

COORDINATED HUMAN SERVICES PUBLIC TRANSPORTATION PLAN

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



Klamath County
February 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

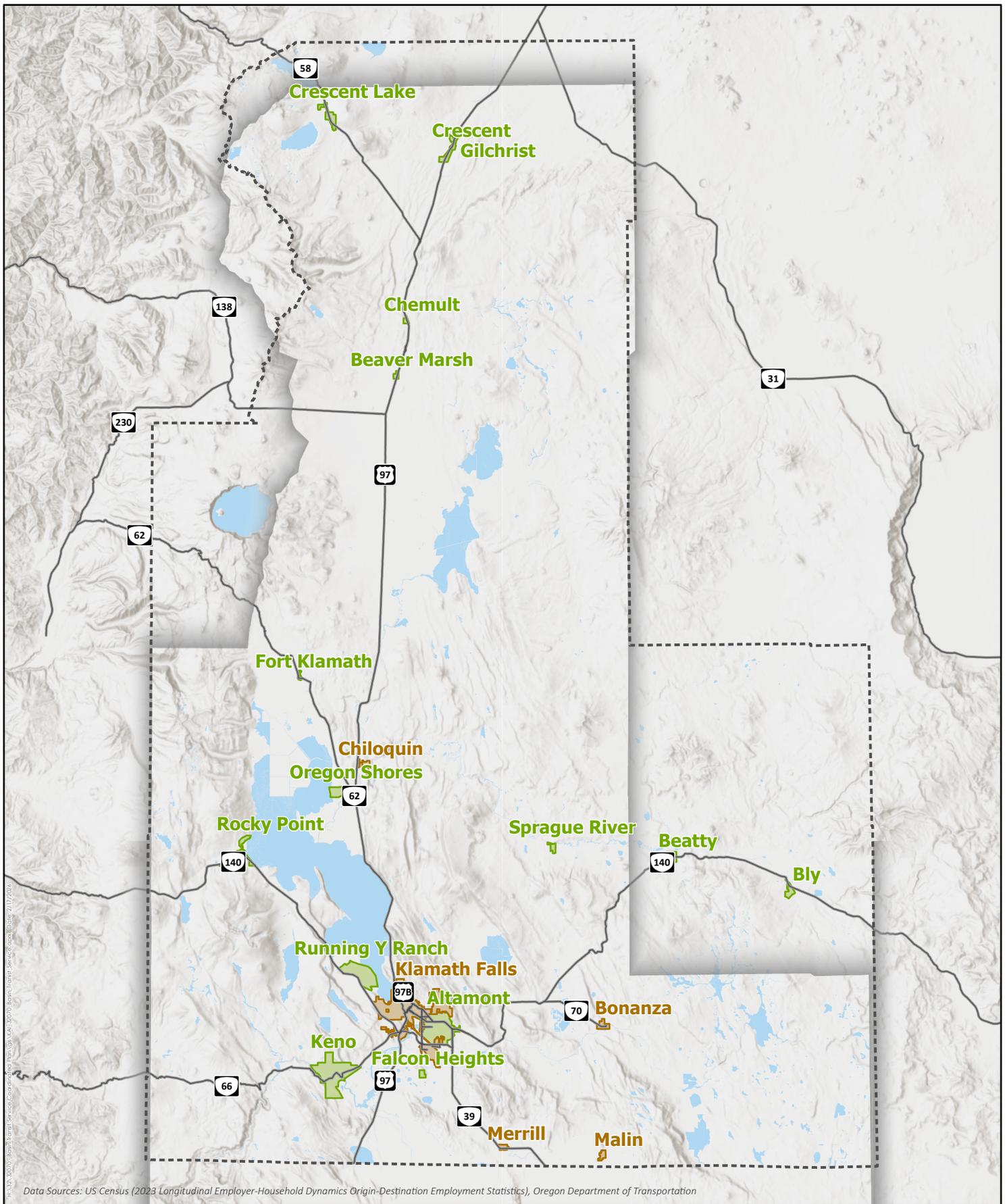
- Beatty
- Beaver Marsh
- Bly
- Chemult
- Crescent
- Crescent Lake
- Falcon Heights
- Fort Klamath
- Gilchrist
- Keno
- Oregon Shores
- Rocky Point
- Running Y Ranch
- Sprague River

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.



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)¹. 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 disparities². 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 region³.

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

² The social equity index assigns an equity disparity score to each census tract based on demographic data from the American Community Survey (ACS) at the block group level, with classifications ranging from Low disparity to High disparity.

