

# 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 (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	<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 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, underlaid by the TDP Index of each Census Block group.

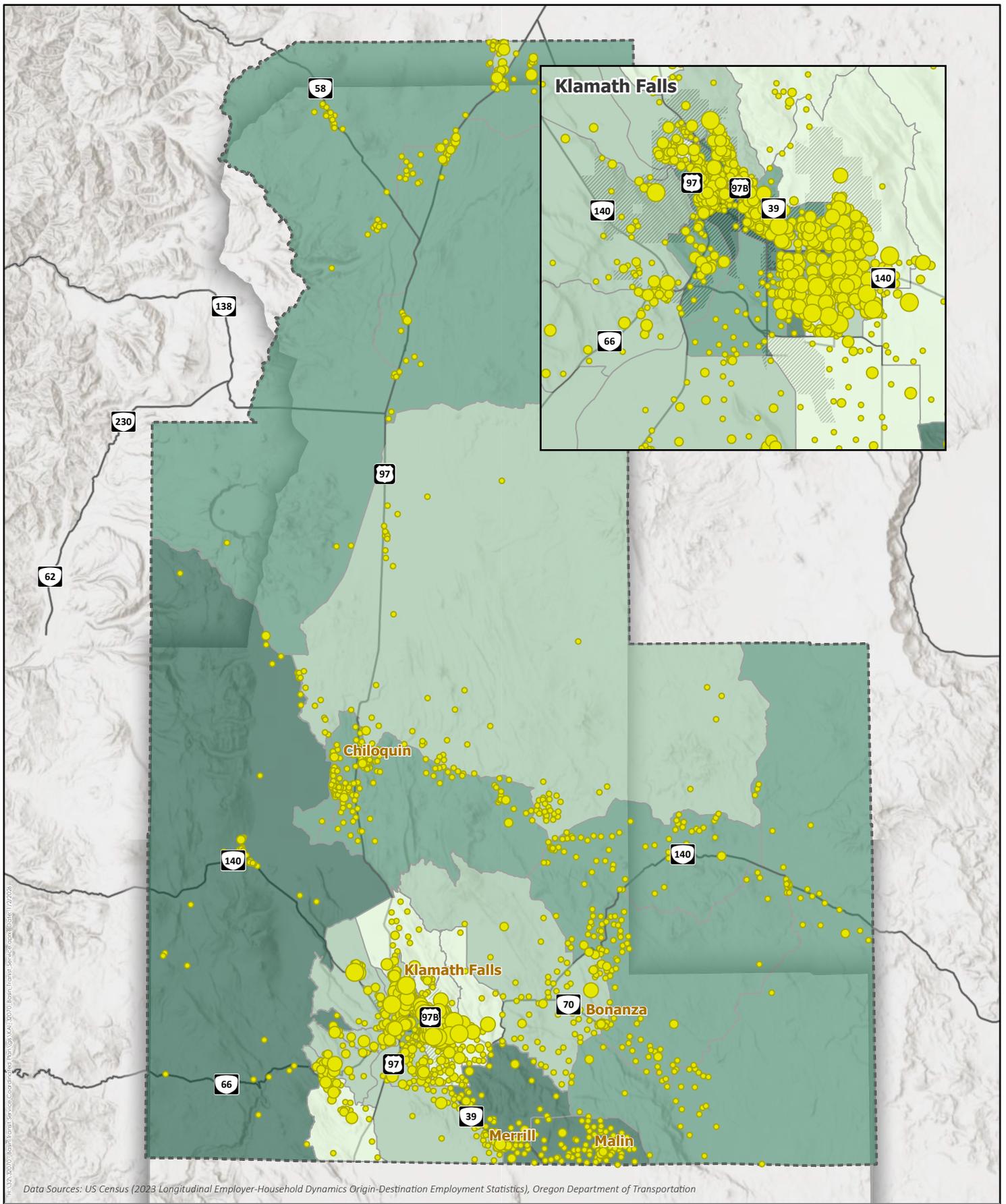
These figures show census block groups with higher levels of transportation-related disparity, particularly in rural areas outside the urbanized core of Klamath Falls, as well as within select areas of the Klamath Falls urban area. Population concentrations are greatest within the Klamath Falls urban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

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

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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.

