | <b>\$5,480,183</b> | <b>\$5,351,781</b> | <b>\$5,563,830</b> |

**Table 4. BTS Transportation District Summary of Expenses - Fiscal Years 2017 - 2025**

| Expenses                      | Ending Fiscal Year |                    |                    |                    |                    |                    |                    |                    |                    |
|-------------------------------|--------------------|--------------------|--------------------|--------------------|--------------------|--------------------|--------------------|--------------------|--------------------|
|                               | 2017               | 2018               | 2019               | 2020               | 2021               | 2022               | 2023               | 2024               | 2025               |
| Personnel Expense             | \$1,531,811        | \$1,715,344        | \$1,692,675        | \$1,799,299        | \$2,285,484        | \$2,347,645        | \$2,684,985        | \$2,778,533        | \$2,528,337        |
| Operational Expense           | \$431,401          | \$486,868          | \$590,858          | \$831,944          | \$915,567          | \$1,009,069        | \$1,134,671        | \$1,109,108        | \$1,349,926        |
| Capital Expense               | \$46,449           | \$32,849           | \$73,491           | \$77,643           | \$128,557          | \$508,079          | \$621,199          | \$68,624           | \$231,362          |
| Transfer to Capital Reserve   | \$-                | \$-                | \$65,628           | \$-                | \$-                | \$-                | \$-                | \$-                | \$75,000           |
| Operating Contingency Expense | \$-                | \$-                | \$-                | \$-                | \$-                | \$-                | \$-                | \$-                | \$-                |
| Reserve for Future Expense    | \$-                | \$-                | \$6,113            | \$516,172          | \$859,341          | \$107,304          | \$-                | \$95,516           | \$79,205           |
| Unappropriated Fund Balance   | \$1,277,043        | \$1,009,600        | \$1,300,000        | \$1,300,000        | \$1,300,000        | \$1,300,000        | \$1,039,328        | \$1,300,000        | \$1,300,000        |
| <b>Total Expenses</b>         | <b>\$3,286,704</b> | <b>\$3,244,661</b> | <b>\$3,728,765</b> | <b>\$4,525,058</b> | <b>\$5,488,949</b> | <b>\$5,272,097</b> | <b>\$5,480,183</b> | <b>\$5,351,781</b> | <b>\$5,563,830</b> |

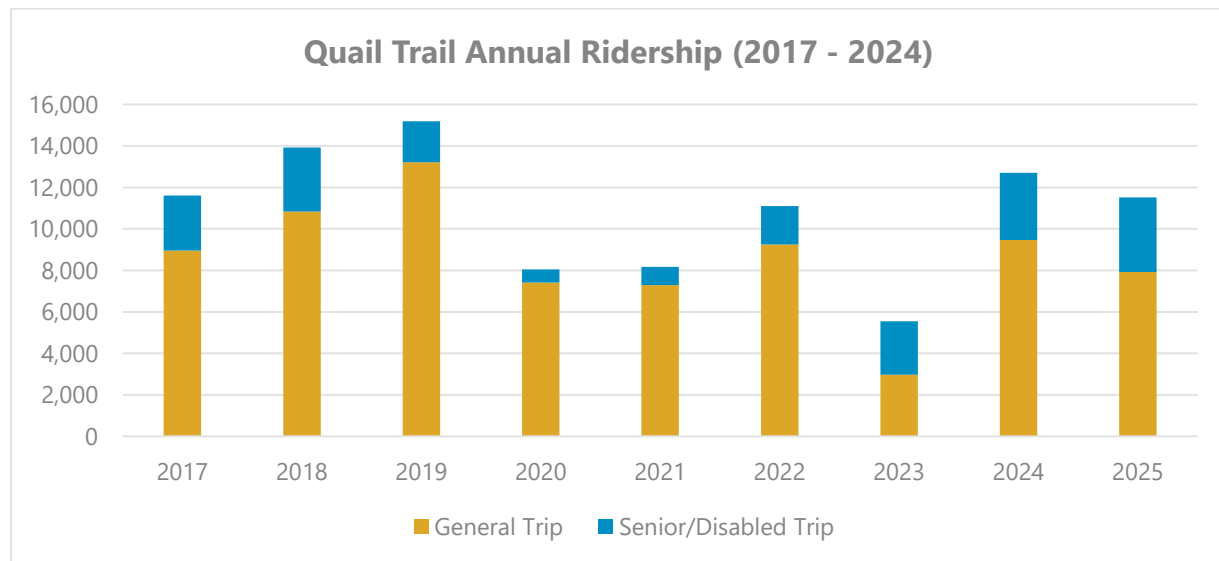
## QUAIL TRAIL PUBLIC TRANSIT

The Quail Trail Public Transit is operated by The Klamath Tribes: Klamath, Modoc, and Yahooskin, and aims to provide reliable, fare-free, safe and accessible transportation to enhance livability for the Klamath Tribes community. Based in Chiloquin, where the Tribal Administration is located, the Quail Trail Public Transit connects Chiloquin, Beatty, and Klamath Falls, as shown in Figure 4. This section summarizes its transportation services and vehicle fleet.

### Service

Quail Trail Public Transit is partially funded by the Oregon Department of Transportation (ODOT), and therefore, bus routes are available to all people where the bus stops. The organization serves approximately 800–900 clients per month, supporting people with physical, developmental, and cognitive disabilities, senior citizens, homeless individuals, low-income residents, veterans, youth, students, tribal members, and those with chronic medical needs or in recovery. On average, Quail Trail Public Transit serves upwards of 11,000 riders a year, as shown in Exhibit 7. Approximately 20% of these riders on average are either a Senior and/or a person living with a disability. Transportation needs are greatest for community events, medical/dental appointments, elder/senior services, employment, and grocery shopping. Key challenges include limited evening and weekend service, destination proximity to bus stops, and adverse weather conditions.

**Exhibit 7. Quail Trail Annual Ridership (2017-2024)**



### Fixed Route Service

On Monday-Friday, the fixed route service runs from 5:55 AM to 6:40 PM, travelling between Chiloquin and Klamath Falls five times per day on a fixed route. On Thursday, the service additionally provides transportation to Sprague River, Beatty, and Klamath Falls on a fixed route. These routes provide transportation to locations of interest such as the Kla-Mo-Ya Casino and Hotel, Sherm's Thunderbird Grocery, Klamath Basin Senior Center, the Klamath Tribes Administration Building, and other community centers. Figure 5 details the service schedule.