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

Table 1. Transit Dependent Populations

Area	Total Population (2020 Census)	Total Population (ACS)	Total Households (ACS)	Below Poverty Line	People with a Disability	Youth (Under 18)	Seniors (65 and Older)	Racial/ Ethnic Minority	Zero Vehicle Households	Households with LEP	Veteran
Oregon	4,237,256	4,238,714	1,701,548	11.7%	15.0%	20.2%	18.6%	27.7%	7.1%	2.3%	6.0%
Klamath County	69,413	69,812	28,840	18.0%	19.3%	21.7%	22.1%	24.6%	6.3%	1.0%	7.9%
Klamath Falls city ¹	21,813	21,879	9,245	22.6%	20.8%	21.3%	15.5%	29.0%	11.6%	0.7%	7.2%
Klamath Falls CCD ²	51,168	51,415	21,071	19.1%	18.8%	23.0%	20.1%	25.9%	7.3%	1.0%	7.5%
Crescent Lake CCD ³	3,301	3,546	1,500	17.1%	24.9%	13.0%	29.5%	6.3%	2.6%	0.0%	11.3%
Chiloquin CCD ⁴	5,017	4,547	2,201	17.2%	22.9%	14.9%	37.5%	26.3%	4.1%	0.0%	10.4%
Keno CCD ⁵	3,304	2,977	1,270	12.9%	18.1%	17.0%	23.1%	11.9%	6.2%	0.0%	11.3%
Langell Valley CCD ⁶	1,608	1,663	710	15.3%	20.7%	18.2%	35.7%	7.5%	2.3%	2.0%	10.0%
Malin CCD ⁷	1,472	1,624	511	20.5%	17.4%	29.1%	11.9%	36.8%	2.5%	0.0%	2.6%
Merrill CCD ⁸	2,069	2,361	873	9.4%	16.6%	24.9%	15.0%	21.6%	2.9%	4.0%	4.2%
Yonna Valley-Poe Valley CCD ⁹	1,474	1,679	704	11.3%	18.5%	19.1%	28.2%	16.3%	0.9%	0.9%	10.8%

¹ Klamath Falls city is within the Klamath Falls CCD but covers a smaller geographic area.

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

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

⁴ 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.

⁵ Includes unincorporated communities of Keno, Lake of the Woods, and Rocky Point.

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

⁷ Includes the City of Malin.

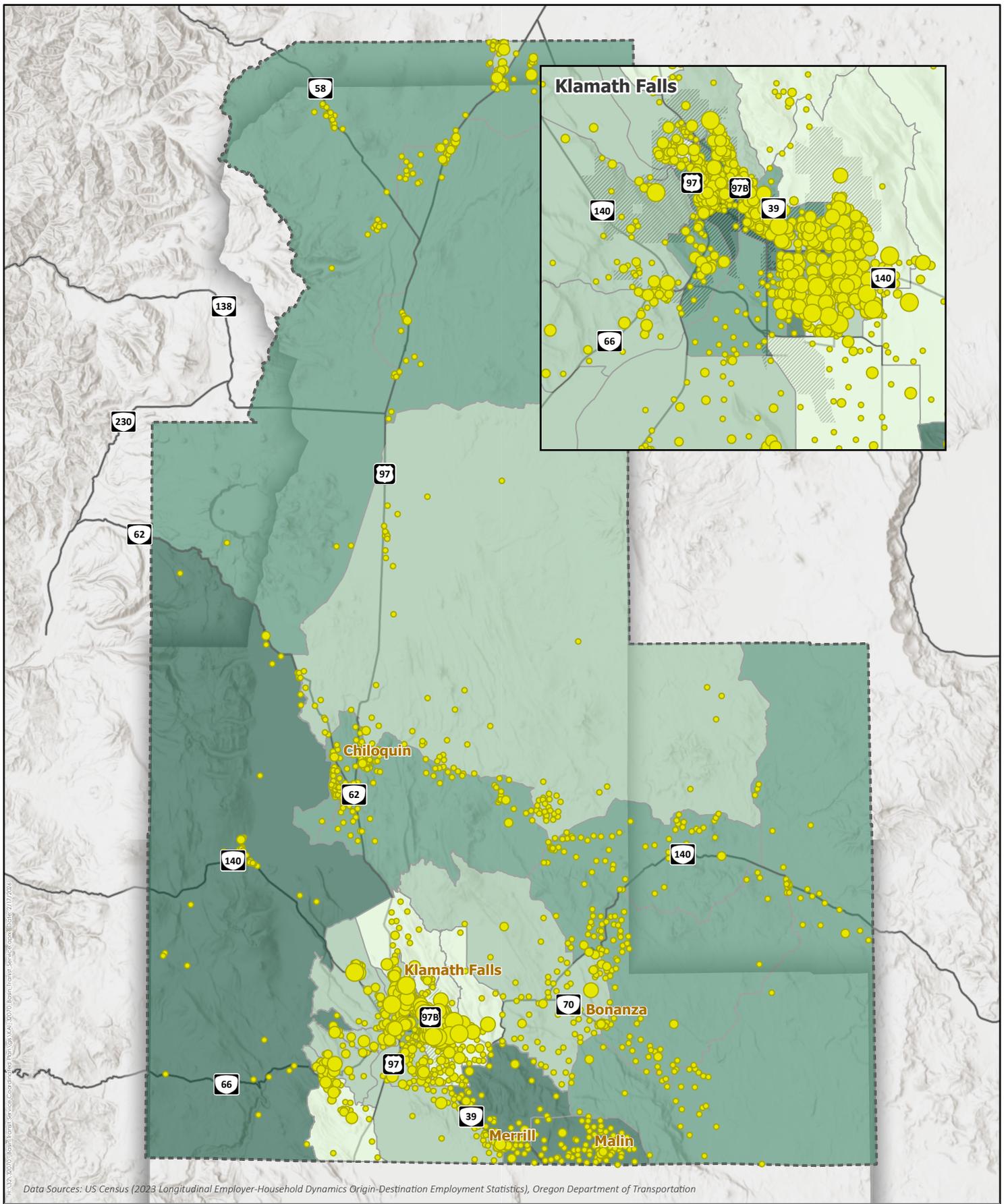
⁸ Includes the City of Merrill.