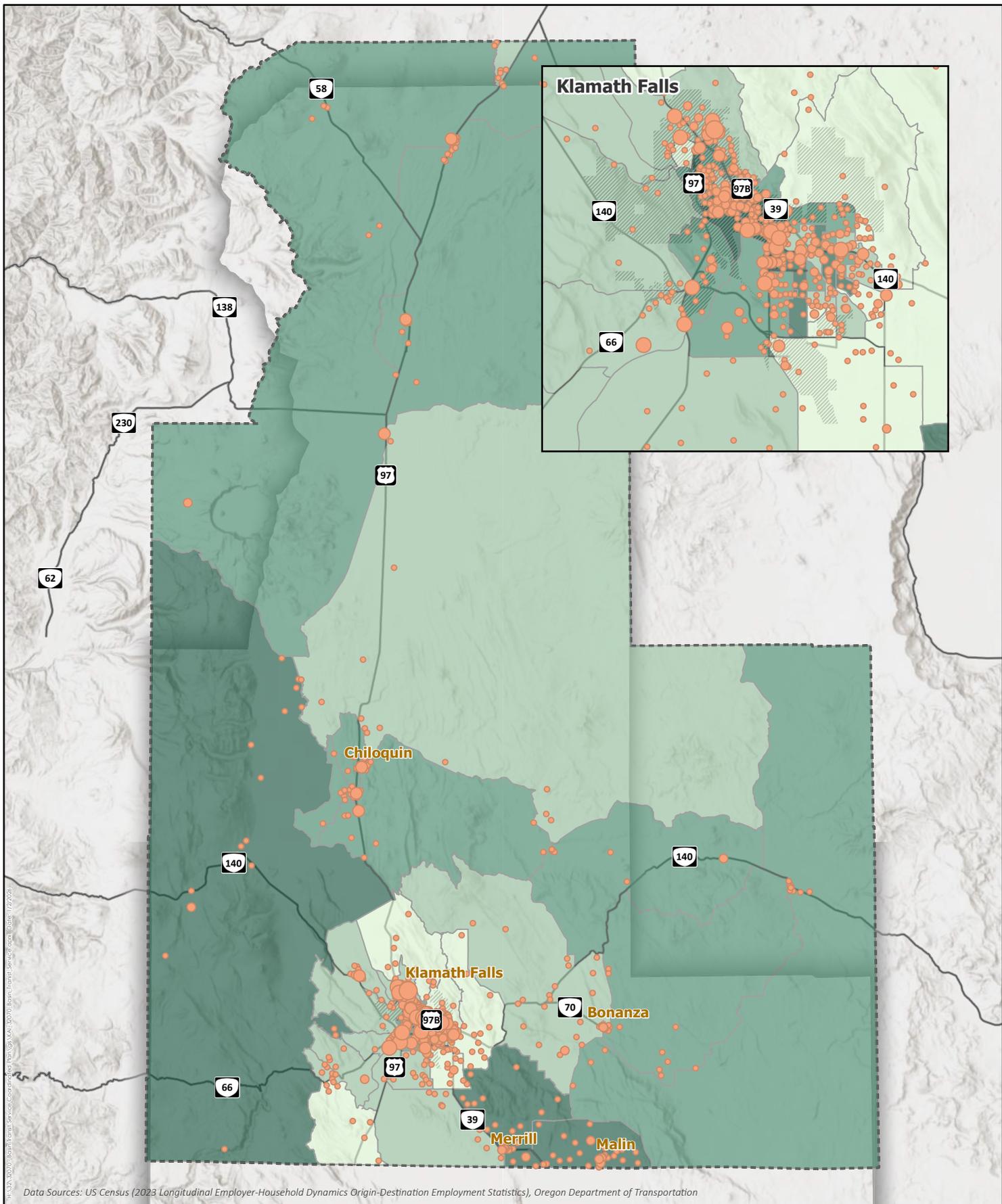




Data Sources: US Census (2023 Longitudinal Employer-Household Dynamics Origin-Destination Employment Statistics), Oregon Department of Transportation

<b>Home Locations</b>	● 1-11	● 12-30	● 31-63	● 64-120	● 121-231	Oregon Social Equity Index - Disparity Category	Incorporated City	County Boundary	0 5 10 15 20 Miles	
						High				
						Medium/High				
						Low/Medium				
						Low				

Figure 2



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

- |                      |          |         |  |                   |
|----------------------|----------|---------|--|-------------------|
| <b>Job Locations</b> | 1-34     | 112-241 | <b>Oregon Social Equity Index - Disparity Category</b> | Incorporated City |
|                      | 35-111   | 242-501 | High   | County Boundary   |
|                      | 502-1897 |         | Medium/High  |                   |
|                      |          |         | Low/Medium   |                   |
|                      |          |         | Low  |                   |



