



BASIN TRANSIT SERVICE AND THE KLAMATH TRIBES COORDINATED PLAN

**Project Advisory Committee Meeting #3
January 28, 2026**

AGENDA

1 Project Update

2 Round 1 Public Outreach Key Findings

3 Draft Tech Memo #3: Needs and Opportunities

4 Next Steps & Open Discussion



PROJECT UPDATE

PROJECT UPDATE

Project Tasks

Task 1: Project Management

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

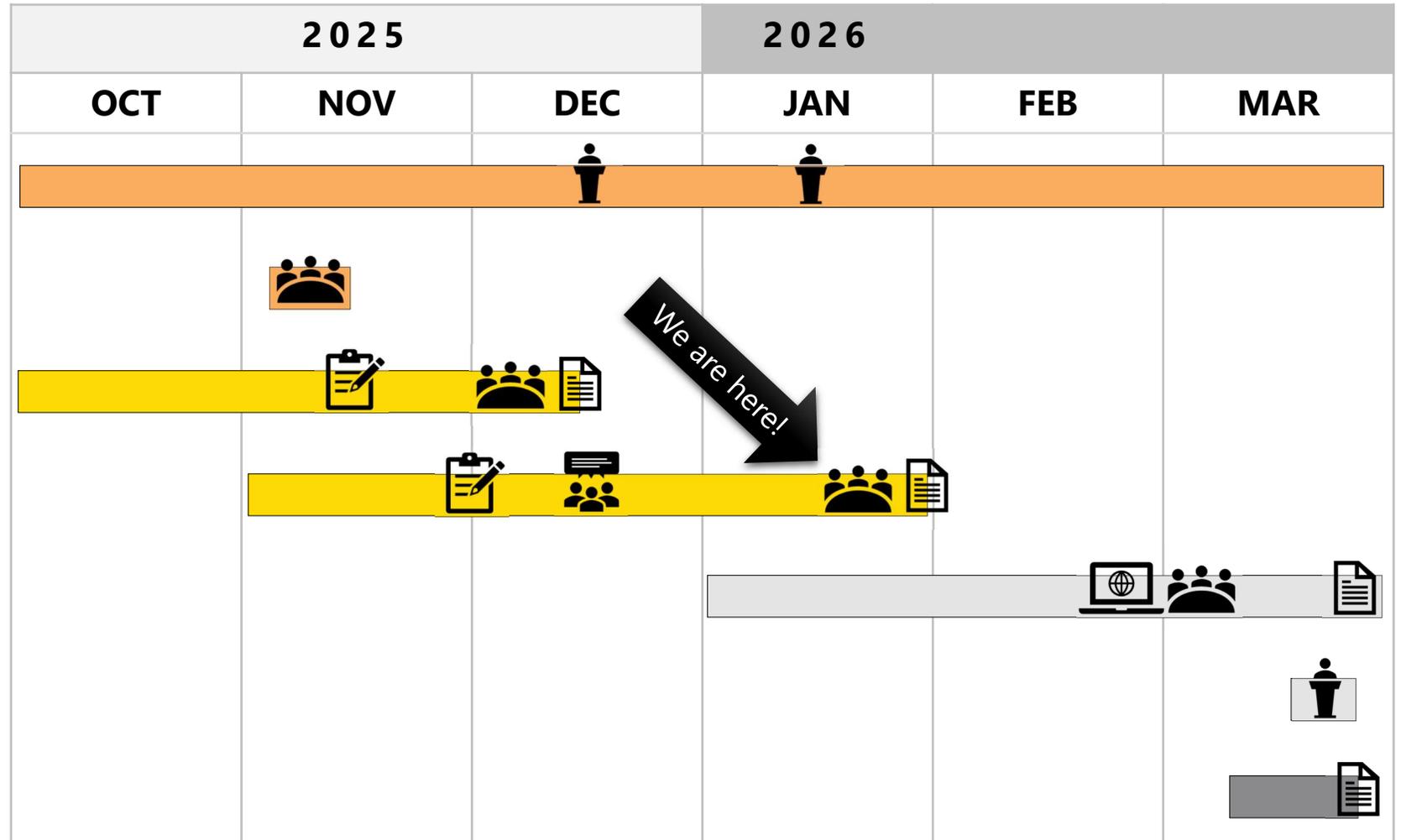
Task 3: Existing Services & Stakeholder Engagement Memos