⁹ 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.



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

Home Locations

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

Oregon Social Equity Index - Disparity Category

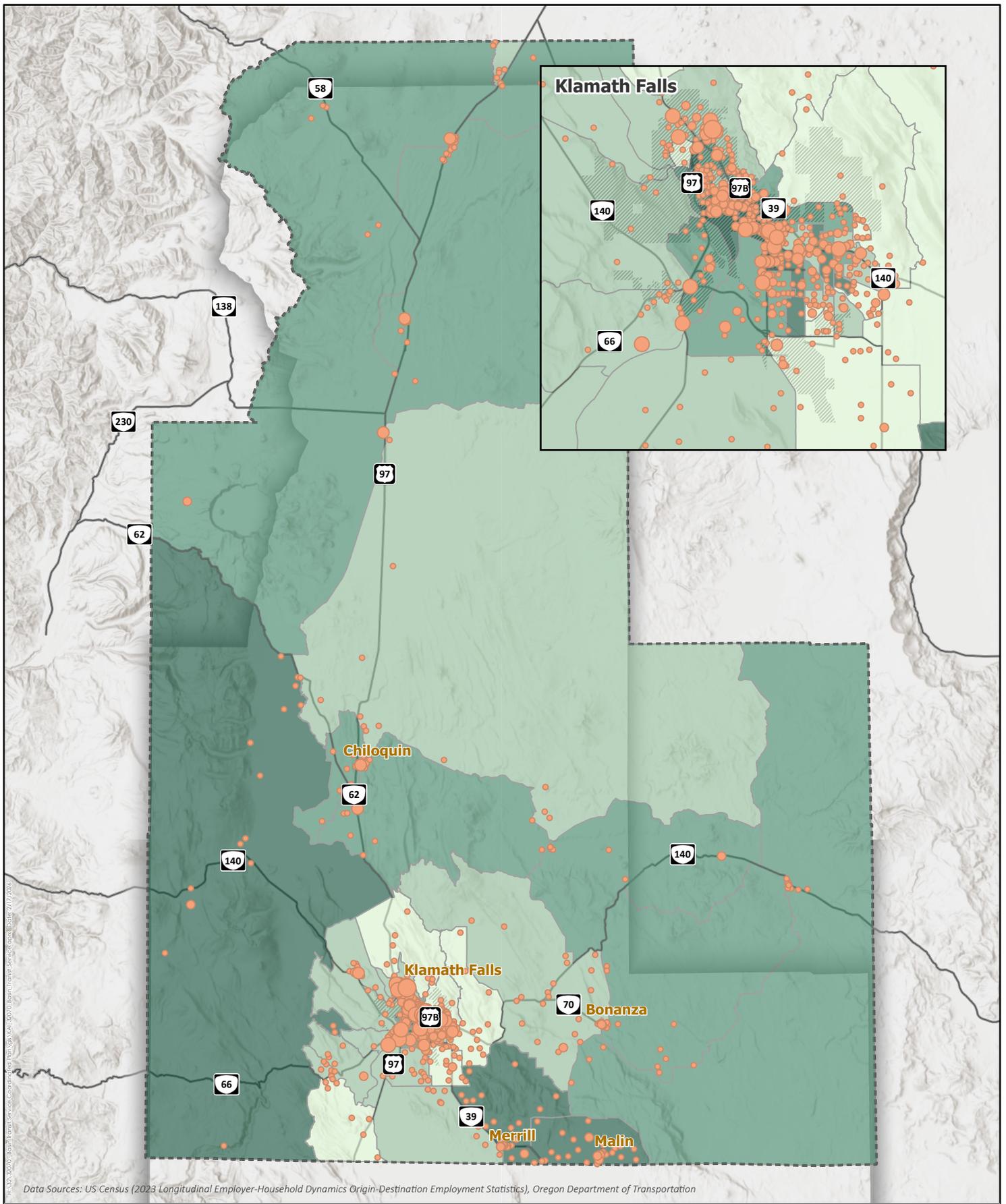
- High
- Medium/High
- Low/Medium
- Low

- Incorporated City
- County Boundary



Figure 2

Home Locations of People Employed Klamath County, OR



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

Job Locations	<ul style="list-style-type: none"> ● 1-34 ● 35-111 ● 112-241 ● 242-501 ● 502-1897 	Oregon Social Equity Index - Disparity Category <ul style="list-style-type: none"> ■ High ■ Medium/High ■ Low/Medium ■ Low 	<ul style="list-style-type: none"> Incorporated City County Boundary 	<p>0 5 10 15 20 Miles</p>
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Figure 3



