

## RECREATION, TRANSIT AND COMMUNITY SERVICES

***Mission Statement:** The Recreation, Transit and Community Services Department is committed to enhancing the quality of life for Redondo Beach residents and visitors through high-quality, customer-oriented programs in the areas of recreation and cultural affairs, senior and family services, housing and public transportation.*

## RECREATION, TRANSIT AND COMMUNITY SERVICES

Adopted Budget - FY 2012-13

### Recreation, Transit and Community Services Administration

Director of Rec., Transit and Comm. Services (0.7)

Administrative Analyst (1)  
Senior Administrative Specialist (0.9)

#### Transit

Director of Rec., Transit and Comm. Services (0.2)

Transit Operations and Transit Facilities Manager (1)  
Analyst (1)  
Account Clerk (1)  
Senior Administrative Specialist (0.1)

#### Cultural and Performing Arts

Recreation Facilities Manager (1)

Technical Theater Supervisor (1)  
Recreation Supervisor (1)  
Maintenance Worker I (1)

#### Senior and Family Services

Recreation Supervisor (1)

#### Recreation Services

Recreation and Youth Services Manager (1)

Recreation Supervisor (1)  
Recreation Coordinator (3)  
Office Specialist III (2)

#### Housing Authority

Director of Rec., Transit and Comm. Services (0.1)

Housing Supervisor (1)  
Housing Specialist (2)

**SUMMARY OF PERSONNEL**  
**Adopted Budget - FY 2012-13**

**RECREATION, TRANSIT AND COMMUNITY SERVICES**

Administration

0.70	Director of Rec., Transit and Comm. Services
1.00	Administrative Analyst
<u>0.90</u>	Senior Administrative Specialist
2.60	

Housing Authority

0.10	Director of Rec., Transit and Comm. Services
1.00	Housing Supervisor
<u>2.00</u>	Housing Specialist
3.10	

Cultural and Performing Arts

1.00	Recreation Facilities Manager
1.00	Technical Theater Supervisor
1.00	Recreation Supervisor
<u>1.00</u>	Maintenance Worker I
4.00	

Transit

0.20	Director of Rec., Transit and Comm. Services
1.00	Transit Operations and Transit Facilities Manager
1.00	Analyst
1.00	Account Clerk
<u>0.10</u>	Senior Administrative Specialist
3.30	

Recreation Services

1.00	Recreation and Youth Services Manager
1.00	Recreation Supervisor
3.00	Recreation Coordinator
<u>2.00</u>	Office Specialist III
7.00	

