

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

**SUBJECT: PUBLIC INPUT  
ON SERVICE**

**SECTION NO: 1.04.00**

**PAGE 1 OF 2**

**EFFECTIVE DATE: 2/25/08**

**PURPOSE/APPLICATION:** To provide opportunities for the general public to stay informed on KCTA service and policy development and to allow citizens to provide input to the KCTA Board on public transportation issues before the Board for action.

**POLICY STATEMENT:** The KCTA shall receive input, comments and feedback from the general public in a structured and accessible manner prior to initiating major changes in service or policy that would impact the public.

**IMPLEMENTING PROCEDURES:**

Notifications for upcoming changes will be published in the local newspaper 30 days prior to Board action, and will be made available on-board all vehicles in the system.

Public input will be received via written communications, e-mail, telephone or at scheduled public meetings including KCTA Board meetings.

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**REFERENCES:**

**Ann Arbor Transportation Authority**

**APPROVAL:**

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KCTA Board Chair

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KCTA CEO