Job Locations of People Employed Klamath County, OR



The Klamath Tribes
Quail Trail Public Transit

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 and 4 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
- 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

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:

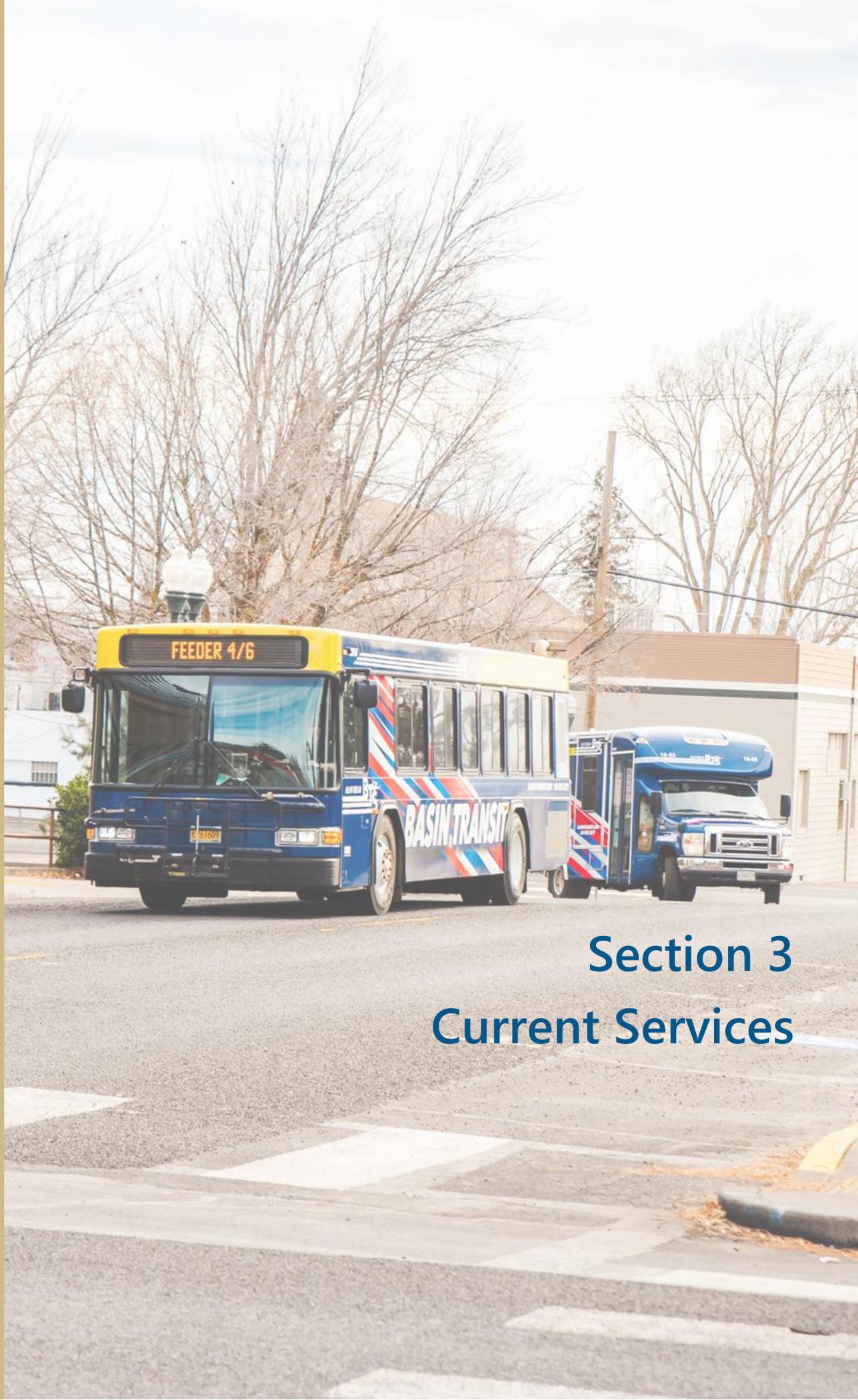
- **Expanded transit hours** (e.g., early mornings, evenings, and weekends) to better support medical appointments, employment, education, and essential services. Limited service windows and capacity constraints are major barriers for individuals with disabilities, mental health or substance-use challenges, 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 is scheduled for the week of March 2, 2026 and will focus 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. A recording of the event will be posted to the project website for those unable to attend at time of airing. An online comment form will be available for the community to submit feedback for one week following the event.