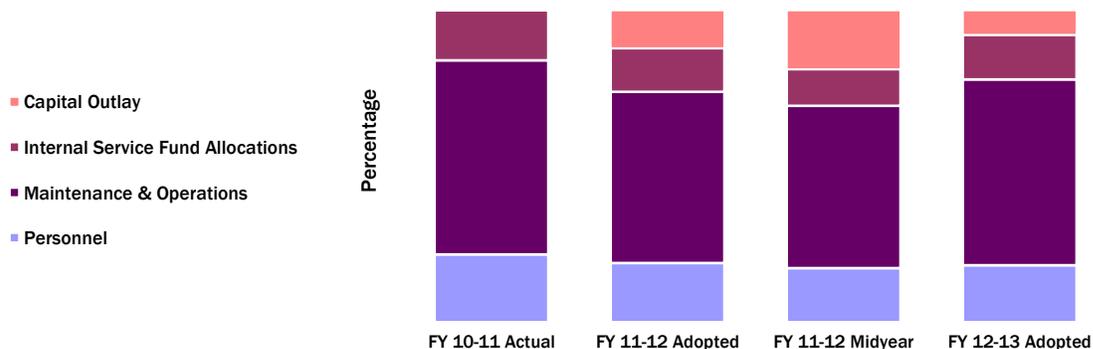
Senior and Family Services

<u>1.00</u>	Recreation Supervisor
1.00	

**TOTAL PERSONNEL: 21.00**

## RECREATION, TRANSIT AND COMMUNITY SERVICES

<i>Operating Expenses</i>	FY 10-11 Actual	FY 11-12 Adopted	FY 11-12 Midyear	FY 12-13 Adopted	Increase/ Decrease	
Personnel	3,570,712	3,576,046	3,575,590	3,061,270	(514,320)	(14%)
Maintenance & Operations	10,196,381	10,344,492	10,769,412	9,982,022	(787,390)	(7%)
Internal Service Fund Allocations	2,624,181	2,624,181	2,407,296	2,392,983	(14,313)	(1%)
Capital Outlay	-	2,282,200	3,902,297	1,305,000	(2,597,297)	(67%)
<b>TOTAL</b>	<b>16,391,274</b>	<b>18,826,919</b>	<b>20,654,595</b>	<b>16,741,275</b>	<b>(3,913,320)</b>	<b>(19%)</b>



<i>Funding Sources</i>	FY 10-11 Actual	FY 11-12 Adopted	FY 11-12 Midyear	FY 12-13 Adopted	Increase/ Decrease	
General Fund	5,461,619	5,102,222	5,193,167	5,240,849	47,682	1%
Proposition C	661	661	535	535	-	0%
Transit	3,102,331	3,643,449	3,818,415	3,717,496	(100,919)	(3%)
Air Quality Improvement	71,569	231,400	231,014	65,314	(165,700)	(72%)
Intergovernmental Grants	38,280	1,845,760	3,343,108	1,049,334	(2,293,774)	(69%)
Community Develop Block Grant	330,432	379,266	425,440	143,219	(282,221)	(66%)
Housing Authority	6,521,895	6,128,360	6,155,299	6,065,130	(90,169)	(1%)
Harbor Tidelands	422,371	515,402	541,045	459,398	(81,647)	(15%)
Harbor Uplands	-	23,550	23,550	-	(23,550)	(100%)
Redevelopment Agency	442,116	956,849	923,022	-	(923,022)	(100%)
<b>TOTAL</b>	<b>16,391,274</b>	<b>18,826,919</b>	<b>20,654,595</b>	<b>16,741,275</b>	<b>(3,913,320)</b>	<b>(19%)</b>

## RECREATION, TRANSIT AND COMMUNITY SERVICES ADMINISTRATION

**Purpose:** To provide leadership and accountable direction to the Department's Recreation Services, Senior and Family Services, Cultural and Performing Arts, Transit, Housing Authority, and Community Development Block Grant Divisions - - cumulatively comprised of 22 full-time positions, approximately 142 part-time positions, and numerous contract employees providing high quality, cost effective programs and service to enhance the quality of the life of Redondo Beach residents and visitors.

<i>Operating Expenses</i>	FY 10-11	FY 11-12	FY 11-12	FY 12-13	Increase/ Decrease	
	Actual	Adopted	Midyear	Adopted		
Personnel	373,499	285,592	319,524	331,704	12,180	4%
Maintenance & Operations	76,453	83,634	122,024	83,634	(38,390)	(31%)
Internal Service Fund Allocations	76,789	76,789	63,128	61,489	(1,639)	(3%)
Capital Outlay	-	-	-	-	-	0%
<b>TOTAL</b>	<b>526,741</b>	<b>446,015</b>	<b>504,676</b>	<b>476,827</b>	<b>(27,849)</b>	<b>(6%)</b>

<i>Funding Sources</i>	FY 10-11	FY 11-12	FY 11-12	FY 12-13	Increase/ Decrease	
	Actual	Adopted	Midyear	Adopted		
General Fund	526,741	346,837	457,576	476,827	19,251	4%
Harbor Tidelands	-	23,550	23,550	-	(23,550)	(100%)
Harbor Uplands	-	23,550	23,550	-	(23,550)	(100%)
Redevelopment Agency	-	52,078	-	-	-	0%
<b>TOTAL</b>	<b>526,741</b>	<b>446,015</b>	<b>504,676</b>	<b>476,827</b>	<b>(27,849)</b>	<b>(6%)</b>

