Traffic Department

Anchorage: Performance. Value. Results.

Mission

Promote safe and efficient area-wide transportation that meets the needs of the community and the Anchorage Municipal Traffic Code requirements.

Direct Services

- Design, operate and maintain the Anchorage Traffic Signal System.
- Design and maintain the Anchorage traffic control devices (signage/markings).
- Provide the necessary transportation data to support the core services.
- Provide traffic safety improvements in accordance with identified traffic safety issues.
- Provide traffic review of development plans and building permits.

Accomplishment Goals

- Continuous improvement in the safe and efficient movement of people and goods.
- Timely investigation and response to community traffic inquiries and permit submittals.
- Traffic operation improvements that maximize transportation safety and system efficiency.

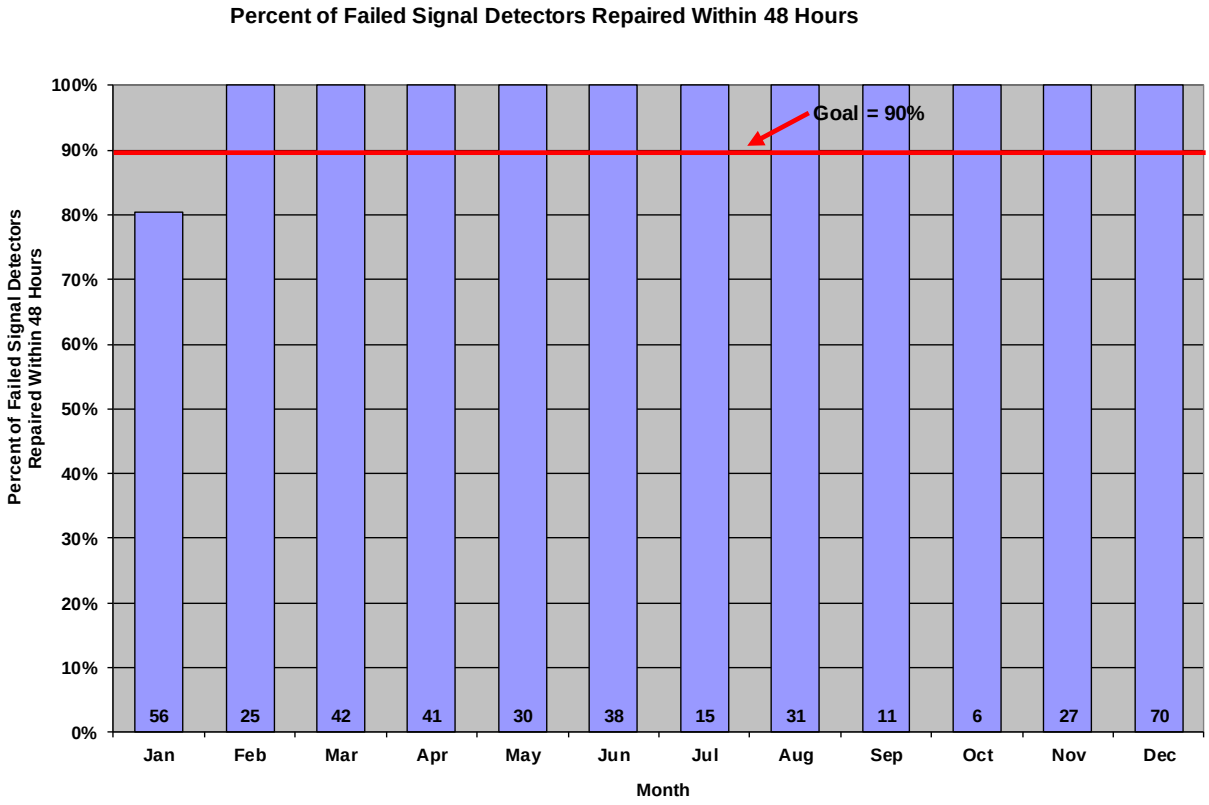
Performance Measures

Progress in achieving goals shall be measured by:

- Percent of failed signal detectors repaired within 48 hours of notification.
- Percent of damaged stop Signs repaired/replaced within 2 hours of notification.
- Percent of building permits reviewed within 10 working days of submittal.