Key feedback from the community during this phase will be documented in this section at a later date once the outreach is completed.



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

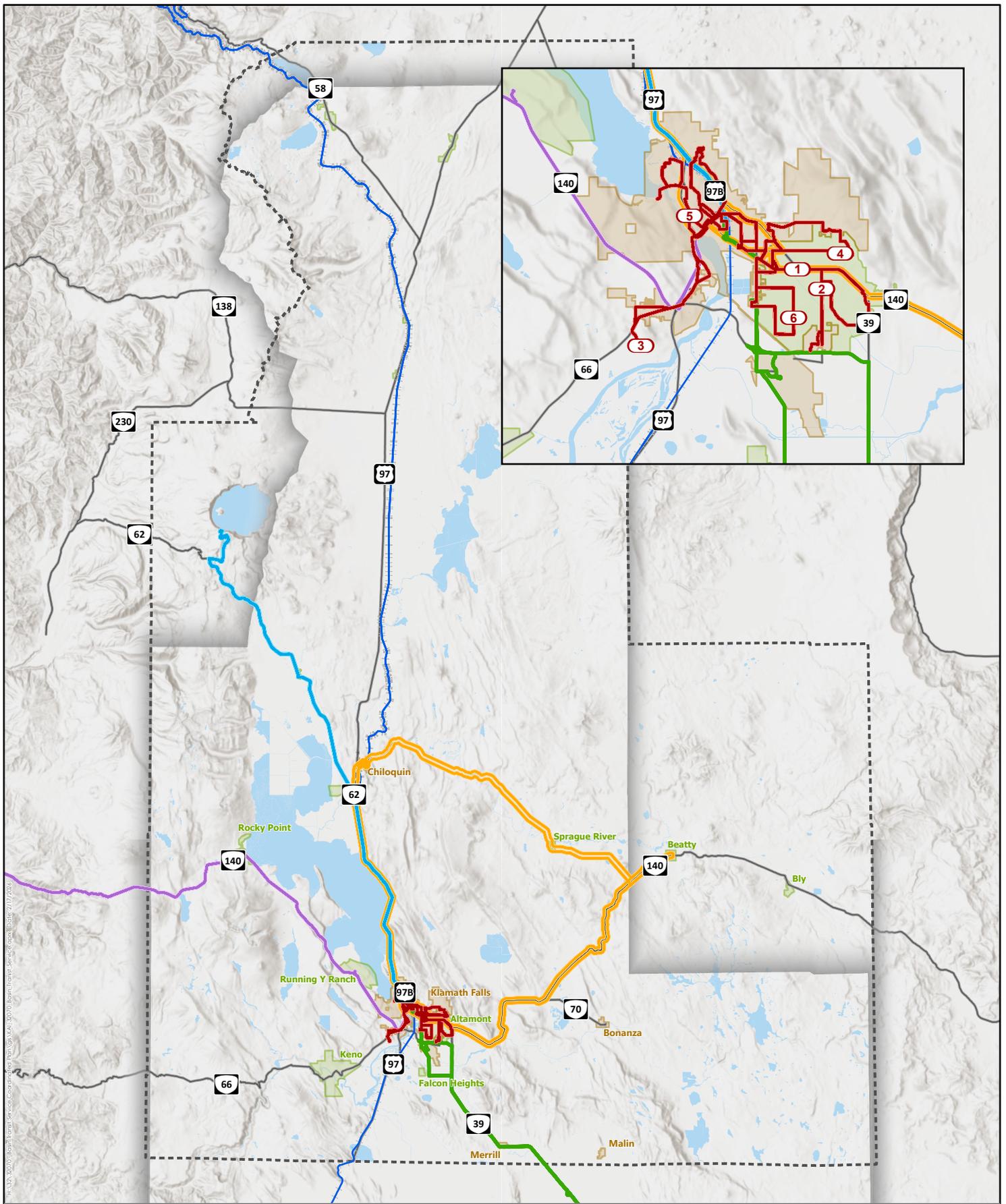
Located in Klamath Falls, BTSTD aims “to provide safe, efficient, and accessible transportation” to create better community livability and increased access for riders in cities and communities in Klamath County. BTS offers a number of services to several types of clientele, described in the following 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
- Qual Trail Public Transit
- South West POINT Routes
- Sage Stage Routes
- Coast Starlight Amtrak Line
- Incorporated Cities
- Census Designated Places
- County Boundary