## RECREATION, TRANSIT AND COMMUNITY SERVICES

### RECREATION SERVICES

**Purpose:** To manage the operation of the Alta Vista Tennis Complex, Aviation Park gymnasium and track and field, Wilderness Park, Artesia Center, Senior Centers, Veteran's Park Community Center, Teen Center, Seaside Lagoon, the After-School and Summer Camp Playground programs, Breakwater Camp and adult sports leagues, and to provide a variety of quality and innovative user-pay programs, classes, venues, and activities for Redondo Beach residents to improve the livability of the City's neighborhoods, provide positive activities for the youth of the community, and promote the community's health and quality of life.

<i>Operating Expenses</i>	FY 10-11	FY 11-12	FY 11-12	FY 12-13	Increase/ Decrease	
	Actual	Adopted	Midyear	Adopted		
Personnel	1,342,618	1,287,863	1,310,765	1,266,351	(44,414)	(3%)
Maintenance & Operations	1,009,564	840,641	925,466	880,941	(44,525)	(5%)
Internal Service Fund Allocations	1,228,731	1,228,731	1,173,220	1,169,014	(4,206)	0%
Capital Outlay	-	-	-	-	-	0%
<b>TOTAL</b>	<b>3,580,913</b>	<b>3,357,235</b>	<b>3,409,451</b>	<b>3,316,306</b>	<b>(93,145)</b>	<b>(3%)</b>

<i>Funding Sources</i>	FY 10-11	FY 11-12	FY 11-12	FY 12-13	Increase/ Decrease	
	Actual	Adopted	Midyear	Adopted		
General Fund	3,132,489	2,865,383	2,871,956	2,856,908	(15,048)	(1%)
Intergovernmental Grants	26,053	-	20,000	-	(20,000)	(100%)
Harbor Tidelands	422,371	491,852	517,495	459,398	(58,097)	(11%)
<b>TOTAL</b>	<b>3,580,913</b>	<b>3,357,235</b>	<b>3,409,451</b>	<b>3,316,306</b>	<b>(93,145)</b>	<b>(3%)</b>

## RECREATION, TRANSIT AND COMMUNITY SERVICES CULTURAL AND PERFORMING ARTS

**Purpose:** To operate and manage rentals at the City's 1,457 seat Performing Arts Center, manage rentals at Heritage Court, manage inventory, tours and public viewing hours at the Historical Museum, provide the annual Summer Drama Camp and the Outdoor Family Classic Film Series, administer the City's Public Art Program and Path of History programs, manage the City's weekly Farmer's Market, manage the City's Street Banners Program, provide liason services to the Public Art Commission and the Historical Commission and administer the City's annual City Coin Program. Provide representation at various culturally oriented community groups such as the Redondo Beach Art Group, Friends of Redondo Beach Arts and Hands on Art. Increase and enhance the variety and quality of the community's cultural events and activities to improve the livability of the City's neighborhoods.

<i>Operating Expenses</i>	FY 10-11	FY 11-12	FY 11-12	FY 12-13	Increase/ Decrease	
	Actual	Adopted	Midyear	Adopted		
Personnel	597,058	580,691	580,027	586,261	6,234	1%
Maintenance & Operations	82,168	168,032	203,982	167,178	(36,804)	(18%)
Internal Service Fund Allocations	663,399	663,399	607,764	605,579	(2,185)	0%
Capital Outlay	-	-	-	-	-	0%
<b>TOTAL</b>	<b>1,342,625</b>	<b>1,412,122</b>	<b>1,391,773</b>	<b>1,359,018</b>	<b>(32,755)</b>	<b>(2%)</b>