- Quail Trail Public Transit
- Incorporated Cities
- Census Designated Places
- County Boundary



Figure 4



Figure 5: Quail Trail Bus Schedule

| MONDAY THRU FRIDAY | LOCATIONS<br>CHILOQUIN / KLAMATH FALLS SCHEDULE                         | PICKUP (PU)<br>DROP OFF (DO) | DEPART<br>TIMES |
|--------------------|-------------------------------------------------------------------------|------------------------------|-----------------|
| <b>ROUTE 1</b>     |                                                                         |                              |                 |
| Chiloquin          | 501 Chiloquin Blvd., Tribal Admin. Bldg.                                | PU                           | 5:55AM          |
|                    | 502 Charley, Congregate Bus Shelter                                     | PU                           | 5:56AM          |
|                    | 202 Pioneer St. Park Bus Shelter                                        | PU                           | 6:00AM          |
| K-Falls            | Corner of Pine & 7th Down Town Transfer Station                         | PU/DO                        | 6:40AM          |
|                    | Sherm's Thunderbird Parking Lot/BTS Shelter on Street - 1877 Avalon St. | PU/DO                        | 7:00AM          |
|                    | 2220 Eldorado Ave, KBBH Top Parking Lot *                               | PU/DO                        | 7:15AM          |
| Chiloquin          | Kla-Mo-Ya Casino & Hotel (Sleep Inn & Suites)                           | PU/DO                        | 7:40AM          |
|                    | 501 Chiloquin Blvd., Tribal Admin. Bldg.                                | DO                           | 7:45AM          |
| <b>ROUTE 2</b>     |                                                                         |                              |                 |
| Chiloquin          | 501 Chiloquin Blvd., Tribal Admin. Bldg.                                | PU                           | 7:55AM          |
|                    | 502 Charley, Congregate Bus Shelter                                     | PU                           | 7:56AM          |
|                    | 202 Pioneer St. Bus Shelter                                             | PU                           | 8:00AM          |
|                    | Kla-Mo-Ya Casino & Hotel (Sleep Inn & Suites)                           | PU/DO                        | 8:10AM          |
| K-Falls            | Corner of Pine & 7th Down Town Transfer Station                         | PU/DO                        | 9:00AM          |
|                    | Sherm's Thunderbird Parking Lot/BTS Shelter on Street - 1877 Avalon St. | PU/DO                        | 9:15AM          |
| Chiloquin          | Kla-Mo-Ya Casino & Hotel (Sleep Inn & Suites)                           | PU/DO                        | 9:50AM          |
|                    | 501 Chiloquin Blvd., Tribal Admin. Bldg.                                | DO                           | 9:55AM          |
|                    | 502 Charley, Congregate Bus Shelter                                     | DO                           | 9:56AM          |
|                    | 202 Pioneer St. Bus Shelter                                             | DO                           | 10:00AM         |
| <b>ROUTE 3</b>     |                                                                         |                              |                 |
| Chiloquin          | 501 Chiloquin Blvd., Tribal Admin. Bldg.                                | PU                           | 11:10AM         |
|                    | 502 Charley, Congregate Bus Shelter                                     | PU                           | 11:11AM         |
|                    | 202 Pioneer St. Bus Shelter                                             | PU                           | 11:15AM         |
|                    | Kla-Mo-Ya Casino & Hotel (Sleep Inn & Suites)                           | PU/DO                        | 11:25AM         |
| K-Falls            | Corner of Pine & 7th Down Town Transfer Station                         | PU/DO                        | 12:05PM         |
|                    | Sherm's Thunderbird Parking Lot/BTS Shelter on Street - 1877 Avalon St. | PU/DO                        | 12:20PM         |
| Chiloquin          | Kla-Mo-Ya Casino & Hotel (Sleep Inn & Suites)                           | PU/DO                        | 12:50PM         |
|                    | 501 Chiloquin Blvd., Tribal Admin. Bldg.                                | DO                           | 1:00PM          |
|                    | 502 Charley, Congregate Bus Shelter                                     | DO                           | 1:01PM          |
|                    | 202 Pioneer St. Bus Shelter                                             | DO                           | 1:05PM          |

**\*STOPS ONLY IN EARLY MORNING AND EVENING**

The Quail Trail Bus does not operate on holidays.  
See the Holiday Route Closures flyer.

The Quail Trail Bus may not operate due to adverse weather conditions.  
Listen to 92.5 KLAD FM for closures.

**The Quail Trail will never leave a stop early.**

**Call Planning Department/Transit Program @ 541-783-2219 Ext.134 or 175 for more info.**

| MONDAY THRU FRIDAY | LOCATIONS<br>CHILOQUIN / KLAMATH FALLS SCHEDULE                                 | PICK UP (PU)<br>DROP OFF (DO)         | DEPART<br>TIMES         |
|--------------------|---------------------------------------------------------------------------------|---------------------------------------|-------------------------|
| <b>ROUTE 4</b>     |                                                                                 |                                       |                         |
| Chiloquin          | 501 Chiloquin Blvd., Tribal Admin. Bldg.                                        | PU                                    | 2:10PM                  |
|                    | 502 Charley, Congregate Bus Shelter                                             | PU                                    | 2:11PM                  |
|                    | 202 Pioneer St. Bus Shelter                                                     | PU                                    | 2:15PM                  |
|                    | Kla-Mo-Ya Casino & Hotel (Sleep Inn & Suites)                                   | PU/DO                                 | 2:25PM                  |
| K-Falls            | Sherm's Thunderbird Parking Lot/BTS Shelter on Street                           | PU/DO                                 | 3:25PM                  |
|                    | Corner of Pine & 7th Down Town Transfer Station                                 | PU/DO                                 | 3:35PM                  |
| Chiloquin          | Kla-Mo-Ya Casino & Hotel (Sleep Inn & Suites)                                   | PU/DO                                 | 4:10PM                  |
|                    | 501 Chiloquin Blvd., Tribal Admin. Bldg.                                        | DO                                    | 4:15PM                  |
|                    | 502 Charley, Congregate Bus Shelter                                             | DO                                    | 4:16PM                  |
|                    | 202 Pioneer St. Bus Shelter                                                     | DO                                    | 4:20PM                  |
| <b>ROUTE 5</b>     |                                                                                 |                                       |                         |
| Chiloquin          | 502 Charley, Congregate Bus Shelter                                             | PU                                    | 4:55PM                  |
|                    | 202 Pioneer St. Bus Shelter                                                     | PU                                    | 4:59PM                  |
|                    | 501 Chiloquin Blvd., Tribal Admin. Bldg.                                        | PU                                    | 5:05PM                  |
|                    | Kla-Mo-Ya Casino & Hotel (Sleep Inn & Suites)                                   | PU/DO                                 | 5:15PM                  |
| K-Falls            | 2220 Eldorado Ave, KBBH Top Parking Lot *                                       | PU/DO                                 | 5:35PM                  |
|                    | Sherm's Thunderbird Parking Lot/BTS Shelter on Street - 1877 Avalon St.         | PU/DO                                 | 5:50PM                  |
|                    | Corner of Pine & 7th Down Town Transfer Station                                 | PU/DO                                 | 6:00PM                  |
| Chiloquin          | Kla-Mo-Ya Casino & Hotel (Sleep Inn & Suites)                                   | PU/DO                                 | 6:35PM                  |
|                    | 501 Chiloquin Blvd., Tribal Admin. Bldg.                                        | DO                                    | 6:45PM                  |
|                    | 502 Charley, Congregate Bus Shelter                                             | DO                                    | 6:46PM                  |
|                    | 202 Pioneer St. Bus Shelter                                                     | DO                                    | 6:50PM                  |
| <b>THURSDAY</b>    | <b>ADDITIONAL BUS LOCATIONS<br/>CHILOQUIN / BEATTY / KLAMATH FALLS SCHEDULE</b> | <b>PICK UP (PU)<br/>DROP OFF (DO)</b> | <b>DEPART<br/>TIMES</b> |
| <b>ROUTE 1</b>     |                                                                                 |                                       |                         |
| Chiloquin          | 501 Chiloquin Blvd., Tribal Admin. Bldg.                                        | PU                                    | 9:55AM                  |
|                    | 502 Charley, Congregate Bus Shelter                                             | PU                                    | 9:56AM                  |
|                    | 202 Pioneer St. Bus Shelter                                                     | PU                                    | 9:57AM                  |
| Sprague River      | Sprague River Community Center                                                  | PU/DO                                 | 10:28AM                 |
| Beatty             | Beatty Community Center, Godowa Springs Rd. - Bus Shelter                       | PU/DO                                 | 11:00AM                 |
| K-Falls            | Klamath Basin Senior Center, 2045 Arthur St.                                    | PU/DO                                 | 11:55AM                 |
|                    | Sherm's Thunderbird Parking Lot                                                 | DO                                    | 12:00PM                 |
| <b>ROUTE 2</b>     |                                                                                 |                                       |                         |
| K-Falls            | Sherm's Thunderbird Parking Lot                                                 | PU                                    | 3:20PM                  |
|                    | Klamath Basin Senior Center, 2045 Arthur St.                                    | PU                                    | 3:25PM                  |
| Beatty             | Beatty Community Center, Godowa Springs Rd. - Bus Shelter                       | DO                                    | 4:15PM                  |
| Sprague River      | Sprague River Community Center                                                  | DO                                    | 4:45PM                  |
| Chiloquin          | 202 Pioneer St. Bus Shelter                                                     | DO                                    | 5:20PM                  |
|                    | 502 Charley, Congregate Bus Shelter                                             | DO                                    | 5:23PM                  |
|                    | 501 Chiloquin Blvd., Tribal Admin. Bldg.                                        | DO                                    | 5:25PM                  |