Figure 4



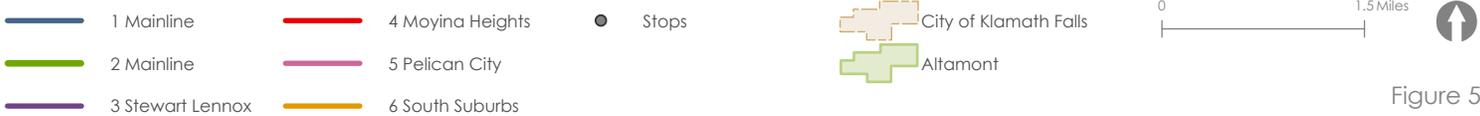
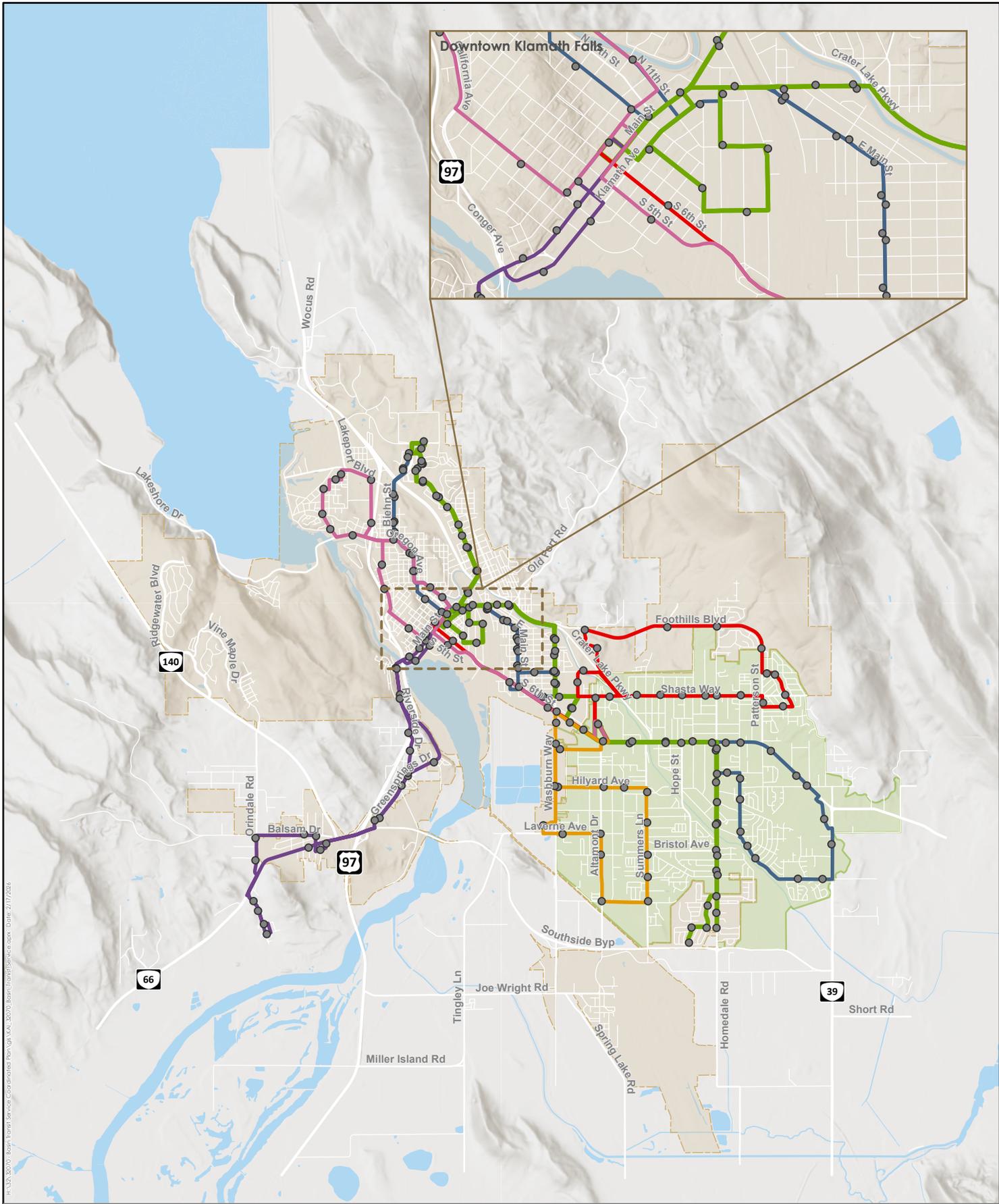


Figure 5

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.