<i>Funding Sources</i>	FY 10-11	FY 11-12	FY 11-12	FY 12-13	Increase/ Decrease	
	Actual	Adopted	Midyear	Adopted		
General Fund	1,342,625	1,412,122	1,391,773	1,359,018	(32,755)	(2%)
<b>TOTAL</b>	<b>1,342,625</b>	<b>1,412,122</b>	<b>1,391,773</b>	<b>1,359,018</b>	<b>(32,755)</b>	<b>(2%)</b>

## RECREATION, TRANSIT AND COMMUNITY SERVICES SENIOR AND FAMILY SERVICES

**Purpose:** To provide programs, services, information, referrals, and recreational activities for the community's expanding senior and adult disabled population that promote physical and mental health and enhance the livability of Redondo Beach neighborhoods.

<i>Operating Expenses</i>	FY 10-11	FY 11-12	FY 11-12	FY 12-13	Increase/ Decrease	
	Actual	Adopted	Midyear	Adopted		
Personnel	182,993	175,150	175,150	184,774	9,624	5%
Maintenance & Operations	58,156	80,520	81,870	66,520	(15,350)	(19%)
Internal Service Fund Allocations	207,639	207,639	193,691	193,145	(546)	0%
Capital Outlay	-	-	-	-	-	0%
<b>TOTAL</b>	<b>448,788</b>	<b>463,309</b>	<b>450,711</b>	<b>444,439</b>	<b>(6,272)</b>	<b>(1%)</b>

<i>Funding Sources</i>	FY 10-11	FY 11-12	FY 11-12	FY 12-13	Increase/ Decrease	
	Actual	Adopted	Midyear	Adopted		
General Fund	448,788	463,309	450,711	444,439	(6,272)	(1%)
<b>TOTAL</b>	<b>448,788</b>	<b>463,309</b>	<b>450,711</b>	<b>444,439</b>	<b>(6,272)</b>	<b>(1%)</b>

## RECREATION, TRANSIT AND COMMUNITY SERVICES HOUSING AUTHORITY

**Purpose:** To provide rent subsidies to low income individuals and families so they may reside in affordable, decent, safe and sanitary housing, and to direct interested members of the public to the City's contract fair housing agency so that the City's renters and property managers may receive information and assistance pertaining to landlord/tenant laws, ultimately improving the City's attractiveness and livability of neighborhoods.

<i>Operating Expenses</i>	FY 10-11 Actual	FY 11-12 Adopted	FY 11-12 Midyear	FY 12-13 Adopted	Increase/ Decrease	
Personnel	433,754	558,547	524,615	290,680	(233,935)	(45%)
Maintenance & Operations	6,099,449	5,627,800	5,685,255	5,627,800	(57,455)	(1%)
Internal Service Fund Allocations	133,268	133,268	149,382	146,650	(2,732)	(2%)
Capital Outlay	-	-	-	-	-	0%
<b>TOTAL</b>	<b>6,666,471</b>	<b>6,319,615</b>	<b>6,359,252</b>	<b>6,065,130</b>	<b>(294,122)</b>	<b>(5%)</b>

<i>Funding Sources</i>	FY 10-11 Actual	FY 11-12 Adopted	FY 11-12 Midyear	FY 12-13 Adopted	Increase/ Decrease	
Housing Authority	6,521,895	6,128,360	6,155,299	6,065,130	(90,169)	(1%)
Redevelopment Agency	144,576	191,255	203,953	-	(203,953)	(100%)
<b>TOTAL</b>	<b>6,666,471</b>	<b>6,319,615</b>	<b>6,359,252</b>	<b>6,065,130</b>	<b>(294,122)</b>	<b>(5%)</b>

## RECREATION, TRANSIT AND COMMUNITY SERVICES COMMUNITY DEVELOPMENT BLOCK GRANT (CDBG)

**Purpose:** To provide resources and services to qualifying low income homeowners via the Mobility Access and Emergency Repair Programs, and to other individuals in need via Public Service Program funding,