Task 4: Needs & Opportunities Memo

Task 5: Final Coordinated Plan

Task 6: Final Presentation

Task 7: Final Deliverables



PAC Meetings



Provider/Rider Surveys



Final Deliverables



Virtual Focus Groups



Online Open House



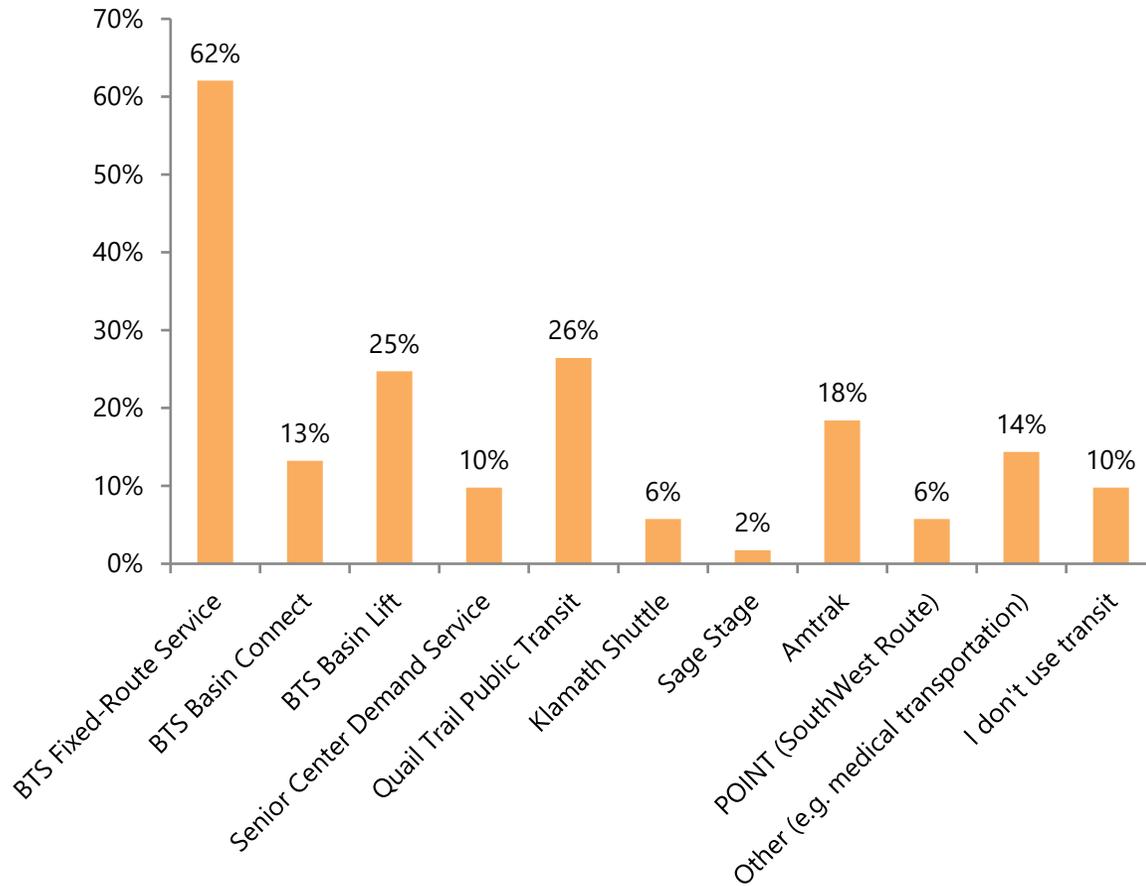
