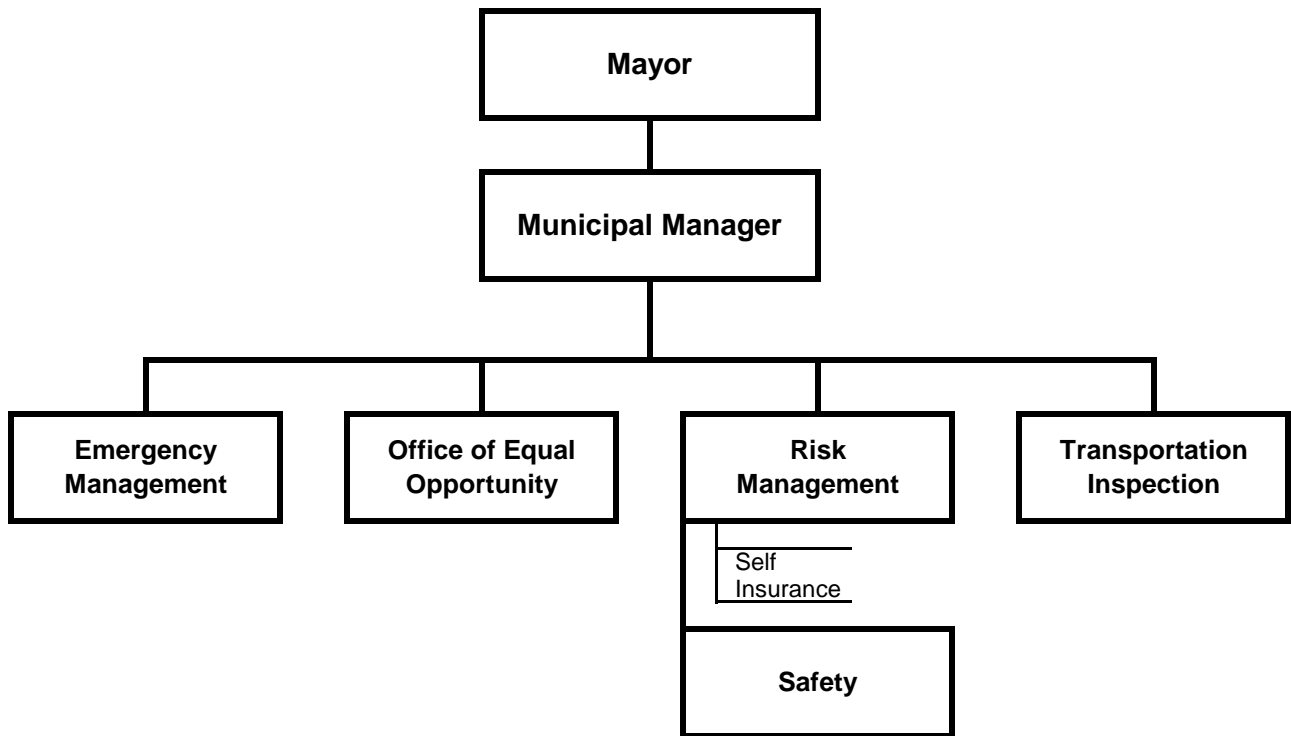


Municipal Manager



Municipal Manager

Description

The Municipal Manager's Department is responsible for providing oversight and direction to the Municipal departments/utilities/enterprise activities for the day-to-day governmental operations and administrative functions.

Department Services

- Coordinate the efforts of Municipal agencies to ensure Municipal policy, regulations, ordinances and functions are implemented and coordinated in a timely, efficient, and professional manner
- Develop and implement programs as needed
- Respond to public questions and concerns in a timely manner

Divisions

- **Emergency Management:** Provides an orderly means for planning to meet emergencies threatening life or property. (AMC 3.80) Emergency Operations Center: when activated, facilitates coordination of multiple agencies into a comprehensive municipal strategy. (CEOP 2015)
- **Equal Opportunity:**
 - Implement and administer federally mandated DBE Program and ensure that contractors with the Municipality are in compliance with Federal, State and local statues, ordinances, and regulations concerning equal employment opportunity.
 - Investigate Title VII complaints within the municipal workforce.
 - Provide training to municipal employees on unlawful discrimination and harassment.
 - Promote diversity and equal opportunity.
- **Risk Management:** Handles all claims regarding damage to municipal property and claims pertaining to municipal damage to third parties and/or property. Risk Management handles all workers' compensation claims for municipal employees and also approves and can answer questions regarding all third-party insurance requirements.
- **Safety:** Consists of both full time and collateral duty safety officers employed within the Municipality. Full time safety officers manage safety programs at the larger departments such as APD, AFD, AWWU, & ML&P. Collateral duty safety officers are employees that typically hold other positions and also manage safety responsibilities within their department.
 - Ensure all Municipality of Anchorage employees have a safe, healthy and injury-free work environment.
 - Be proactively involved in all aspects of the Municipal Safety Program. Ensure strict adherence to all local, state and federal safety and health regulations.
 - Ensure management commitment and employee participation in all safety and health programs at all levels in the organization.
 - Maintain active engagement of management and employees in growing and developing our Culture of Safety.
 - Assist each other in resolving safety and health issues through networking, research and working synergistically across all departments
- **Transportation Inspection:** Assure regulated vehicle service to the public is clean, safe, reliable, and service-oriented; ensure fair, equitable treatment for all components of the regulated vehicle industry