<i>Operating Expenses</i>	FY 10-11 Actual	FY 11-12 Adopted	FY 11-12 Midyear	FY 12-13 Adopted	Increase/ Decrease
Personnel	282,952	305,335	282,642	-	(282,642) (100%)
Maintenance & Operations	247,708	690,135	778,269	143,219	(635,050) (82%)
Internal Service Fund Allocations	97,312	97,312	90,760	89,503	(1,257) (1%)
Capital Outlay	-	-	-	-	- 0%
<b>TOTAL</b>	<b>627,972</b>	<b>1,092,782</b>	<b>1,151,671</b>	<b>232,722</b>	<b>(918,949) (80%)</b>

<i>Funding Sources</i>	FY 10-11 Actual	FY 11-12 Adopted	FY 11-12 Midyear	FY 12-13 Adopted	Increase/ Decrease
General Fund	-	-	7,162	89,503	82,341 1150%
Community Develop Block Grant	330,432	379,266	425,440	143,219	(282,221) (66%)
Redevelopment Agency	297,540	713,516	719,069	-	(719,069) (100%)
<b>TOTAL</b>	<b>627,972</b>	<b>1,092,782</b>	<b>1,151,671</b>	<b>232,722</b>	<b>(918,949) (80%)</b>

## RECREATION, TRANSIT AND COMMUNITY SERVICES TRANSIT

**Purpose:** To provide safe, efficient and cost effective transportation programs to Redondo Beach residents and visitors, and to promote environmentally-friendly, congestion-mitigating transportation alternatives to enhance the quality of life in the region. To plan, organize and administer the City's Taxi Franchise, Beach Cities Transit and WAVE Dial-A-Ride services, Air Quality Management District improvement programs, Bus Pass Subsidy Program and the Employee Rideshare Program.

<i>Operating Expenses</i>	FY 10-11 Actual	FY 11-12 Adopted	FY 11-12 Midyear	FY 12-13 Adopted	Increase/ Decrease	
Personnel	357,838	382,868	382,867	401,500	18,633	5%
Maintenance & Operations	2,622,883	2,853,730	2,972,546	3,012,730	40,184	1%
Internal Service Fund Allocations	217,043	217,043	129,351	127,603	(1,748)	(1%)
Capital Outlay	-	2,282,200	3,902,297	1,305,000	(2,597,297)	(67%)
<b>TOTAL</b>	<b>3,197,764</b>	<b>5,735,841</b>	<b>7,387,061</b>	<b>4,846,833</b>	<b>(2,540,228)</b>	<b>(34%)</b>

<i>Funding Sources</i>	FY 10-11 Actual	FY 11-12 Adopted	FY 11-12 Midyear	FY 12-13 Adopted	Increase/ Decrease	
General Fund	10,976	14,571	13,989	14,154	165	1%
Proposition C	661	661	535	535	-	0%
Transit	3,102,331	3,643,449	3,818,415	3,717,496	(100,919)	(3%)
Air Quality Improvement	71,569	231,400	231,014	65,314	(165,700)	(72%)
Intergovernmental Grants	12,227	1,845,760	3,323,108	1,049,334	(2,273,774)	(68%)
<b>TOTAL</b>	<b>3,197,764</b>	<b>5,735,841</b>	<b>7,387,061</b>	<b>4,846,833</b>	<b>(2,540,228)</b>	<b>(34%)</b>

## RECREATION, TRANSIT AND COMMUNITY SERVICES

### Core Service Activities

Adopted	FY 2011-12	(94%)	Total Staff Hours:	44,845
Adopted	FY 2012-13	(91%)	Total Staff Hours:	41,850

#### General

- Provide staff liaisons to the Redondo Beach Housing Authority, the Recreation and Parks, Historical, Youth, and Public Art Commissions.
- Implement Vitality City principles and practices throughout the department's services and program offerings.
- Coordinate review of Signature Events (Super Bowl 10K Run/Walk, Lobster Festival, Spring Fest Carnival, Riviera Village Summer Festival, Riviera Village Holiday Stroll, the Fourth of July Fireworks) and evaluate/review other special event applications on a case by case basis throughout the year.
- Produce quarterly City newsletters/program brochures that are high quality and informative.
- Produce a monthly E-Zine highlighting the Recreation and Community Services Department's upcoming events and activities and send it to our established resident database.

