

**KALAMAZOO COUNTY TRANSPORTATION AUTHORITY
POLICY STATEMENT AND IMPLEMENTING PROCEDURES**

SUBJECT: QUALITY IMPROVEMENT

SECTION NO: 1.01.00

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EFFECTIVE DATE: 2/25/08

PURPOSE/APPLICATION: The KCTA shall be guided by its mission and vision statements which calls for planning and providing public transportation services throughout Kalamazoo County. Through the utilization of the Quality Improvement Policy, the KCTA shall measure the Authority's progress in service provision and transportation planning.

POLICY STATEMENT: The KCTA shall plan and provide public transportation throughout Kalamazoo County. This includes achieving successes in each of the four components of the KCTA vision statement. In addition the KCTA shall be in compliance with those policies and procedures related to quality improvement required by its funding sources.

IMPLEMENTING PROCEDURES:

1. Develop program objectives and outcomes.
2. Develop strategies for achieving those objectives and outcomes.
3. Identify measures for those strategies.
4. Evaluate strategies on a structured and scheduled basis in order to make adjustments when necessary.
5. Identify specific steps for the implementation of the four components of the KCTA Vision.
6. Develop an ongoing review of organizational work processes.
7. Develop a KCTA Quality Improvement Plan using aforementioned six implementing procedures.

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REFERENCES:

Kalamazoo County Health and Community Services Policy Manual

APPROVAL:

KCTA Board Chair

KCTA CEO