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 milage and service years that require replacement to ensure reliability and accessibility, especially for riders with mobility challenges.
- **Environmentally friendly, fuel efficient, and/or right-sized vehicles:** Time and funding constraints often prevent local agencies from purchasing buses that are more environmentally friendly and fuel efficient than typical diesel/gasoline vehicles. Additionally, smaller vehicles that are right-sized to the ridership trends seen on the routes could also increase fuel efficiency of the fleets. Quail Trail is seeking to right-size its vehicle fleet by replacing existing caravans with a single small Ford Transit van.
- **Vehicles for Unique Conditions:** For 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**

## Survey

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

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

### 1. Please tell us about yourself

Name: \_\_\_\_\_

Name of Organization: \_\_\_\_\_

Address: \_\_\_\_\_

Email address: \_\_\_\_\_

Phone number: \_\_\_\_\_

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

Public transit agency

Public human services agency

Private for-profit transportation provider

Non-profit transportation provider

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

Advocacy organization

Faith-based organization

Non-profit human services agency

Other (specify)

\_\_\_\_\_

### 3. Tell us a little about your services:

Hours of Operation: \_\_\_\_\_

Days of Operation: \_\_\_\_\_

Approximate number of clients that need transportation services per month: \_\_\_\_\_

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

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

\_\_\_\_\_

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

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

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

\_\_\_\_\_

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

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

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

**7. Does your organization directly provide the transportation services?**

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

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

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

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

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

- No
- Yes (please specify)  
\_\_\_\_\_  
\_\_\_\_\_

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

- Challenges  
\_\_\_\_\_

- Opportunities  
\_\_\_\_\_  
\_\_\_\_\_

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

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

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

\_\_\_\_\_  
\_\_\_\_\_

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

- Any trip purpose
- Wellness/nutrition

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

**14. How do your clients schedule rides with you?**

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

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

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

**16. How are your transportation services funded?**

**Select all that apply.**

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

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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]:

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

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

- Several times a week
- Once per week
- One to three times per month
- Once per month
- Several times a year
- Once per year or less

3. Why don't you use transit services?

- Transit service doesn't go where I need it to go
- Transit service doesn't run when I need to travel
- Transit service isn't as frequent as I need it to be
- Transit service isn't as fast as I need it to be
- Can't afford transit
- Don't know how to pay fare or ride transit
- I have a disability that makes traveling via transit difficult
- I prefer to drive
- Other (specify)  
\_\_\_\_\_

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

- Work
- College
- Middle/High School
- Health care (hospital, clinic, etc.)
- Recreation, Parks, or other Community Gathering Spaces
- Shopping
- Social Services
- Airport or Amtrak Station
- Special Events
- Other (specify) \_\_\_\_\_

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

- Beatty
- Beaver Marsh
- Bly
- Bonanza
- Chemult
- Chiloquin
- Crescent
- Crescent Lake
- Falcon Heights
- Fort Klamath
- Gilchrist
- Keno
- Klamath Falls
- City of Klamath Falls Destinations
- Klamath Falls Suburbs
- Malin
- Merrill
- Oregon Shores
- Rocky Point
- Running Y Ranch
- Sprague River
- Other/communities outside of Klamath County (specify) \_\_\_\_\_

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.

- Very Well
- Moderately Well
- Neither Well nor Poor
- Moderately Poor
- Very Poor
- Explain \_\_\_\_\_

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

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

## 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]:*

- Less than 18
- 19-29 years
- 30-39 years
- 40-49 years
- 50-60 years
- 61-64 years
- 65 years and older

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

- White or Caucasian
- Hispanic or Latino
- Black or African American
- Native Hawaiian or other Pacific Islander
- Asian or Asian American
- American Indian or Alaska Native
- Two or more races
- Prefer not to answer
- Other (specify) \_\_\_\_\_

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

- Yes
- No

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

- Full time employee
- Part time employee
- Unemployed – seeking employment
- Unemployed – not seeking employment
- Veteran
- Retired
- College Student
- Middle/High School student
- Tribal

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

- 0
- 1
- 2
- 3+

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

- Less than \$10,000
- \$10,000 - \$24,999
- \$25,000 - \$49,999
- \$50,000 - \$74,999
- \$75,000 or more
- 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).**