#### Recreation

- Operate 17 community recreation and cultural facilities.
- Provide recreation programs, camps, and classes to 12,000 registered youth and adult participants.
- Operate an after school program that serves 320 students per year.
- Serve as liaison to 8 local youth sports organizations and assist in the annual coordination of field space and other City support needs.
- Schedule and manage the Seaside Lagoon's summer swim program and the 95 special events that occur at the facility throughout the year.

#### Senior and Family Services

- Plan and organize senior programs and services (including an annual Health Fair) for 41,000 senior citizen and adult-disabled participants annually at the City's 3 senior centers through the coordination of 130 volunteers.
- Provide counter and referral assistance to 16,000 senior and adult-disabled citizens.
- Coordinate and manage the senior lunch program in conjunction with local community partners to provide 7,300 lunches each year.

## RECREATION, TRANSIT AND COMMUNITY SERVICES

### Cultural and Performing Arts

- Manage the Redondo Beach Performing Arts Center and serve 57 clients who lease the facility for 271 days each year and provide 180 performances, presentations, and/or meetings hosting 500,000 clients and patrons per year.
- Host 12 visual art exhibitions at the Redondo Beach Performing Arts Center.
- Continue to evaluate potential corporate and individual naming rights/sponsorship agreements for the Performing Arts Center.
- Coordinate the design contest and production of the annual City coin.
- Serve as liaison to a variety of community based cultural arts organizations.
- Provide 4 outdoor Family Classic Film Festival Series showings.
- Manage the City's Street Banner Program.
- Administer the City's Public Art Program.
- Manage the inventory and operation of the Historical Museum.
- Administer the Thursday Farmers Market and coordinate 34 vendors per week.
- Manage the City's Path of History Program.
- Coordinate the annual Memorial Day and Veterans Day Ceremonies with community based organizations.

### Housing

- Administer the City's Section 8 Housing program and provide rental assistance to approximately 545 households each month.
- Provide timely reports to the U.S. Department of Housing and Urban Development in fulfillment of applicable federal regulations.
- Direct interested members of the public to the City's contracted fair housing agency for issues involving landlord/tenant laws.

### Community Development Block Grant (CDBG)

- Manage consultant contract for CDBG mobility access and emergency repair projects for 15 low-income homeowners.
- Coordinate the annual Public Service Agency Funding Program.
- Prepare annual CDBG Action Plan.

## RECREATION, TRANSIT AND COMMUNITY SERVICES

### Transit

- Issue approximately 5,000 Metro and BCT bus passes and WAVE applications from students, disabled, seniors and the general public.
- Manage vendor contract with Transportation Concepts for the operation of Beach City Transit and WAVE services, serving approximately 400,000 public transportation customers.
- Manage the City's taxi franchise with 4 operators and 160 cabs.
- Manage and monitor Transit funding sources, amounting to over \$3 million in annual revenue.
- Manage and implement programs related to Federal Transit Administration regulations.
- Attend a minimum of 70 meetings with Metro, Council of Governments, Federal, State, County and local agencies, and professional affiliations.
- Maintain and update BCT web pages, brochures and public information, and periodically include articles in the quarterly City newsletter providing public transit information.
- Verify and process all vendor invoices through the MUNIS financial system.
- Conduct random maintenance inspections of all bus stop amenities to verify they are maintained in clean and safe condition.
- Manage 6 professional services contracts for Transit support and administrative services.
- Manage qualification process for City's Rideshare program (40 participants) and Bike-To-Work Day event.
- Coordinate BCT presence and participation at the 3-day RUHS Back To School event.