Board Meetings



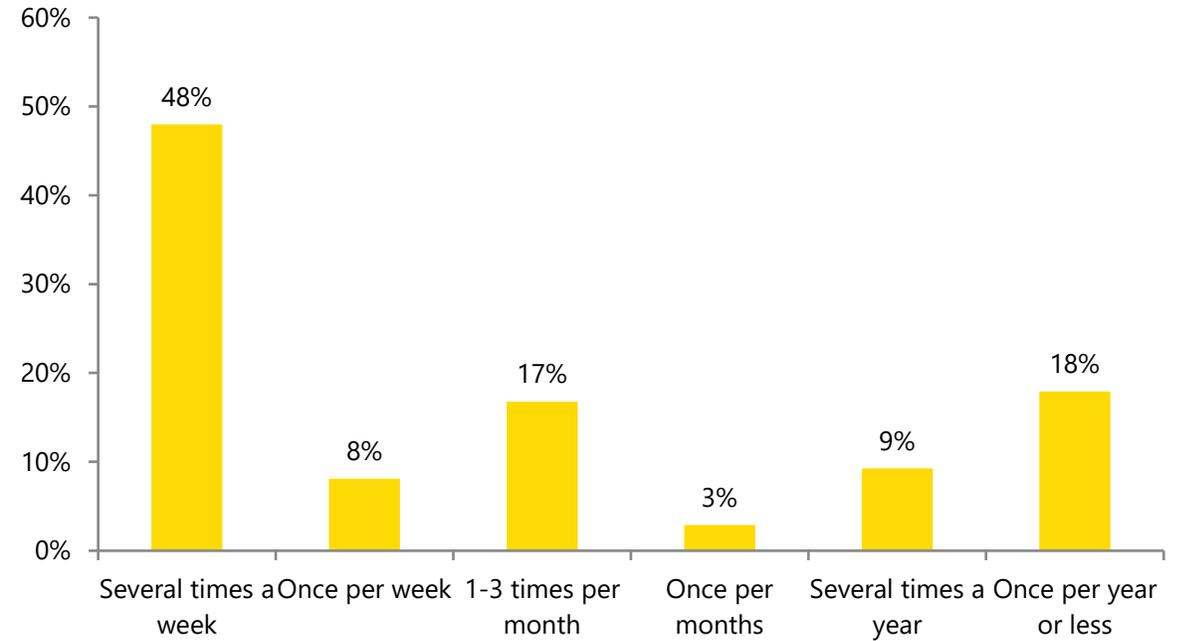
ROUND 1 PUBLIC OUTREACH KEY FINDINGS

SERVICES USED & TRANSIT USE FREQUENCY

Transit Services Used Last Year [multiple answers allowed]

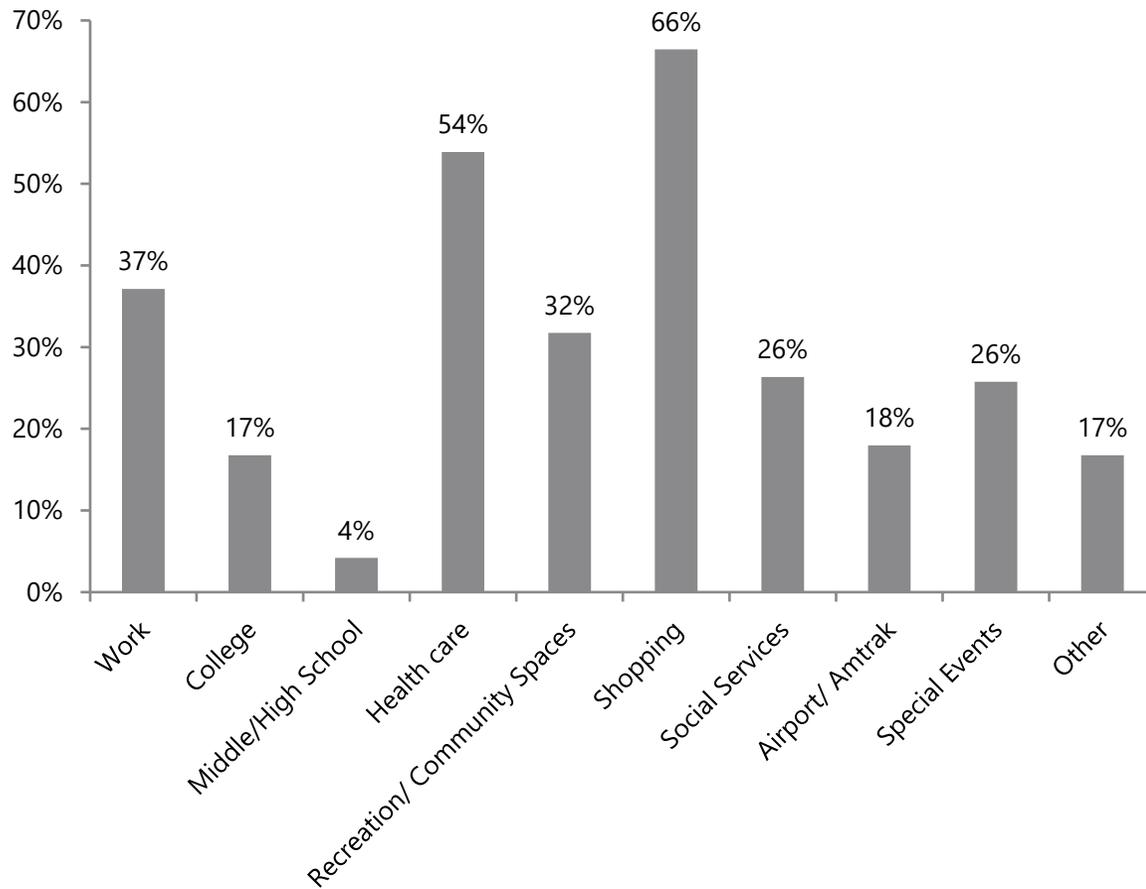


Transit Use Frequency [one answer allowed]