### *Demand-Response*

Quail Trail Public Transit provides a variety of demand-response transportation throughout its Klamath County service area. Most trips connect riders from outlying areas within the county to Klamath Falls, with the exception of medical transportation, which offers door-to-door service to destinations as far as Medford, Bend, Madras, and Eugene (the furthest location served). Medical transportation service is scheduled to align with each rider's appointment time and return needs.

The system also supports a growing number of Veterans referred by Veterans Affairs. Quail Trail Public Transit served 68 Veterans' rides in 2024. Since July 2025, the number of Veteran clients has tripled, and recent demand in Fall 2025 has exceeded available driver capacity, resulting in some riders being turned away.

Additional demand-response services include grocery trips for Tribal Elders, older adults, and other residents who cannot access fixed-route stops, twice-weekly transportation for Tribal Elders in Klamath Falls and Chiloquin to mealsites in Beatty and Chiloquin (serving approximately 10–15 Elders per week), trips to the Medford Social Security office for scheduled appointments, and trips to food banks and other essential errands.

### **Facilities**

Quail Trail Public Transit operates out of The Klamath Tribes Planning Department on 116 E. Chocktoot in Chiloquin. A garage is used for tire/supply storage and houses the vehicle that will be completing the route the next day. All vehicles are taken to Lee's automotive for mechanical services.

### **Vehicle Fleet**

Quail Trail Public Transit operates a 14-vehicle fleet with a range of makes, models, years, mileage, and accessibility, shown in Table 3 on the following page. The fleet includes AWD and 4x4 vehicles, with 10 ADA-accessible vehicles. All vehicles run on gasoline and without Commercial Drivers Licenses.

### **Technology**

Quail Trail Public Transit customers primarily rely on the provider website that offers information on transit services, schedules, and fares. They also use the Blaise Scheduling App and notebooks for drivers to track their rides, times, riders, and mileage. Each driver is also provided a cell phone for safety.

### **Current Funding**

The Quail Trail is funded through the Federal Transportation Administration (FTA) and STIF, with opportunities for grants through the Oregon Department of Transportation.

**Table 5. Quail Trail Public Transit Fleet**

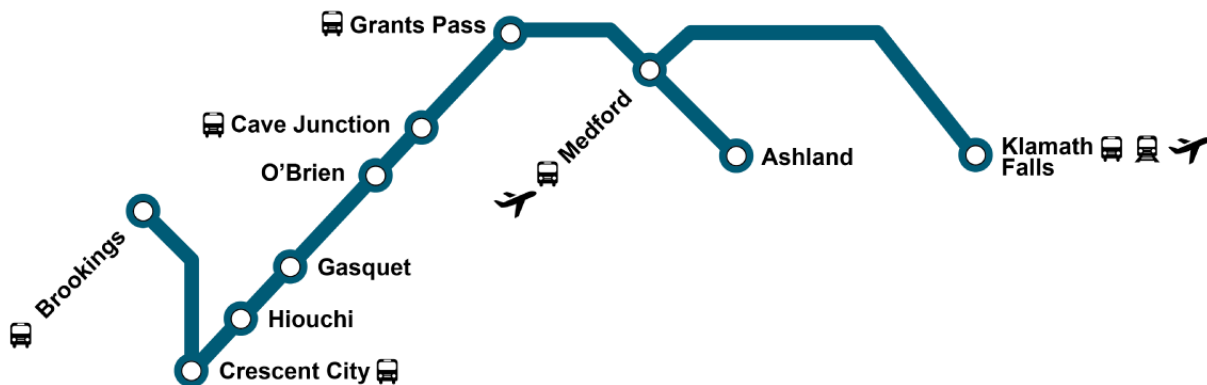
| Year | Vehicle                  | Years Old | Passenger Seats<br><i>Total Seats (# Seats with Wheelchairs)</i> | Lifts/<br>Ramps | Used For                      |
|------|--------------------------|-----------|------------------------------------------------------------------|-----------------|-------------------------------|
| 05   | 05 Honda CRV             | 20        | 3                                                                | None            | Demand Response               |
| 06   | 06 Ford E450 Bus         | 19        | 14 (12 w/2wc)                                                    | Lift            | Back-up for Quail Trail Route |
| 10   | 10 Dodge Caravan Purple  | 15        | 5 (3 w/1wc)                                                      | Ramp            | Demand Response               |
| 11   | 11 Subaru Outback        | 14        | 14 (12 w/2wc)                                                    | Lift            | Demand Response               |
| 11   | 11 Elders Bus            | 14        | 3                                                                | None            | Elders Events                 |
| 13   | 13 Dodge Rear "Silver"   | 12        | 5 (3 w/1wc)                                                      | Ramp            | Demand Response               |
| 13   | 13 Dodge Side "Sand"     | 12        | 5 (3 w/1wc)                                                      | Ramp            | Demand Response               |
| 19   | 19 Dodge Caravan "White" | 6         | 5 (3 w/1wc)                                                      | Ramp            | Demand Response               |
| 19   | 19 Ford Transit Van #27  | 6         | 6 (5 w/1wc)                                                      | Lift            | Demand Response               |
| 19   | 19 Ford Transit Van #28  | 6         | 6 & 5w/1wc                                                       | Lift            | Demand Response               |
| 23   | 23 Ford Explorer         | 2         | 5                                                                | None            | Demand Response               |
| 24   | 24 Ford E450 Bus #2      | 1         | 14 (12 w/2wc)                                                    | Lift            | Quail Trail                   |
| 24   | 24 Ford E450 Bus #3      | 1         | 14 (12 w/2wc)                                                    | Lift            | Quail Trail                   |
| 24   | Toyota 4Runner           | 1         | 5                                                                | None            | Demand Response               |