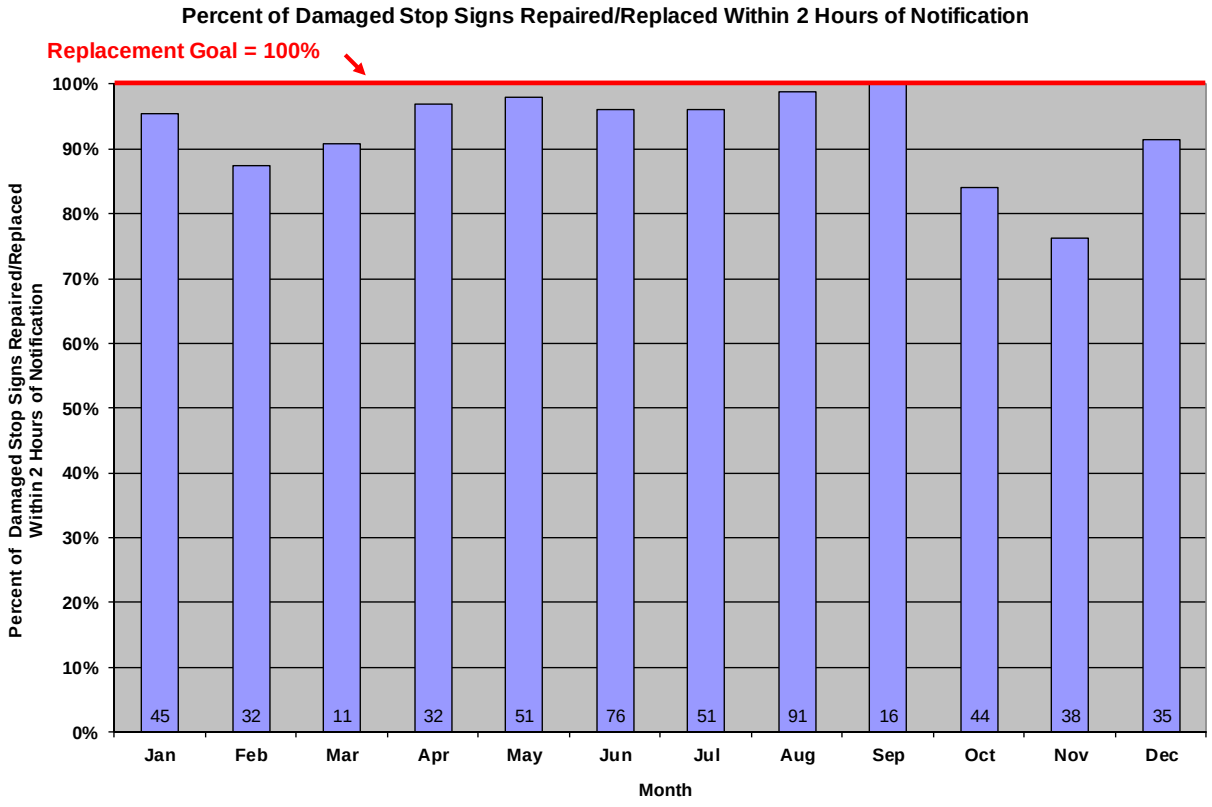
Measure #1: Percent of failed signal detectors repaired within 48 hours of notification

2018



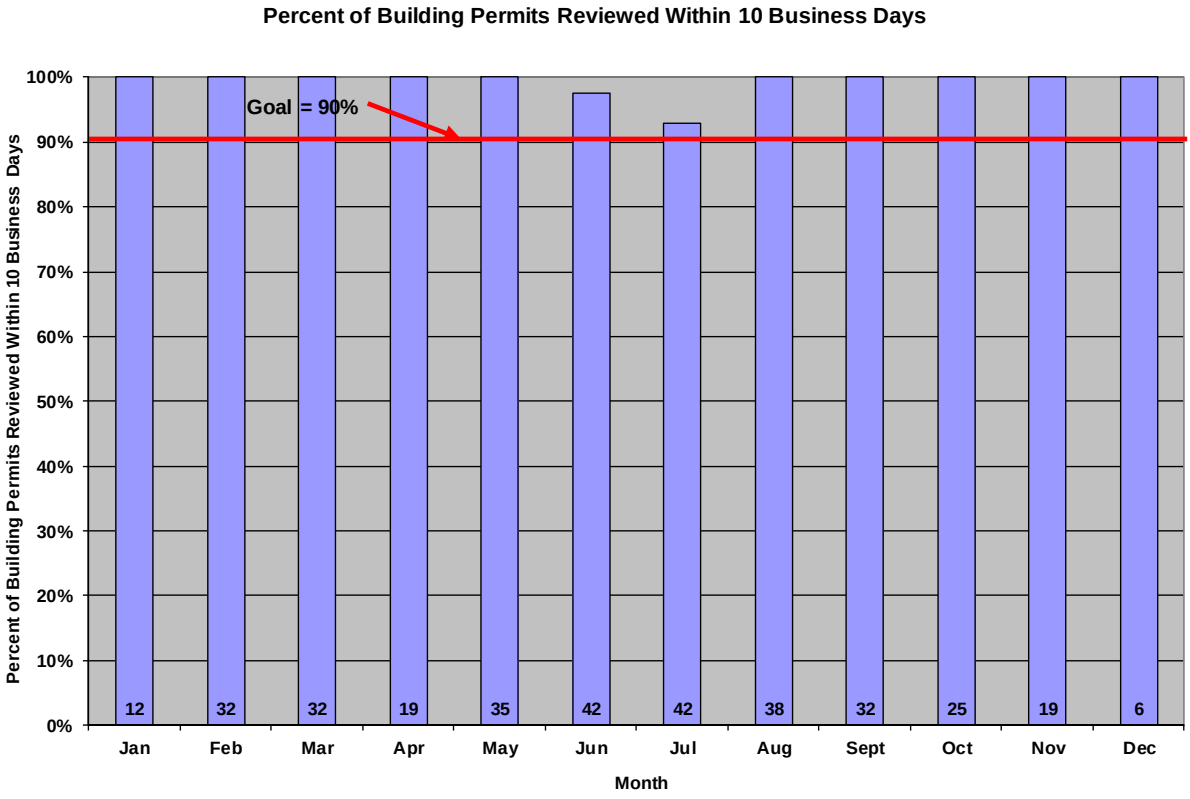
Measure #2: Percent of damaged stop signs repaired/replaced within 2 hours of notification