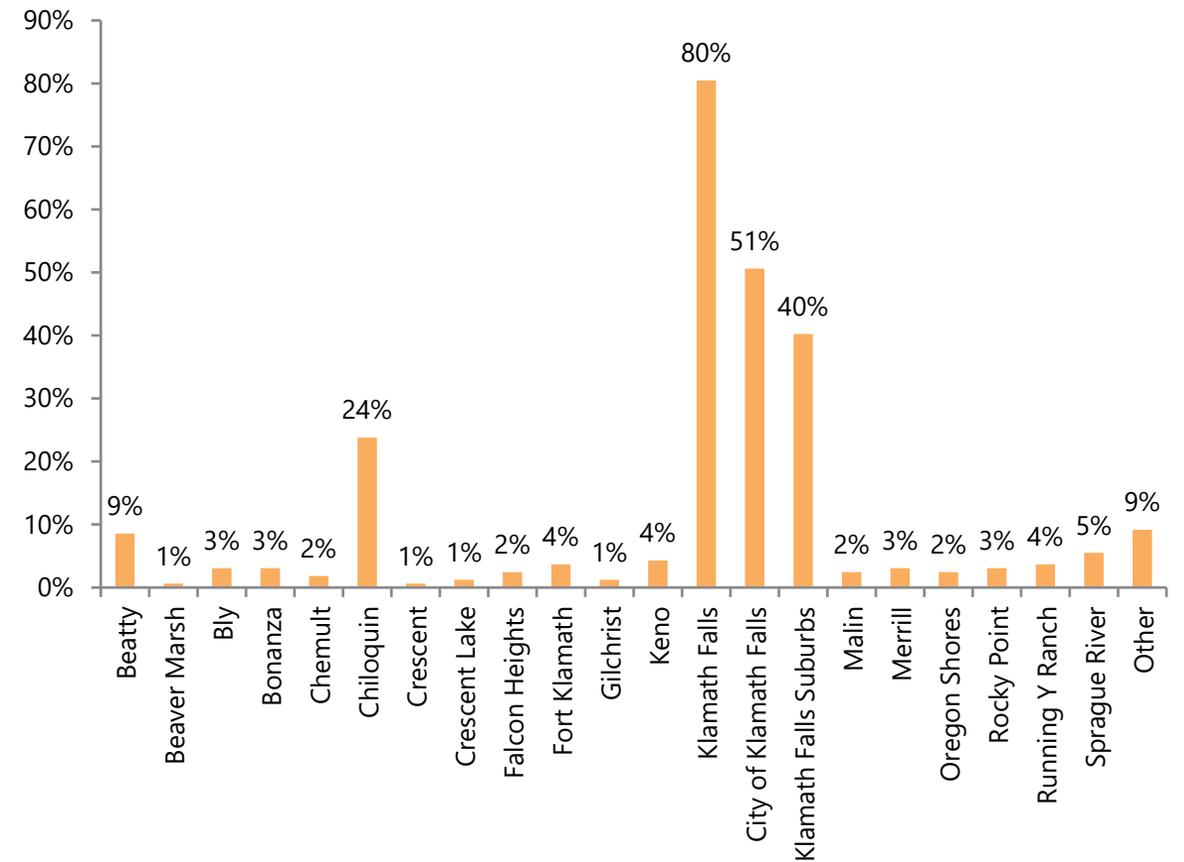


TRIP PURPOSES & DESTINATIONS

Trip Purpose [multiple answers allowed]

