

## 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 2013-14

### 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

Cultural Arts Manager (1)

Technical Theater 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 2013-14**

**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	Cultural Arts Manager
1.00	Technical Theater Supervisor
<u>1.00</u>	Maintenance Worker I
3.00	

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	

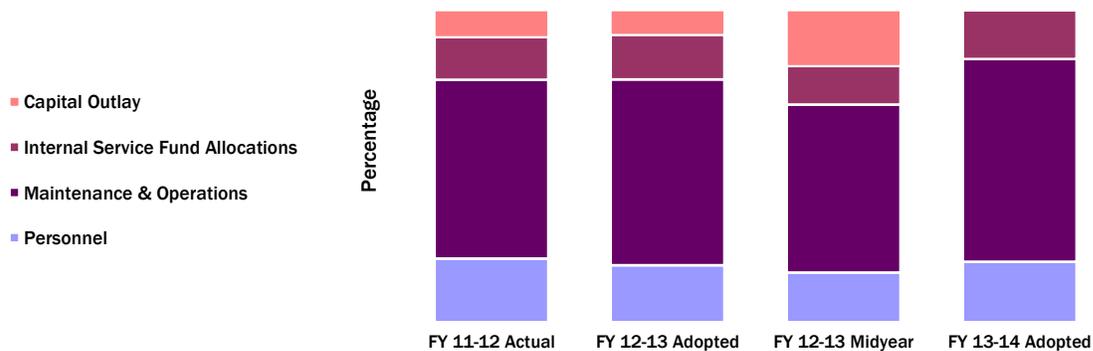
Senior and Family Services

<u>1.00</u>	Recreation Supervisor
1.00	

**TOTAL PERSONNEL: 20.00**

## RECREATION, TRANSIT AND COMMUNITY SERVICES

<i>Operating Expenses</i>	FY 11-12 Actual	FY 12-13 Adopted	FY 12-13 Midyear	FY 13-14 Adopted	Increase/ Decrease	
Personnel	3,600,179	3,061,270	3,063,654	2,965,807	(97,847)	(3%)
Maintenance & Operations	10,143,786	9,982,022	10,396,134	9,956,399	(439,735)	(4%)
Internal Service Fund Allocations	2,408,041	2,392,983	2,386,590	2,386,590	-	0%
Capital Outlay	1,515,280	1,305,000	3,442,506	-	(3,442,506)	(100%)
<b>TOTAL</b>	<b>17,667,286</b>	<b>16,741,275</b>	<b>19,288,884</b>	<b>15,308,796</b>	<b>(3,980,088)</b>	<b>(21%)</b>



<i>Funding Sources</i>	FY 11-12 Actual	FY 12-13 Adopted	FY 12-13 Midyear	FY 13-14 Adopted	Increase/ Decrease	
General Fund	5,291,269	5,240,849	5,233,836	5,044,844	(188,992)	(4%)
Proposition C	535	535	589	589	-	0%
Air Quality Improvement	61,316	65,314	229,160	68,318	(160,842)	(70%)
Intergovernmental Grants	1,495,031	1,049,334	2,784,339	-	(2,784,339)	(100%)
Community Develop Block Grant	258,140	143,219	145,864	129,902	(15,962)	(11%)
Housing Authority	6,667,785	6,065,130	6,092,308	6,089,578	(2,730)	0%
Harbor Tidelands	431,056	459,398	560,600	466,329	(94,271)	(17%)
Transit	3,113,078	3,717,496	4,242,188	3,509,236	(732,952)	(17%)
Redevelopment Agency	349,076	-	-	-	-	0%
<b>TOTAL</b>	<b>17,667,286</b>	<b>16,741,275</b>	<b>19,288,884</b>	<b>15,308,796</b>	<b>(3,980,088)</b>	<b>(21%)</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, and Community Development Block Grant Divisions - - cumulatively comprised of 21 full-time positions, approximately 140 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 11-12 Actual	FY 12-13 Adopted	FY 12-13 Midyear	FY 13-14 Adopted	Increase/ Decrease	
Personnel	397,166	331,704	332,050	336,985	4,935	1%
Maintenance & Operations	80,947	83,634	122,174	89,134	(33,040)	(27%)
Internal Service Fund Allocations	62,113	61,489	36,356	36,356	-	0%
Capital Outlay	-	-	-	-	-	0%
<b>TOTAL</b>	<b>540,226</b>	<b>476,827</b>	<b>490,580</b>	<b>462,475</b>	<b>(28,105)</b>	<b>(6%)</b>