2018



Measure #3: Percent of building permits reviewed within 10 working days of submittal

2018



Measure #1: Percent of failed signal detectors repaired within 48 hours of notification

Type:

Safety

Accomplishment Goal Supported:

Maintain traffic signal efficiency and roadway capacity by ensuring that traffic signals operations are functioning properly within 48 hours 90% of the time.

Definition:

This measure reports the percentage of failed signal detectors that are repaired within 48 hours of notification of failure.

Data Collection Method:

The data will be collected by tracking work orders developed through use of a failed signal detector report and reports from outside sources such as APD and the public.

Frequency:

Monthly

Measured By:

The data will be collected and maintained by the Electronics Foreman of the Signal Electronics Section in an Excel spreadsheet. The total number of failed signal detector reports and the number of repairs that are performed within 48 hours will be recorded.

Reporting:

The data collected by the Traffic Engineer will display the information both numerically and graphically. A status report will be generated monthly.

Used By:

This information will be used by Traffic to evaluate department/division budget and all involved personnel for tracking purposes, resource management, and decision making at all levels. The information will help the Traffic Engineer assess the adequacy of staffing levels in the Signal Electronics Section to maintain efficient and effective repair of the traffic signal system.

Measure #2: Percent of damaged stop Signs repaired/replaced within 2 hours of notification

Type:

Safety and Efficiency

Accomplishment Goal Supported:

Ensures punctual responses to damaged stop signs throughout our road system. Goal is 100% of the time.

Definition:

This measure reports the percentage of signs replaced and the amount of time it takes to get them installed from the time the Traffic Department is notified.

Data Collection Method:

The data will be collected spreadsheets and tracking of hours worked by staff.

Frequency:

Monthly

Measured By:

The data will be collected and maintained by the Foreman of the Paint and Sign Section in an Excel spreadsheet. The spreadsheet will calculate the percentage of signs repaired/replaced based and the amount of time elapsed from report to completion.

Reporting:

The data collected in the Excel spreadsheet will display the information both numerically and graphically. A status report will be generated monthly.

Used By:

This information will be used by Traffic to evaluate their annual department/division budget and all involved personnel for tracking purposes, resource management, and decision making at all levels. The information will help the Traffic Engineer assess the adequacy of staffing levels in the Paint and Sign Section to provide timely repairs.

Measure #3: Percent of building permits reviewed within 10 working days of submittal

Type:

Efficiency

Accomplishment Goal Supported:

Ensures timely reviews and/or approvals of building permits 90% of the time.

Definition:

This measure reports the percentage of building permit reviews completed by the Traffic Safety Division within 10 working days of submittal.

Data Collection Method:

The data will be tracked using the Infor/Hanson permitting system.

Frequency:

Monthly

Measured By:

The data will be collected and maintained by the administrative staff of the Traffic Department in an Excel spreadsheet. The spreadsheet will calculate the percentage of building permits that were reviewed within 10 working days.

Reporting:

The data collected in the Excel spreadsheet will display the information both numerically and graphically. A status report will be generated monthly.

Used By:

This information will be used by Traffic to evaluate their annual department/division budget and all involved personnel for tracking purposes, resource management, and decision making at all levels. The information will help the Traffic Engineer assess the adequacy of staffing levels in the Traffic Safety Division to provide timely reviews of building permits.