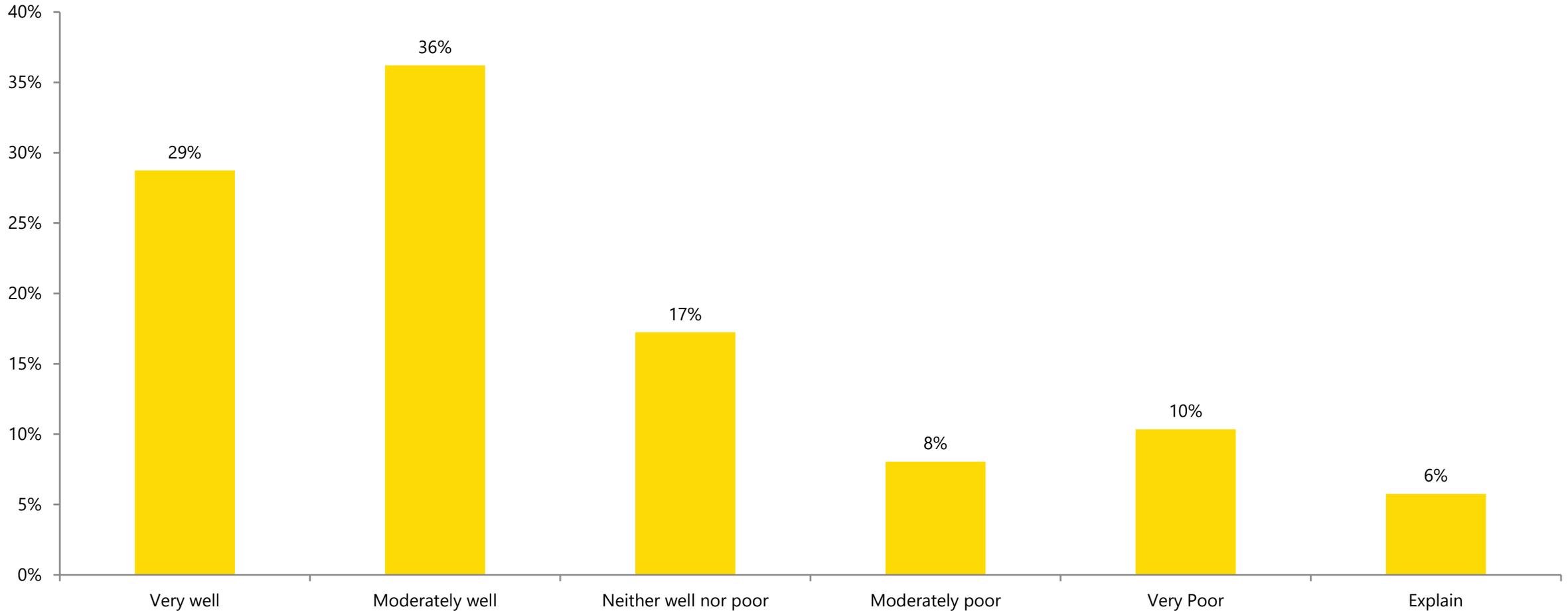


Community Destinations [multiple answers allowed]