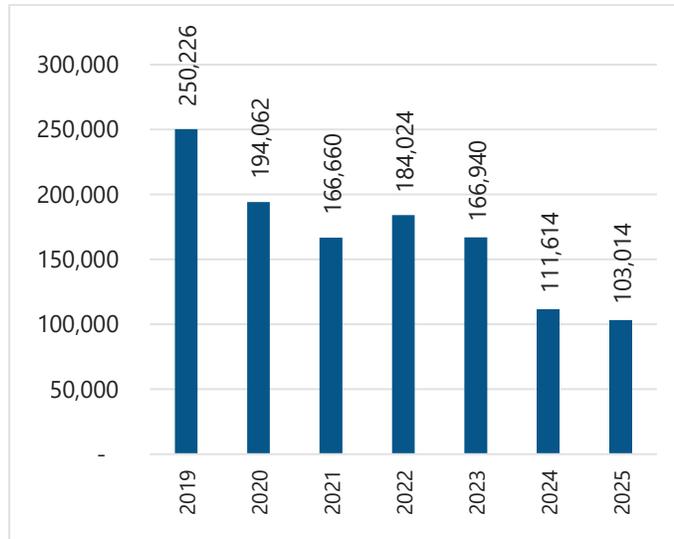


Exhibit 1. Fixed-Route Annual Ridership (2019-2025)

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.

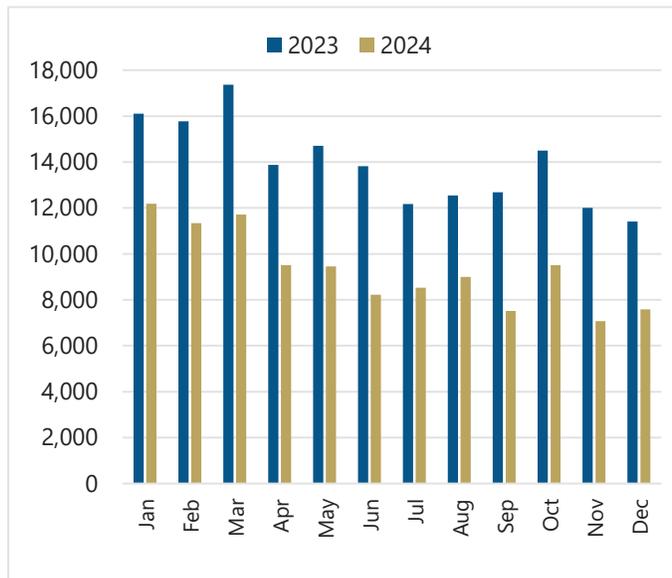


Exhibit 2. Fixed-Route Monthly Ridership

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% 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.

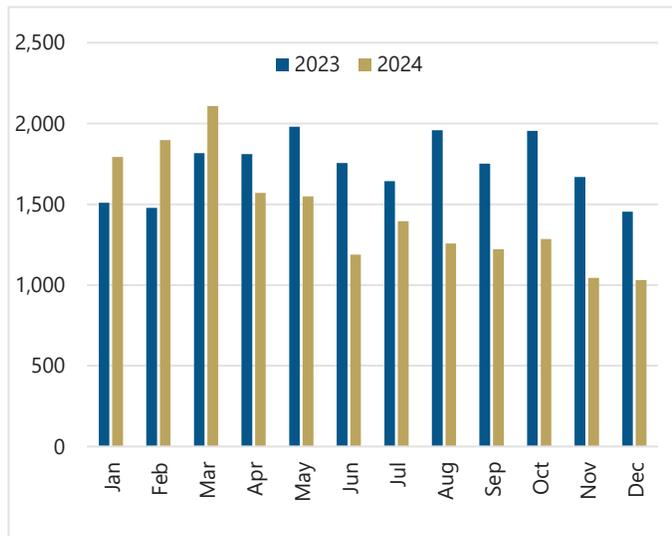


Exhibit 4. Basin Lift Monthly Ridership

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.

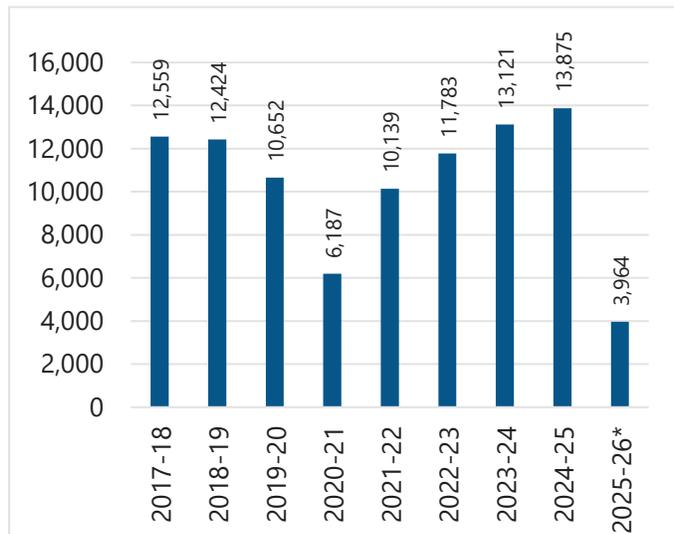


Exhibit 5. Demand Service Total Annual Ridership (by Fiscal Year)