## SOUTHWEST POINT

The POINT is Oregon's intercity bus service that is funded and managed by ODOT and operated by Pacific Crest Bus Lines, providing a safe, affordable, and environmentally friendly alternative to long-distance driving within the state. The service's four intercity bus routes are available to the general public and provide important connections between major transportation hubs – Union Station in Portland, Hawthorne Station in Bend, and Front Street Station in Medford – between Amtrak and Greyhound services around the state, between urban and rural communities, and to areas where travel options would otherwise be limited. The service currently operates year-round and every day including holidays.

The SouthWest Route provides service between Klamath Falls and Brookings along OR 140 and US 199 with stops in 10 communities, as shown in Figure 6. This route currently operates with one trip per day in each direction. Table 6 shows the scheduled stops on the one round trip. The POINT makes every effort to coordinate with local and intercity services by sharing bus stops and timing schedules to allow easy transfers between services. Connections to other services and parking information is available on the POINT's website according to each SouthWest stop.

**Figure 6. SouthWest POINT Bus Route**



As a contract-operated bus service managed by ODOT, Amtrak, Pacific Crest Bus Lines, Greyhound, and local independent ticket agents sell tickets for the SouthWest Route to provide passengers with options to connect to the national network of trains and buses. Each route uses a reservation system to guarantee rider seats, and tickets must be purchased in advance (up to 30 minutes before the bus departs but buying further in advance is recommended). Bus drivers do not sell tickets.

**Table 6. SouthWest POINT Bus Schedule**

| Stop          |                                                                                         | Schedule                     |                            |
|---------------|-----------------------------------------------------------------------------------------|------------------------------|----------------------------|
|               |                                                                                         | Westbound <sup>1</sup>       | Eastbound <sup>1</sup>     |
| Klamath Falls | Amtrak Station Building<br>1600 Oak Ave. Klamath Falls, OR                              | 10:00 AM (MST)               | 7:30 PM                    |
| Klamath Falls | Running Y Ranch<br>5500 Running Y Rd. Klamath Falls, OR                                 | 10:20 AM (MST)               | 7:10 PM                    |
| Medford       | Rogue Valley International Medford Airport<br>1000 Terminal Spur Rd. Medford, OR        | 11:45 (MST)                  | 5:50 PM                    |
| Medford       | Front Street Station<br>200 S Front Street. Medford, OR                                 | 12:05 PM<br>Layover 12:20 PM | 2:55 PM<br>Layover 4:40 PM |
| Ashland       | Southern Oregon University<br>Shasta Hall – Stadium St. Ashland, OR                     | 12:55 PM (MST)               | 5:15 PM                    |
| Grants Pass   | Newman United Methodist Church<br>132 N B St. Grants Pass, OR                           | 1:55 PM                      | 2:10 PM                    |
| Cave Junction | Grocery Outlet<br>330 Redwood Hwy. Cave Junction, OR                                    | 3:15 PM (MST)                | 12:55 PM                   |
| O'Brien       | O'Brien Market<br>33096 Redwood Hwy. O'Brien Way                                        | 3:30 PM (MST)                | 12:40 PM                   |
| Gasquet       | Gasquet Market<br>10350 Hwy. 199, Gasquet, CA                                           | 4:15 PM (MST)                | 11:55 PM                   |
| Hiouchi       | Hiouchi Café<br>2100 Hwy. 199, Crescent City, CA                                        | 4:30 PM (MST)                | 11:40 PM                   |
| Crescent City | Crescent City Cultural Center & Chamber of Commerce<br>1001 Front St. Crescent City, CA | 4:45 PM (MST)                | 11:25 PM                   |
| Brookings     | Bankus Fountain<br>Hwy 101 & 5 <sup>th</sup> Street, Brookings, OR                      | 5:25 PM (MST)                | 10:45 AM                   |

Tickets can be purchased online or on mobile applications, over the phone, in the Amtrak or Greyhound App, or in person at select stops and adult fares range from \$3 to \$52 (discounts are available from Amtrak and other ticket sellers).

Free transfer slips are also available for Josephine Community Transit (JCT), Rogue Valley Transportation District (RVTD), and Redwood Coast Transit Authority (RCTA) service.

- **Online/Mobile Apps:** tickets are not purchased on the POINT's website but can be purchased from the Amtrak, FlixBus, Greyhound, Megabus, Pacific Crest Bust Lines, and Wanderu websites or Amtrak and Greyhound mobile applications.
- **Phone:** purchase tickets from Greyhound, Amtrak, or Pacific Crest Bus Lines with the phone numbers listed on the POINT's website.
- **In-Person:** Klamath Falls Amtrak Station or Any Amtrak or Greyhound station nationwide, including other Oregon stations: Albany Amtrak, Eugene Amtrak, Hawthorne Station (Bend), Portland Union Station, and Salem Amtrak

The 21- to 35-passenger buses do not have a restroom but restrooms are available to passengers at several stops. The buses have free Wi-Fi, USB and power outlets, tray tables, cup holders, space for luggage and bikes, and are wheelchair accessible/ADA compliant. Service animals are also allowed on the bus. The POINT also provides an interactive map online of its statewide bus stops. Each bus stop marker on the map shows a photo of the stop, the stop address, links to the bus schedule, and service connections to other local and intercity services.

## KLAMATH SHUTTLE

The Klamath Shuttle is an ADA accessible shuttle service from Klamath Falls to Crater Lake during the summer months. The shuttle leaves from the Craker Lake Trolley office at 445 S Spring Street in Klamath Falls, near the Amtrak station.

## SAGE STAGE

Modoc County in California operates Sage Stage, an intercity bus service that connects the City of Alturas to Klamath Falls with stops in between. The route operates on Thursdays only and deviated service pickups are available within 1 mile of the route. The bus stops at the Klamath Falls Amtrak station.

## PACIFIC CREST BUS LINES

Pacific Crest Bus Lines operates a daily route from Klamath Falls to Redmond. The route begins in Klamath Falls at the Amtrak station and has local stops throughout the route, including Altamont, the Chiloquin Kla-Mo-Ya Casino, Chemult, Crescent, Gilchrist, La Pine, Sunriver, Bend Hawthorne Station, and the last stop at the Redmond Airport.

## AMTRAK

Amtrak's Coast Starlight Train is a long-distance passenger train with daily service between Los Angeles and Seattle, passing through several major cities between southern California and its northern terminus with a stop in Klamath Falls. The Klamath Falls Amtrak station is located on the east side of Downtown Klamath Falls on Oak Avenue near S Spring Street. There are two train arrivals/ departures through Klamath Falls daily, one heading northbound (afternoon) and southbound (morning).