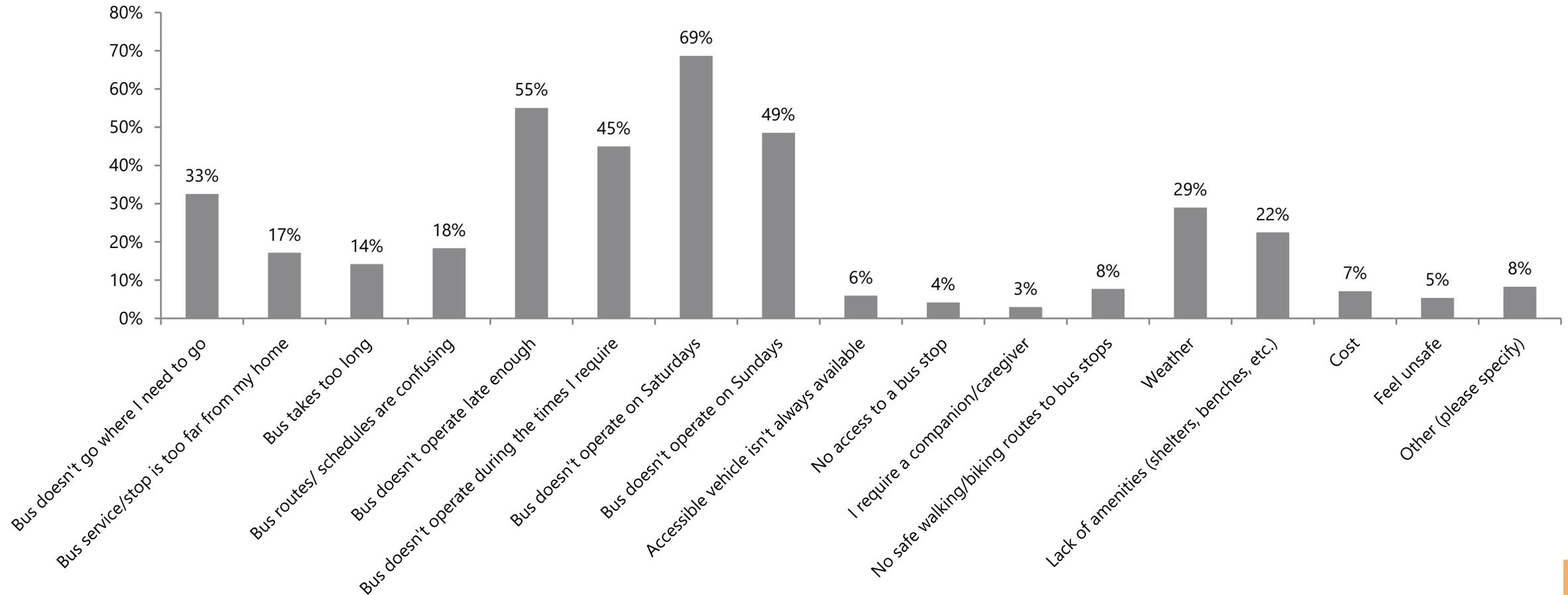
KNOWLEDGE OF TRANSIT SERVICES

Understanding of Transit Services Available in Klamath County



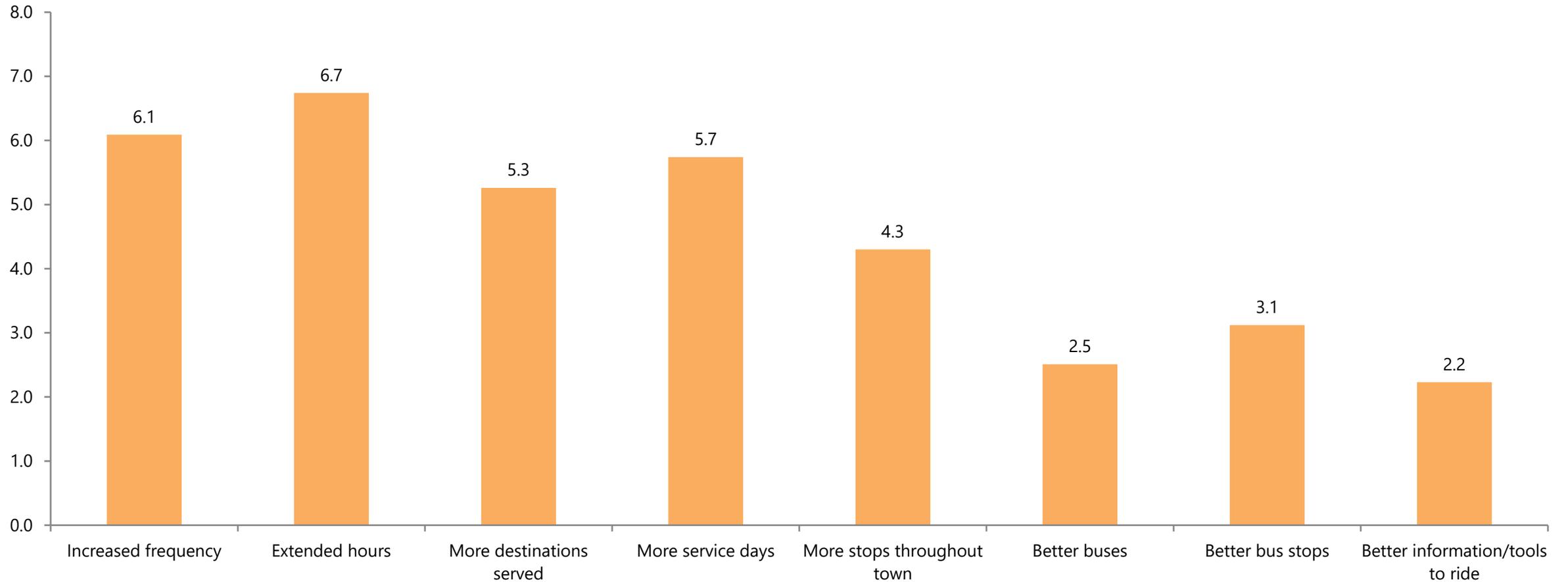
BARRIERS TO TRANSIT USE

Challenges Faced When Using Transit Services in Klamath County [multiple answers allowed]