<i>Funding Sources</i>	FY 11-12 Actual	FY 12-13 Adopted	FY 12-13 Midyear	FY 13-14 Adopted	Increase/ Decrease	
General Fund	540,226	476,827	490,580	462,475	(28,105)	(6%)
<b>TOTAL</b>	<b>540,226</b>	<b>476,827</b>	<b>490,580</b>	<b>462,475</b>	<b>(28,105)</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 11-12 Actual	FY 12-13 Adopted	FY 12-13 Midyear	FY 13-14 Adopted	Increase/ Decrease	
Personnel	1,332,030	1,266,351	1,267,080	1,268,460	1,380	0%
Maintenance & Operations	846,404	880,941	1,024,738	893,441	(131,297)	(13%)
Internal Service Fund Allocations	1,173,220	1,169,014	1,113,305	1,113,305	-	0%
Capital Outlay	-	-	-	-	-	0%
<b>TOTAL</b>	<b>3,351,654</b>	<b>3,316,306</b>	<b>3,405,123</b>	<b>3,275,206</b>	<b>(129,917)</b>	<b>(4%)</b>

<i>Funding Sources</i>	FY 11-12 Actual	FY 12-13 Adopted	FY 12-13 Midyear	FY 13-14 Adopted	Increase/ Decrease	
General Fund	2,900,848	2,856,908	2,819,523	2,808,877	(10,646)	0%
Intergovernmental Grants	19,750	-	25,000	-	(25,000)	(100%)
Harbor Tidelands	431,056	459,398	560,600	466,329	(94,271)	(17%)
<b>TOTAL</b>	<b>3,351,654</b>	<b>3,316,306</b>	<b>3,405,123</b>	<b>3,275,206</b>	<b>(129,917)</b>	<b>(4%)</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 User Pay Program and the Outdoor Family Classic Film Series, administer the City's Public Art Program, manage the City's weekly Farmer's Market, manage the City's Street Banners Program, coordinate the Memorial Day and Veterans Day ceremonies, provide liaison 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, enhance and support 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 11-12 Actual	FY 12-13 Adopted	FY 12-13 Midyear	FY 13-14 Adopted	Increase/ Decrease	
Personnel	649,578	586,261	586,853	485,677	(101,176)	(17%)
Maintenance & Operations	89,856	167,178	195,408	141,872	(53,536)	(27%)
Internal Service Fund Allocations	607,764	605,579	554,025	554,025	-	0%
Capital Outlay	-	-	-	-	-	0%
<b>TOTAL</b>	<b>1,347,198</b>	<b>1,359,018</b>	<b>1,336,286</b>	<b>1,181,574</b>	<b>(154,712)</b>	<b>(12%)</b>

<i>Funding Sources</i>	FY 11-12 Actual	FY 12-13 Adopted	FY 12-13 Midyear	FY 13-14 Adopted	Increase/ Decrease	
General Fund	1,347,198	1,359,018	1,336,286	1,181,574	(154,712)	(12%)
<b>TOTAL</b>	<b>1,347,198</b>	<b>1,359,018</b>	<b>1,336,286</b>	<b>1,181,574</b>	<b>(154,712)</b>	<b>(12%)</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 11-12 Actual	FY 12-13 Adopted	FY 12-13 Midyear	FY 13-14 Adopted	Increase/ Decrease	
Personnel	200,242	184,774	184,846	190,696	5,850	3%
Maintenance & Operations	57,414	66,520	67,870	66,520	(1,350)	(2%)
Internal Service Fund Allocations	193,691	193,145	184,719	184,719	-	0%
Capital Outlay	-	-	-	-	-	0%
<b>TOTAL</b>	<b>451,347</b>	<b>444,439</b>	<b>437,435</b>	<b>441,935</b>	<b>4,500</b>	<b>1%</b>