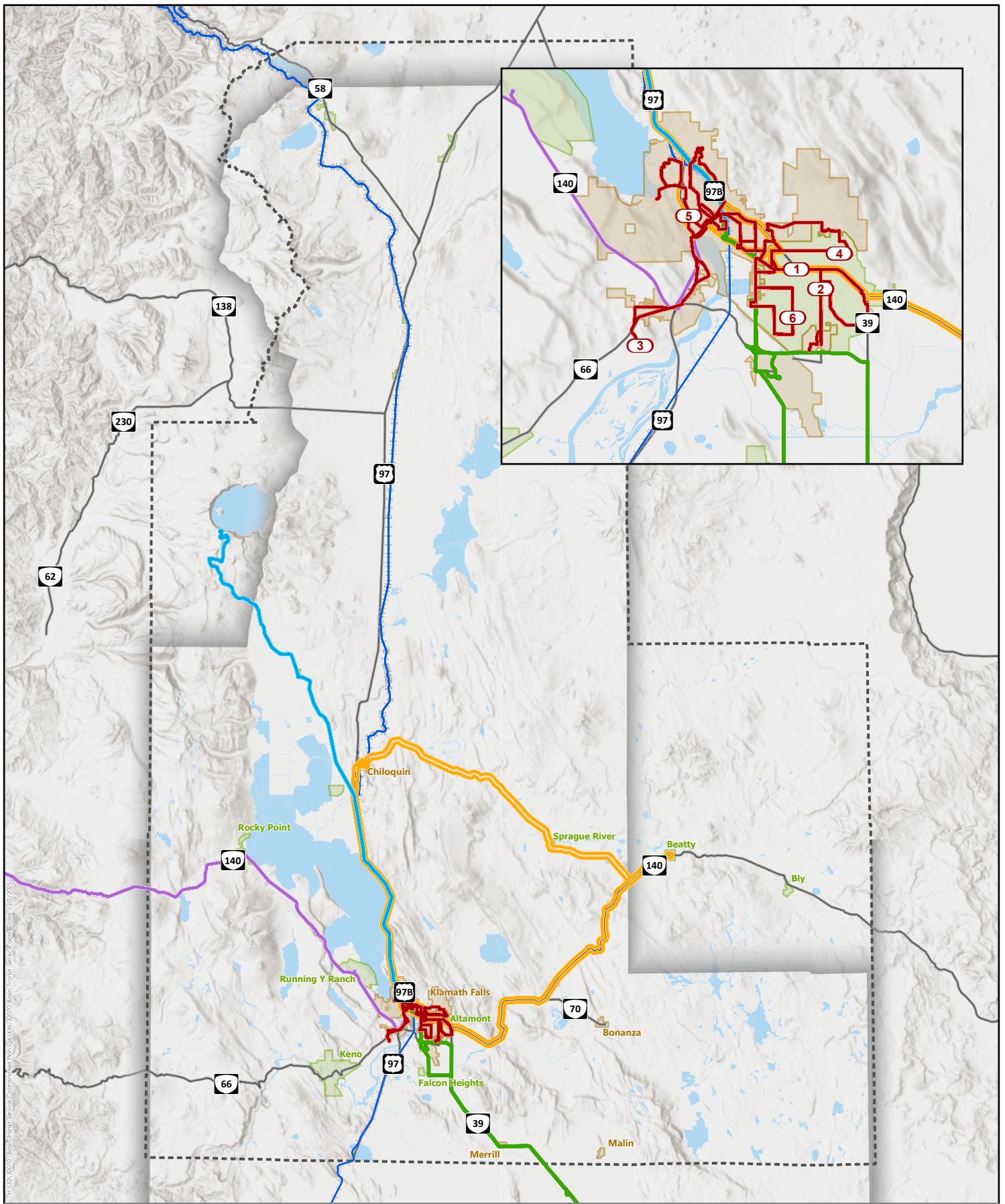
## CONNECTIONS BETWEEN PUBLIC PROVIDERS

Figure 7 illustrates the general location of the transportation services described above where route data is available. This helps demonstrate how these providers interline and how riders can connect between services. As shown in the figure and as identified in Table 7, the Basin Downtown Transit Center, Sherm's Thunderbird, and Sky Lakes Medical Center serve as shared stops for riders to transfer between BTS and Quail Trail Public Transit. The Amtrak Station serves multiple transit services, including BTS fixed route, Klamath Shuttle, SouthWest POINT, and Sage Stage, serving as a major transfer center between local fixed-route with BTS and regional connections.

**Table 7. Shared Stops Between Providers**

| Service                    | Shared Stops   |                               |                     |                          |
|----------------------------|----------------|-------------------------------|---------------------|--------------------------|
|                            | Amtrak Station | Basin Downtown Transit Center | Sherm's Thunderbird | Sky Lakes Medical Center |
| BTS                        | ✓              | ✓                             | ✓                   | ✓                        |
| Quail Trail Public Transit |                | ✓                             | ✓                   | ✓                        |
| Klamath Shuttle            | ✓              |                               |                     |                          |
| Pacific Crest Bus Lines    | ✓              |                               |                     |                          |
| SouthWest POINT            | ✓              |                               |                     |                          |
| Sage Stage                 | ✓              |                               |                     |                          |





- Basin Transit Service Fix Routes
- Qual Trail Public Transit
- Incorporated Cities
- Klamath Shuttle
- South West POINT Routes
- Census Designated Places
- Sage Stage Routes
- Coast Starlight Amtrak Line
- County Boundary

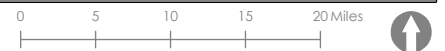


Figure 7



## Human Services Providers

Human service providers include non-emergency medical transportation (NEMT) and client-based transportation providers, such as health organizations, senior centers, and those who serve people with disabilities and veterans. They also include health and human service providers that do not operation a transportation service, but coordinate transportation for their clients.

## BASIN MEDICAL TRANSPORTATION

Basin Medical Transportation provides specialized non-emergency medical transportation (NEMT) for patients needing service for medical appointments, hospital discharges, dialysis treatments, and other healthcare services. This NEMT service is available 24/7, seven days a week, and aims to address transportation objectives for medical facilities, care homes, and individuals facing mobility challenges throughout the Klamath Basin. Reservations can be made by calling Basin Medical Transportation directly.

Founded in 2019, Basin Medical offers three services depending on customer needs. The sedan service is for ambulatory patients who need minimal assistance entering and exiting a vehicle that includes a professional driver and door-to-door assistance to ensure a safe experience. This service costs \$2.75 for pick-up plus \$2.75 for each mile traveled. The wheelchair service offers wheelchair accessible vans that feature hydraulic lifts and locking mechanisms to safely transport passengers who require a wheelchair. This service also costs \$2.75 for pick-up plus \$2.75 per mile. The stretcher service provides transportation for patients who need to remain lying down and each vehicle features trained medical technicians to monitor patient comfort. This service costs \$200 for pick-up and \$4 per mile. These services are available for both short- and long-term transportation, requiring 24-48 hours and 3-5 business days, respectively. However, urgent, same-day transportation may be accommodated upon availability.