### Key Projects and Assignments

**Adopted FY 2011-12 (4%)**

**Total Staff Hours: 2,000**

**Adopted FY 2012-13 (7%)**

**Total Staff Hours: 2,990**

- |   | <b>Hours</b> |
|---|--------------|
| ▪ Implement the professional service contract to administer CDBG funded programs during FY 2012-13.   | 50           |
| ▪ Continue to update the Recreation User Pay and Senior Services programs to align offerings with contemporary participant interests by October 2012. | 100          |
| ▪ Work with Beach Cities Health District to implement Phase 2 of the Blue Zones Vitality Cities Program by June 2013.                                 | 100          |
| ▪ Issue RFP and conduct negotiations leading to a multi-year concession contract for operation of the Veterans Park Community Center by January 2013. | 150          |
| ▪ Assist with coordination of the Events Plaza project at Veterans Park working with Leadership Redondo and the Engineering Department by June 2013.  | 150          |

## RECREATION, TRANSIT AND COMMUNITY SERVICES

▪ Update the department's Emergency Operations Plan and facilitate a half-day class in care and shelter management for department staff through the American Red Cross or other qualified agency by September 2012.	40
▪ Complete the Public Art Location Plan and present to the City Council by July 2012.	40
▪ Coordinate the capital projects for park, recreation, and cultural facilities that receive FY 2012-13 appropriations and/or volunteer funding and support by June 2013.	250
▪ Working with the Public Works Department and interns, develop draft master plans for Veterans Park and Perry Park by October 2012.	150
▪ Complete analysis and implement the physical relocation of all or part of transit staff to RCS offices at 1922 Artesia Boulevard by August 2012.	80
▪ Evaluate current method of sales/distribution of Metro and BCT bus passes and WAVE applications by September 1, 2012.	80
▪ Collaborate with Engineering and Public Works to initiate Transit-related Capital Improvement Projects by June 2013 and complete within specified project duration.	180
▪ Coordinate and perform project and financial management of transit center construction.	200
▪ Prepare and issue Request for Proposals for transit center security services by October 2012, and implement new services by June 2013.	150
▪ Oversee and assist with the completion of annual AQMD Ridership reports by October 2012 and annual AQMD AB2766 fund reports by February 2013.	200
▪ Coordinate and implement local marketing and promotion activities for BCT and WAVE transportation services with beach cities and business groups, including updating BCT/WAVE graphic design for public information, brochures and maps, by June 2013.	350
▪ Purchase 3 replacement buses for fixed route services by December 2012.	120
▪ Coordinate and implement BCT service changes by August 2012.	200
▪ Coordinate and implement BCT bus annunciator systems on fixed route buses by August 2012.	100
▪ Develop and coordinate installation of new BCT regional transit maps and bus signage by October 2012.	200
▪ Consider implementation of taxi franchise regulation changes by June 2013.	100

## RECREATION, TRANSIT AND COMMUNITY SERVICES

### Customer Service and Referrals

Adopted	FY 2011-12	(2%)	Total Staff Hours:	995
Adopted	FY 2012-13	(2%)	Total Staff Hours:	920

- Respond within a 24 hour period to at least 95% of the RBPAC's more than 1,000 non-client phone queries each year.
- Conduct customer service surveys and achieve a 90% satisfaction rating or better for all recreation and cultural services programs
- Respond within 2 to 3 business days to all inquiries sent through the Comcate "Customer Service Center" system.
- Provide at least 10 hours of relevant training to Transit staff, including customer service skills, and BCT scheduling and webpage mapping systems.
- Respond within 24 hours to transportation-related customer service inquiries; verify contractors' responses to inquiries, as applicable.
- Process and return BCT and WAVE applications from the public within 10 business days.