<i>Funding Sources</i>	FY 11-12 Actual	FY 12-13 Adopted	FY 12-13 Midyear	FY 13-14 Adopted	Increase/ Decrease	
General Fund	451,347	444,439	437,435	441,935	4,500	1%
<b>TOTAL</b>	<b>451,347</b>	<b>444,439</b>	<b>437,435</b>	<b>441,935</b>	<b>4,500</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 contracted 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 11-12 Actual	FY 12-13 Adopted	FY 12-13 Midyear	FY 13-14 Adopted	Increase/ Decrease	
Personnel	447,585	290,680	290,947	288,217	(2,730)	(1%)
Maintenance & Operations	6,151,366	5,627,800	5,627,800	5,627,800	-	0%
Internal Service Fund Allocations	150,398	146,650	173,561	173,561	-	0%
Capital Outlay	-	-	-	-	-	0%
<b>TOTAL</b>	<b>6,749,349</b>	<b>6,065,130</b>	<b>6,092,308</b>	<b>6,089,578</b>	<b>(2,730)</b>	<b>0%</b>

<i>Funding Sources</i>	FY 11-12 Actual	FY 12-13 Adopted	FY 12-13 Midyear	FY 13-14 Adopted	Increase/ Decrease	
Housing Authority	6,667,785	6,065,130	6,092,308	6,089,578	(2,730)	0%
Redevelopment Agency	81,564	-	-	-	-	0%
<b>TOTAL</b>	<b>6,749,349</b>	<b>6,065,130</b>	<b>6,092,308</b>	<b>6,089,578</b>	<b>(2,730)</b>	<b>0%</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 11-12 Actual	FY 12-13 Adopted	FY 12-13 Midyear	FY 13-14 Adopted	Increase/ Decrease	
Personnel	192,517	-	-	-	-	0%
Maintenance & Operations	286,002	143,219	145,864	129,902	(15,962)	(11%)
Internal Service Fund Allocations	91,504	89,503	135,790	135,790	-	0%
Capital Outlay	-	-	-	-	-	0%
<b>TOTAL</b>	<b>570,023</b>	<b>232,722</b>	<b>281,654</b>	<b>265,692</b>	<b>(15,962)</b>	<b>(6%)</b>

<i>Funding Sources</i>	FY 11-12 Actual	FY 12-13 Adopted	FY 12-13 Midyear	FY 13-14 Adopted	Increase/ Decrease	
General Fund	44,371	89,503	135,790	135,790	-	0%
Community Develop Block Grant	258,140	143,219	145,864	129,902	(15,962)	(11%)
Redevelopment Agency	267,512	-	-	-	-	0%
<b>TOTAL</b>	<b>570,023</b>	<b>232,722</b>	<b>281,654</b>	<b>265,692</b>	<b>(15,962)</b>	<b>(6%)</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 11-12 Actual	FY 12-13 Adopted	FY 12-13 Midyear	FY 13-14 Adopted	Increase/ Decrease	
Personnel	381,061	401,500	401,878	395,772	(6,106)	(2%)
Maintenance & Operations	2,631,797	3,012,730	3,212,280	3,007,730	(204,550)	(6%)
Internal Service Fund Allocations	129,351	127,603	188,834	188,834	-	0%
Capital Outlay	1,515,280	1,305,000	3,442,506	-	(3,442,506)	(100%)
<b>TOTAL</b>	<b>4,657,489</b>	<b>4,846,833</b>	<b>7,245,498</b>	<b>3,592,336</b>	<b>(3,653,162)</b>	<b>(50%)</b>

<i>Funding Sources</i>	FY 11-12 Actual	FY 12-13 Adopted	FY 12-13 Midyear	FY 13-14 Adopted	Increase/ Decrease	
General Fund	7,279	14,154	14,222	14,193	(29)	0%
Proposition C	535	535	589	589	-	0%
Air Quality Improvement	61,316	65,314	229,160	68,318	(160,842)	(70%)
Intergovernmental Grants	1,475,281	1,049,334	2,759,339	-	(2,759,339)	(100%)
Transit	3,113,078	3,717,496	4,242,188	3,509,236	(732,952)	(17%)
<b>TOTAL</b>	<b>4,657,489</b>	<b>4,846,833</b>	<b>7,245,498</b>	<b>3,592,336</b>	<b>(3,653,162)</b>	<b>(50%)</b>

## RECREATION, TRANSIT AND COMMUNITY SERVICES

### Core Service Activities

Adopted	FY 2012-13	(91%)	Total Staff Hours:	41,850
Adopted	FY 2013-14	(91%)	Total Staff Hours:	39,580