Payment for these services can be made through insurance or by private pay. Private payment options such as credit/debit cards, cash, personal checks, Health Savings Account cards, or electronic payment services are acceptable. Booking a service is dependent upon the payment option. For private pay, customers should contact Basin Medical directly. For insurance, customers should call TransLink, a regionally based brokerage that coordinates insurance-covered medical transportation in the area.

## KLAMATH TRIBAL HEALTH & FAMILY SERVICES

Klamath Tribal Health and Family Services provides non-emergency medical transportation and transportation to health- and culture-related events for Klamath tribal members, descendants, and other enrolled members of federally recognized American Indian and Alaska Native tribes. Service operates Monday through Friday from 8:00 AM to 5:00 PM and supports approximately 300–450 clients per month. Riders schedule trips through a dispatcher, and transportation is provided to destinations within Klamath County. Trips outside Klamath County to a specialty provider are available, although individuals living outside the service area are not eligible. The program also coordinates after-hours and holiday trips through contracted providers, offers limited bus tokens, and works with Chiloquin Transit to support access to non-emergency health appointments both within and beyond the county.

Transportation is provided with a fleet of eight General Services Administration (GSA)-leased vans, including two transit vans equipped with wheelchair lifts to accommodate riders with mobility needs. The

agency also contracts for after-hours or holiday rides home, primarily for Sky Lakes Medical Center discharges, for eligible clients living within 40 miles of Klamath County.

Klamath Tribal Health prioritizes service for older adults and seniors, dialysis and cancer treatment patients, disabled individuals, and children. Although most trips are for medical appointments, the service also supports transportation to cultural events and other essential community activities.

## THE KLAMATH TRIBES TRANSIT

The Klamath Tribes Transit operates Monday through Friday from 8:00 AM to 5:00 PM and serves approximately 50–60 clients per month. Populations served include people with physical, developmental, and cognitive disabilities, older adults, homeless individuals, low-income residents, youth, students, tribal members, and those in recovery from substance abuse.

The organization directly provides transportation rides on a demand-response service through organization-owned vans. None of the vehicles in the fleet are ADA accessible. Trips supported include medical, wellness, work, school, shopping, senior services, and social activities. Clients must schedule rides in advance. Funding sources include federal and state funding, as well as grants/private funding.

## REACH KLAMATH FALLS

REACH Klamath Falls is a non-profit organization providing productive work, rehabilitation, and training opportunities for people with disabilities and others facing barriers to employment. The organization serves more than 100 clients each month, supporting individuals with physical, cognitive, or developmental disabilities, chronic medical needs, as well as older adults, seniors, and low-income individuals.

REACH operates Monday through Thursday from 8:00am to 4:30pm and on Fridays from 10:00am to 3:30pm. Although the organization does not operate its own transportation services, clients typically travel to and from the facility with assistance from Basin Lift, as well as foster providers, or local taxi companies.

## OREGON DEPARTMENT OF HUMAN SERVICES

ODHS is a public human services agency that operates Monday through Friday from 8:00 AM to 5:00 PM and primarily serves people with physical, developmental, and cognitive disabilities, older adults, persons experiencing homelessness, persons with low income, veterans, youth, students, tribal members, and those with chronic medical needs or in recovery. Programs include the Self-Sufficiency Programs and Aging People with Disabilities.

ODHS contracts peer mentors with Klamath Basin Behavioral Health and the Transformation Wellness center to provide case-related transport. In addition, ODHS supports clients through bus passes and gas vouchers and contracts services through TransLink for non-emergency medical transportation. No vehicles are owned or leased by ODHS, and therefore no ADA-accessible fleet exists. Trips supported include medical, wellness, work, school, shopping, and social activities. Funding sources include federal and state funds.

## VETERANS HEALTH ADMINISTRATION

The Veterans Health Administration in Klamath Falls serves veterans needing transportation to medical and dental appointments, mental health services, and benefits-related visits such as Veterans Affairs (VA) assessments and veteran service organization appointments. The service operates Monday through Friday from 8:00 AM to 4:30 PM, serving approximately 100 clients per month.

The organization provides fixed-route service, non-emergency medical transportation, and also contracts transportation services and other programs. The fleet includes cars/ trucks that are ADA accessible. Clients typically reserve rides in advance by calling a dispatcher who will send a vehicle for a pickup shortly thereafter. The organization also funds services such as taxi vouchers, mileage reimbursement, gas vouchers, and subsidize travel aides/escorts.

## DISABLED AMERICAN VETERANS (DAV)

The DAV chapter in Klamath Falls does not directly provide transportation services but relies on the DAV Volunteer Transportation Network coordinated through White City VA. Volunteer drivers pick up veterans at the Klamath Falls VA clinic and transport them to VA-authorized appointments in White City, Medford, or Ashland, then return them to the clinic. Clients schedule rides by calling the VTN coordinator. The organization does not own or operate vehicles locally. Transportation to mental health appointments is the most common trip purpose served by this program.

## KLAMATH COUNTY DEVELOPMENTAL DISABILITIES SERVICES

Klamath County Developmental Disabilities Services (KCDDS) is a public human services agency primarily serving individuals with intellectual and development disabilities (I/DD). All clients must complete an eligibility process to participate in KCDDS programs. In addition to experiencing I/DD, many of the clients may also be older adults, tribal members, experiencing homelessness, students, or have significant medical needs.

KCDDS does not directly provide transportation rides but authorizes transportation services through client plans, which are billed to Medicaid. These services include bus passes, Basin Lift, and taxi services. The organization does not own or lease vehicles. Trips supported include medical, work, school, shopping, senior services, and social activities. Clients do not schedule rides directly with KCDDS, as the agency only authorizes services. Funding for transportation comes through Medicaid billing rather than direct organizational funds.

## KLAMATH BASIN BEHAVIORAL HEALTH

Klamath Basin Behavioral Health (KBBH) is one of the largest behavioral health providers in Southern Oregon. It directly provides transportation rides, primarily individual client transportation to clients enrolled and active in services. Rides are primarily offered when all other transportation systems fail for the client, and they are at risk of not receiving the services they need.

KBBH serves approximately 200–250 clients per month, operating Monday through Friday from 7:30 AM to 5:00 PM. However, KBBH conducts groups and programming that occur after standard work hours.

Currently, KBBH relies on company vehicles to provide transportation for clients. Their fleet includes 20 vehicles, none of which are ADA-accessible. Trips supported include medical, wellness, work, social/recreational, and program-specific purposes. Clients schedule rides on an ad hoc basis. The organization also funds transit passes, ride-hail credits, taxi vouchers, mileage reimbursement, gas vouchers, and travel training.

## PLACE2HEAL

Place2Heal Counseling Services provides mental health and addiction counseling in Klamath Falls. Peer Mentors may provide transportation for treatment-related purposes.