RIDER PRIORITIES

Top Priorities for Riders

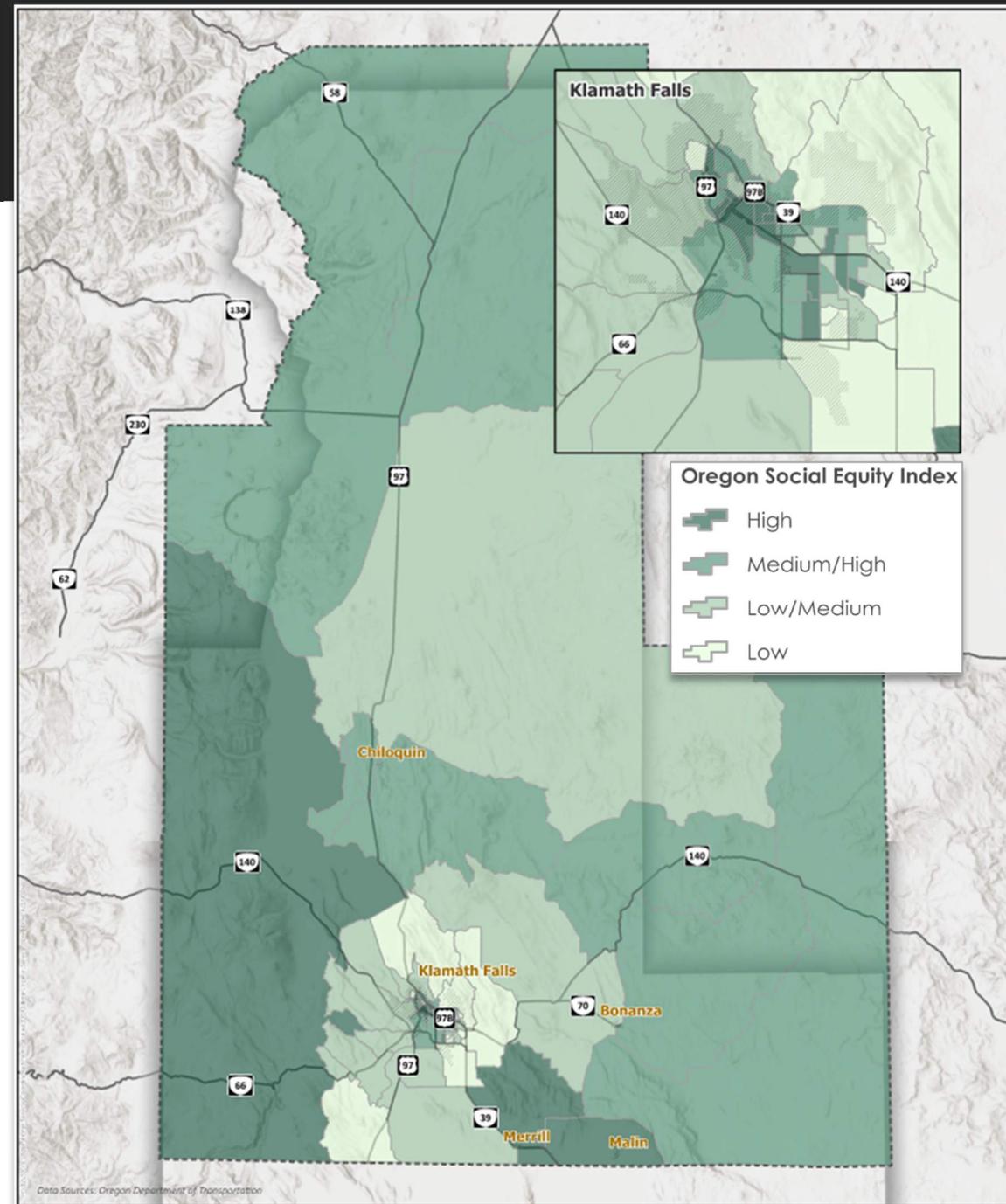


**DRAFT TECH MEMO #3:
NEEDS AND
OPPORTUNITIES**

DRAFT TM #3: NEEDS AND OPPORTUNITIES

Transportation Disadvantaged Populations

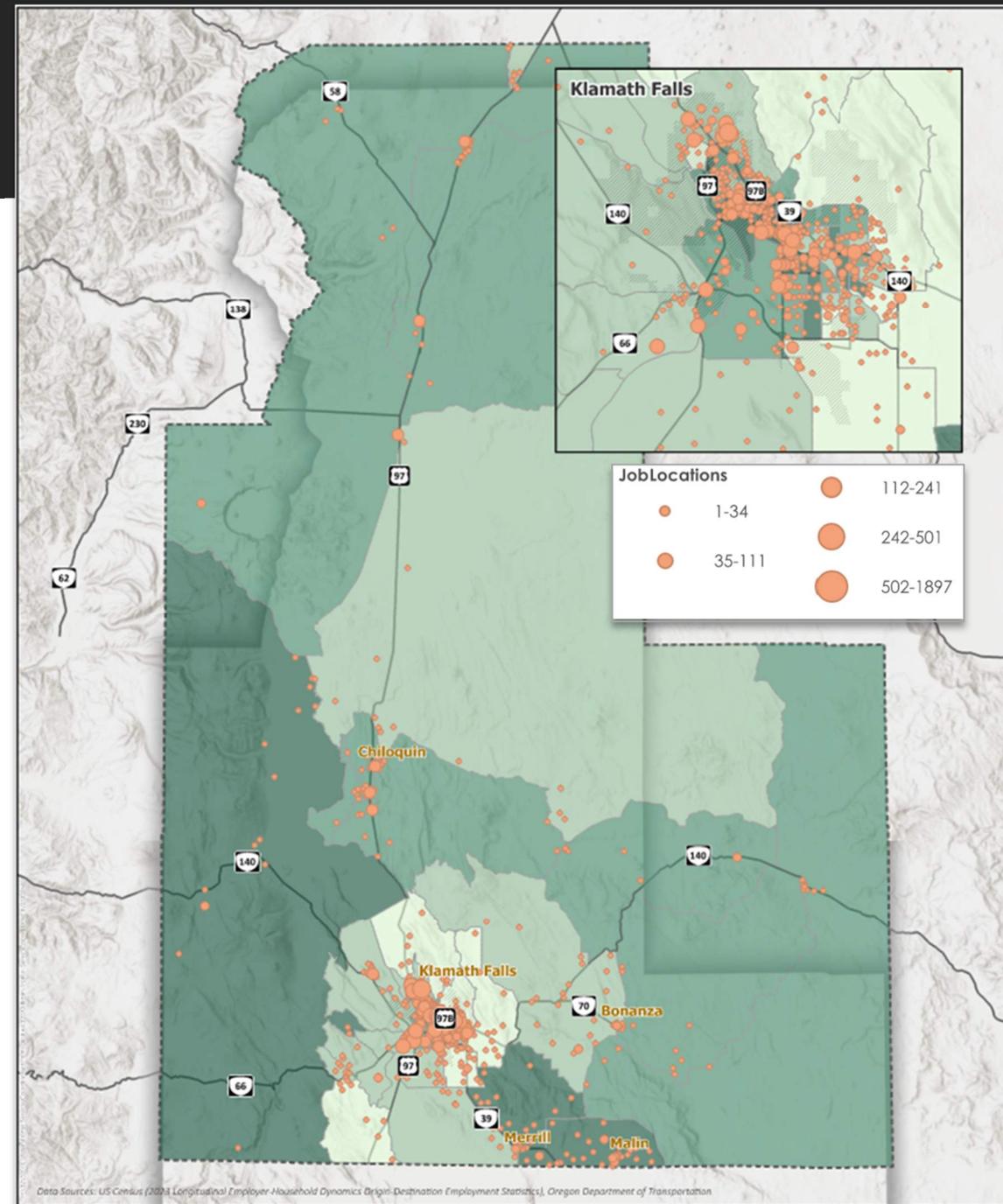
- Highest needs are clustered in Klamath Falls
- Rural areas like Chiloquin, Bonanza, Merrill, and Malin show medium-high density
- Many rural areas have high senior populations



DRAFT TM #3: NEEDS AND OPPORTUNITIES

Job Locations of People Employed in Klamath County

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



DRAFT TM #3: NEEDS AND OPPORTUNITIES

Implementation Plan Prioritization Criteria

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



DRAFT TM #3: NEEDS AND OPPORTUNITIES

Service Strategies

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



DRAFT TM #3: NEEDS AND OPPORTUNITIES

Facility Strategies

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

Vehicle Fleet Strategies

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



DRAFT TM #3: NEEDS AND OPPORTUNITIES

Information & Technology Strategies

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



DRAFT TM #3: NEEDS AND OPPORTUNITIES

Operations Strategies

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



DRAFT TM #3: NEEDS AND OPPORTUNITIES

Coordination Strategies

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



DRAFT TM #3: NEEDS AND OPPORTUNITIES

Coordination Strategies

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



DRAFT TM #3: NEEDS AND OPPORTUNITIES

Marketing & Education Strategies

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



NEXT STEPS & OPEN DISCUSSION

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



**Project Team to finalize TM #3 and
develop Draft Plan**



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

THANK YOU!