#### 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, Transit 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 350 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 65 clients who lease the facility for 275 days each year and provide 182 performances, presentations, and/or meetings hosting 500,000 clients and patrons per year.
- Host periodic visual art exhibitions within the events schedule of 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 4-5 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 Authority

- Administer the City's Section 8 Housing program and provide rental assistance to approximately 530 households each month within the constraints of sequestration funding reductions from the federal government.
- 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 low-income homeowners within the constraints of sequestration funding reductions from the federal government.
- 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

<b>Adopted</b>	<b>FY 2012-13</b>	<b>(7%)</b>	<b>Total Staff Hours:</b>	<b>2,990</b>
<b>Adopted</b>	<b>FY 2013-14</b>	<b>(7%)</b>	<b>Total Staff Hours:</b>	<b>3,220</b>

- |                                                                                                                                                                                                          | <b>Hours</b> |
|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------|
| ▪ Monitor communications from Federal agencies for updated information on the effects of sequestration during FY 2013-14.                                                                                | 150          |
| ▪ Evaluate options for a web-based registration and reservation systems for recreation classes and facility rentals in preparation for implementation in FY 2014-15.                                     | 200          |
| ▪ Continue to update the Recreation User Pay and Senior Services programs to align offerings with contemporary participant interests by October 2013.                                                    | 100          |
| ▪ Work with Beach Cities Health District for continued implementation of the Blue Zones Vitality Cities Program by June 2014.                                                                            | 100          |
| ▪ Assist with coordination of a modified Events Plaza project at Veterans Park working with the Redondo Beach Chamber of Commerce, Leadership Redondo, and the Public Works Department by December 2013. | 250          |

## 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 2013.	40
▪ Complete the Public Art Location Plan and present to the City Council by July 2013.	40
▪ Coordinate the capital projects for park, recreation, and cultural facilities that receive FY 2013-14 appropriations and/or volunteer funding and support by June 2014.	250
▪ Working with the Public Works Department, develop a draft master plan for Veterans Park by October 2013.	150
▪ Complete the physical relocation of Transit staff to RTCS offices at 1922 Artesia Boulevard by August 2013.	80
▪ Modify the current method of sales/distribution of Metro and BCT bus passes and WAVE applications by July 2013 to reflect Transit’s relocation to RTCS offices at 1922 Artesia Boulevard.	80
▪ Collaborate with Public Works to initiate Transit-related capital improvement projects and complete within specified project duration through June 2014.	180
▪ Coordinate and perform project and financial management of Transit Center construction through June 2014.	200
▪ Prepare and issue request for proposals for Transit Center security services and implement new services upon completion of the Transit Center project by March 2014.	150
▪ Oversee and assist with the completion of annual AQMD ridership reports by October 2013 and annual AQMD AB2766 fund reports by February 2014.	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 2014.	350
▪ Develop and coordinate installation of new BCT regional transit maps and bus signage by October 2013.	200
▪ Coordinate the implementation of an electronic fare system consistent with the Metro TAP program pursuant to Metro’s countywide schedule by June 2014.	100
▪ Coordinate with Transit, Engineering and Public Works for the installation of the “Gate Wave” public artwork at the new Transit Center by June 2014.	100
▪ Work to ensure that Federal, State and local transit funds are utilized in compliance with applicable regulations prior to and during construction of the Transit Center by June 2014.	120
▪ Coordinate with Engineering and Planning for the installation of a public artwork at the new Greenstreet Redondo Beach commercial development by February 2014.	60
▪ Coordinate with Public Works for the installation of mosaic panels on all bollards located at the Esplanade Improvement Project by January 2014.	20
▪ Increase the number of music theater performances by 3-D Theatricals at the Performing Arts Center by 4 weeks by March 2014.	60
▪ Coordinate with Engineering and Public Works on the Historical Museum Roof Replacement Capital Improvement Project by June 2014.	40

## RECREATION, TRANSIT AND COMMUNITY SERVICES

### Customer Service and Referrals

Adopted	FY 2012-13	(2%)	Total Staff Hours:	920
Adopted	FY 2013-14	(2%)	Total Staff Hours:	880

- Respond within a 24 hour period to 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 day.