## TAYAS YAWKS

Tayas Yawks offers culturally specific peer support and employment resources for individuals struggling with addiction or those returning to the community after incarceration or treatment. Peer Mentors provide transportation for treatment-related purposes.

## SKY LAKES MEDICAL CENTER

Medical case managers at Sky Lakes Medical Center may provide transport or arrange transportation for clients.

## ADDITIONAL SENIOR TRANSPORTATION SERVICES

Many senior living communities within Klamath Falls offer client-based transportation services for its residents. Those communities include Klamath Falls Senior Living, Crystal Terrace of Klamath Falls, and Pelican Pointe Assisted Living.

## NEXT STEPS

The material in this document establishes a baseline understanding of current transportation services in Klamath County and will serve as the foundation for Technical Memorandum #3, which will focus on needs and opportunities. That memo will draw on the challenges reported by providers and riders in their surveys to identify service gaps and opportunities for improvement.



# Appendix C Needs and Opportunities Memorandum

# TECHNICAL MEMORANDUM

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February 17, 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: Final Tech Memo 3: Needs and Opportunities

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## 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)<sup>1</sup> 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.

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

<sup>a</sup>Klamath 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 disparities<sup>2</sup>.

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, overlaid 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.

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<sup>2</sup> 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.

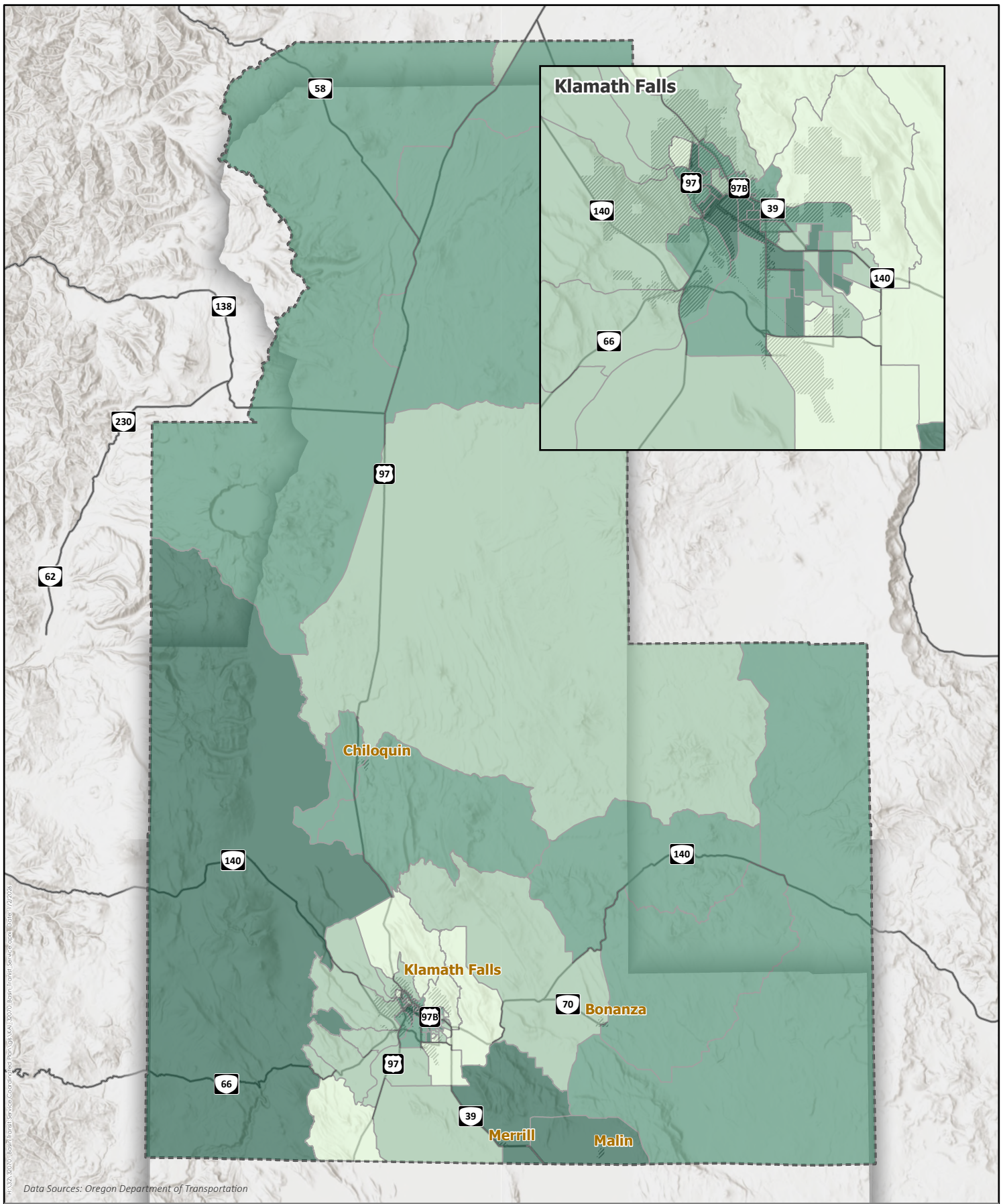


Figure 1



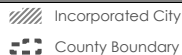
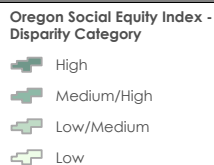
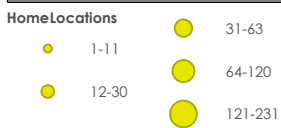
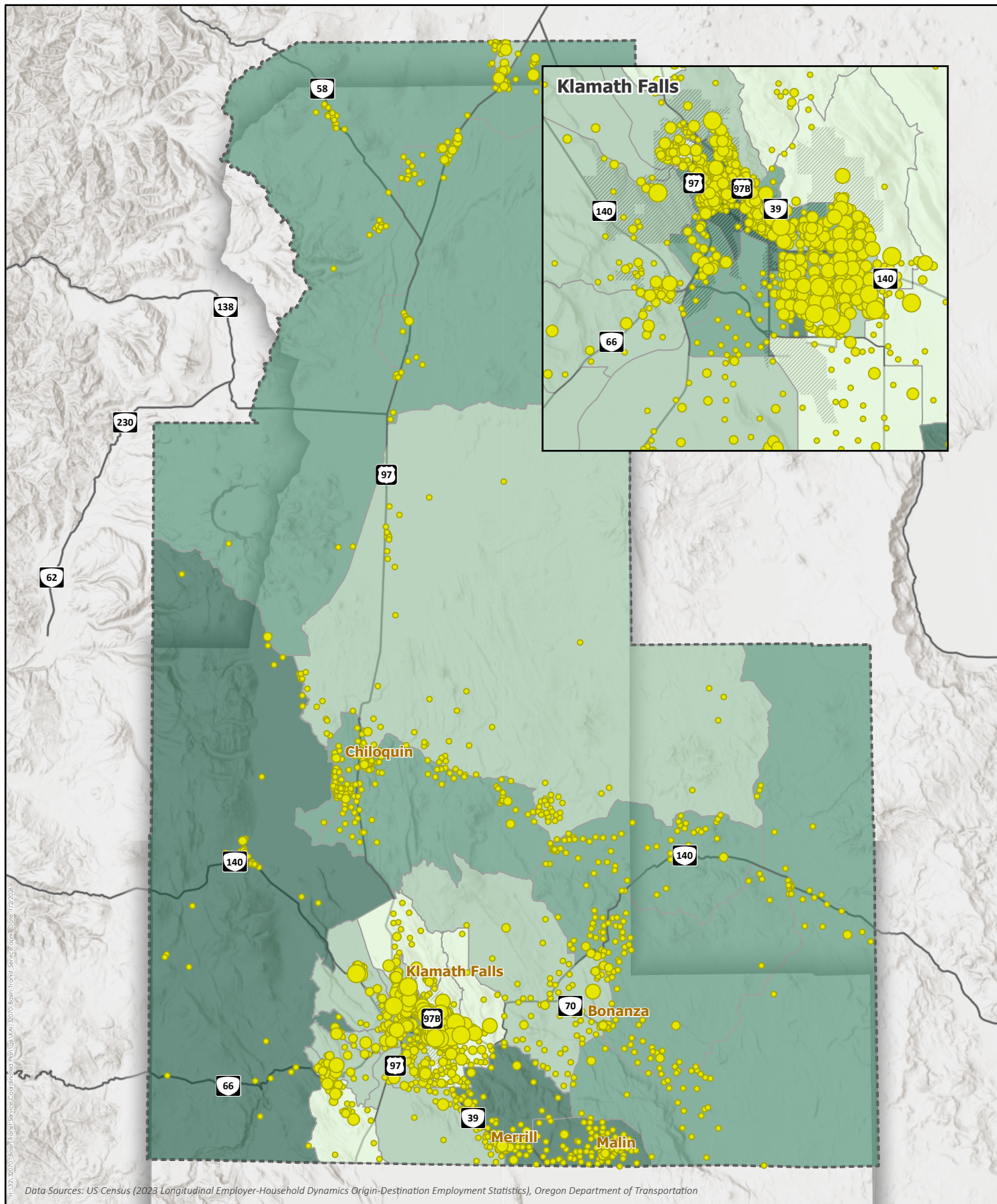


Figure 2



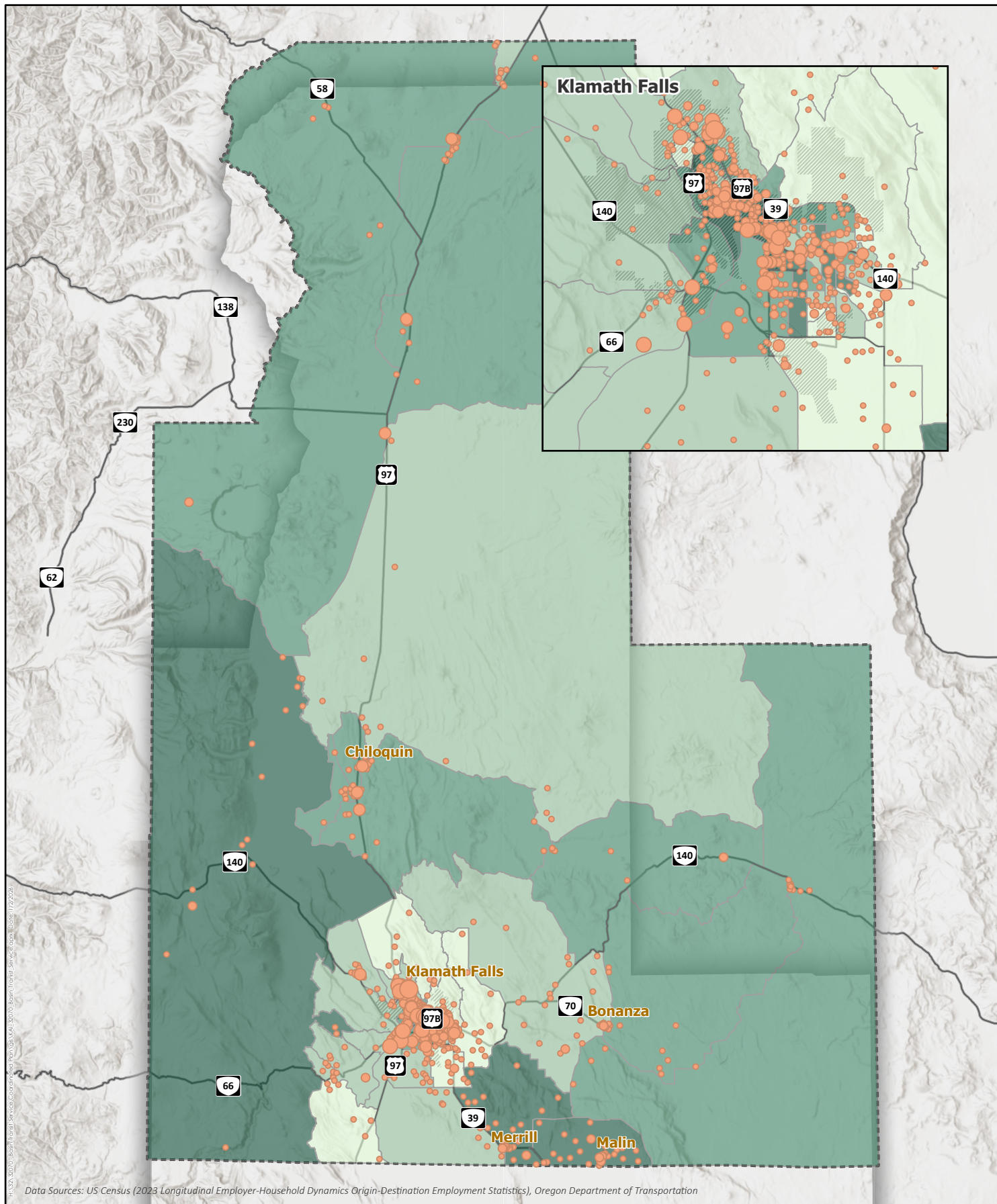


Figure 3

## **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 mileage 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 Qual 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 the 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):

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

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***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"/> Klamath Shuttle                            | <input type="checkbox"/> I don't use transit                  |

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)<br>_____                                       |



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                              |                                                                                      |
| <input type="checkbox"/> Crescent Lake  |                                                             |                                                                                      |
| <input type="checkbox"/> Falcon Heights |                                                             |                                                                                      |

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]*

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

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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"/> 40-49 years  | <input type="checkbox"/> 65 years and older |

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"/> Asian or Asian American                   | <input type="checkbox"/> Other (specify) _____            |

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"/> Veteran                             | <input type="checkbox"/> Tribal                     |

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

- |                            |                             |
|----------------------------|-----------------------------|
| <input type="checkbox"/> 0 | <input type="checkbox"/> 3+ |
| <input type="checkbox"/> 1 |                             |
| <input type="checkbox"/> 2 |                             |

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?

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**Thank you for completing the survey! More information on this project is available at [basintransit.com/human-coordinated-plan](https://basintransit.com/human-coordinated-plan).**