



MEMORANDUM

Date: February 27, 2013 Project #: 12799
To: Project Advisory Committee
From: Susan Wright, PE, Robert Kniefel, PE, Jenny Miner
Project: Basin Transit Service TDP
Subject: PAC Survey

Following is a summary of a survey taken in January and February 2013. The survey involved 6 members of the Project Advisory Committee (PAC) from a range of organizations including the City of Klamath Falls, ODOT, Klamath Tribes, and other local organizations. These responses will inform the development of the TDP.

1. For reference, do you or any of your family/organization members use Basin Transit System? How often and for what type of trip (work, shopping, medical, other)?

Half do not use the system or haven't since they were younger. The other half were involved with the local organizations and the transit system is used frequently for shopping, social, and medical needs.

2. What is your overall impression of the Basin County Transit System (1 to 5, with 1 being poor and 5 outstanding)? For this rating please consider people served, the areas served, the bus schedules, the value of the transit system to the community, the cost of the system, the transit facilities, the bus stops, the transit vehicles, the system staff, the availability of system information, etc.

The average score was four with two fives.

3. If your overall rating in question 2 was less than outstanding, what does BTS need to do to improve your evaluation?

The comments focused on a few different areas including the following:

- a. Think strategically for the upcoming biennium; ways to plan for future funding
- b. Large headways make the system hard to use
- c. Lack of incentive to ride as there are no parking fees

4. If additional funding was made available should the focus be on adding new service areas, reducing the times between buses, improving the bus/bus stop facilities or other items?

There was variety of responses. They are listed below in frequency order:

- a. Extend service area/expanding routes – 4 responses

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- b. Reduce headway – 3 responses
 - c. Extend service times; 7 days a week, more hours per day – 1 response
5. Are there specific areas of the county that aren't being served but would benefit from transit, and why should these areas be considered?
- a. Running Y
 - b. Old Fort Road
 - c. Shieldcrest
 - d. Airport
 - e. Amtrak Station
 - f. Falcon Heights
 - g. Henly area
 - h. Shuttle hook up with BTS for:
 - i. Keno
 - ii. Merrill
 - iii. Malin
 - iv. Bonanza
 - v. Dairy
 - vi. Chemult
6. Please provide us with any other comments or suggestions that you feel should be considered as we work to improve the transit system.
- a. Many buses don't appear very full; smaller, more economical vehicles may be appropriate.
 - b. Annual passes for OIT and KCC help to maintain consciousness on the part of the younger people of the value of public transit.
 - c. Addition pass programs; possibly for the senior population, etc.
 - d. District expenses for the past two years have exceeded the district's revenue. Long term planning should recommend service adjustments that are within projected revenues. Recommendations for how the district might acquire new revenues that can be sustained over the long term should be explored.
 - e. Stable funding from local taxes really helps.
 - f. Great partner for ODOT.
 - g. Pretty good bus service for the size of the community.