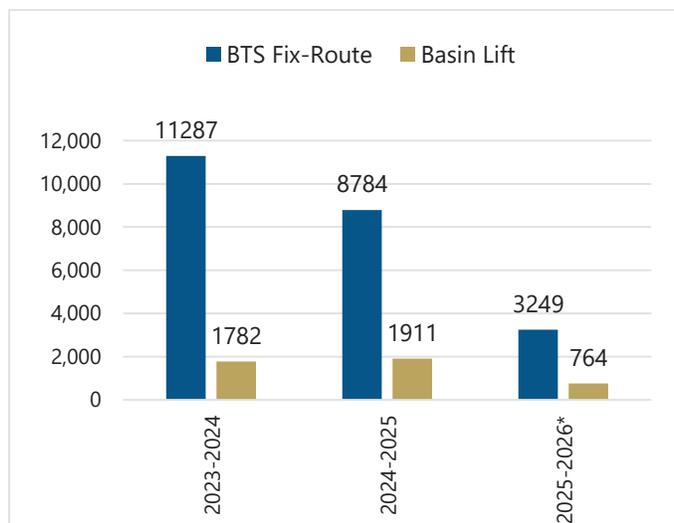


Exhibit 6. Annual Veteran Rides (by Fiscal Year)

Table 3. BTS Vehicle Fleet

Asset #	Department	Year	Make	Model	Condition	Odometer
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.⁴ 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.

⁴ 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

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
Total Revenues	\$3,286,704	\$3,244,661	\$3,728,765	\$4,525,058	\$5,488,949	\$5,272,097	\$5,480,183	\$5,351,781	\$5,563,830

Table 5. 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
Total Expenses	\$3,286,704	\$3,244,661	\$3,728,765	\$4,525,058	\$5,488,949	\$5,272,097	\$5,480,183	\$5,351,781	\$5,563,830

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.

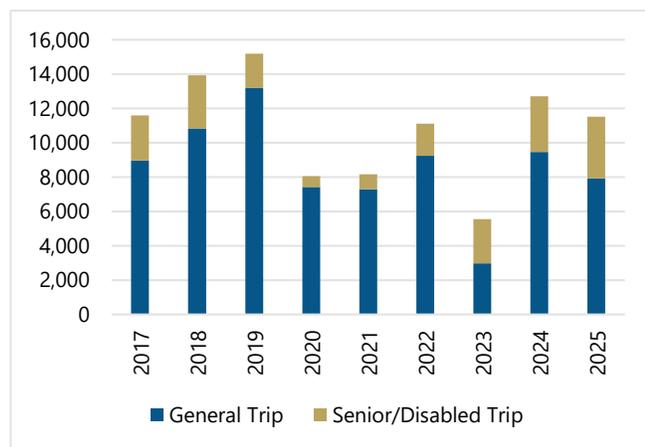


Exhibit 7. Quail Trail Annual Ridership (2017-2025)

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 five. 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.*



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



Figure 6



Quail Trail Public Transit Service
Klamath County, OR

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

Year	Vehicle	Years Old	Passenger Seats <i>Total Seats (# Seats with Wheelchairs)</i>	Lifts/ 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	3	None	Translink
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.*

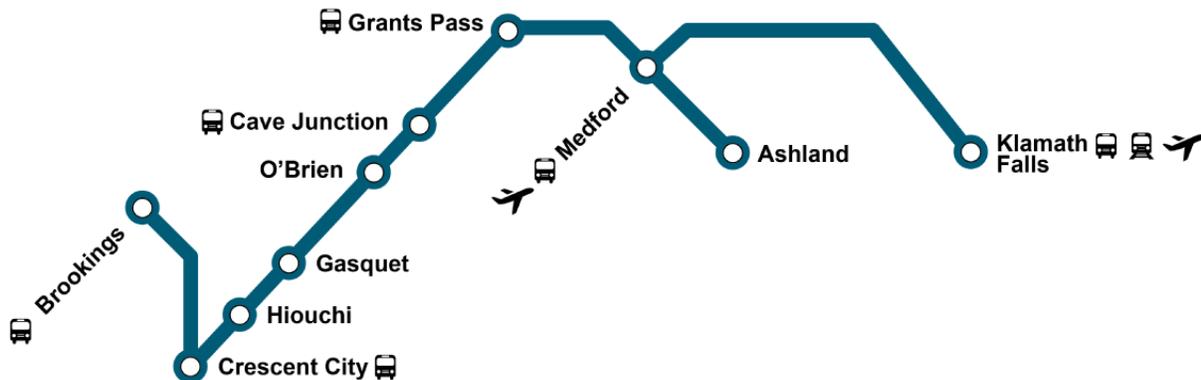


Figure 7. SouthWest POINT Bus Route

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 (RVTD), 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 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 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 & 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

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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

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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

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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

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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

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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 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

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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

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Appendix A
Stakeholder Engagement
Memorandum



Appendix B Existing Services Memorandum



Appendix C
Needs and Opportunities
Memorandum