Department Goals that Contribute to Achieving the Mayor’s Mission:



Public Safety – Strengthen public safety and revitalize neighborhoods

Municipal Manager Department - Transportation Inspection Division

- Protect the safety and welfare of the regulated vehicle customers.



Administration – Make city government more efficient, accessible, transparent, and responsive

Municipal Manager Department

- Improve organization efficiency and effectiveness by improving process and procedures.

Municipal Manager Department - Risk Management Division

- 24 hour claimant contact and zero Workers’ Compensation late payment penalties.
- Recover \$1,000,000 annually in damage to MOA property.
- Assure a 24 hour turn around on all permits, contracts & Request for Proposal (RFP).
- Hold insurance renewals to expiring premiums or less annually for both the MOA and ASD. Inventory is added as acquired.



Economy – Build a city that attracts and retains a talented workforce, is hospitable to entrepreneurs, small business and established companies, and provides a strong environment for economic growth

Municipal Manager Department - Transportation Inspection Division

- Promote a service-oriented ethic within the regulated vehicle industry.



Community Development – Make Anchorage a welcoming, resilient, and affordable community

Municipal Manager Department – Office of Emergency Management Division

- Ensure community education and public outreach programs are effective in preparing citizens for emergencies and disasters.

Municipal Manager Department – Office of Equal Opportunity Division

- Reduce the number of complaints that charge discriminatory practices through a proactive training program.

Municipal Manager Department Summary

	2017 Actuals	2018 Revised	2019 Proposed	19 v 18 % Chg
Direct Cost by Division				
MM Emergency Management	1,492,970	1,499,914	1,397,062	(6.86%)
MM Municipal Manager	723,920	693,128	352,848	(49.09%)
MM Office of Equal Opportunity	201,866	238,173	240,861	1.13%
MM Risk Management	9,434,809	10,460,706	10,574,496	1.09%
MM Transportation Inspection	425,999	401,909	460,465	14.57%
Direct Cost Total	12,279,564	13,293,830	13,025,732	(2.02%)
Intragovernmental Charges				
Charges by/to Other Departments	(1,452,685)	(11,575,385)	(11,098,787)	(4.12%)
Function Cost Total	10,826,878	1,718,445	1,926,945	12.13%
Program Generated Revenue	(1,832,848)	(753,101)	(860,003)	14.19%
Net Cost Total	8,994,031	965,344	1,066,942	10.52%
Direct Cost by Category				
Salaries and Benefits	2,390,614	2,481,924	2,328,005	(6.20%)
Supplies	29,400	75,151	75,151	-
Travel	6,522	16,128	16,628	3.10%
Contractual/Other Services	8,768,395	9,696,025	9,655,795	(0.41%)
Debt Service	1,080,244	1,023,102	948,653	(7.28%)
Equipment, Furnishings	4,390	1,500	1,500	-
Direct Cost Total	12,279,564	13,293,830	13,025,732	(2.02%)
Position Summary as Budgeted				
Full-Time	20	17	16	(5.88%)
Part-Time	2	4	4	-
Position Total	22	21	20	(4.76%)

**Municipal Manager
Reconciliation from 2018 Revised Budget to 2019 Proposed Budget**

	Direct Costs	Positions		
		FT	PT	Seas/T
2018 Revised Budget	13,293,830	17	4	-
2018 One-Time Requirements				
- Remove 2018 1Q - ONE TIME - Storm Water Utility Implementation Plan carryforward of \$90K for Phase I and additional \$50K for Phase II contract amount	(140,615)	-	-	-
- Remove 2018 1Q - ONE-TIME - Safety training materials	(25,870)	-	-	-
Debt Service Changes				
- General Obligation (GO) Bonds	(74,449)	-	-	-
Changes in Existing Programs/Funding for 2019				
- Salaries and benefits adjustments	52,364	-	-	-
2019 Continuation Level	13,105,260	17	4	-
2019 Proposed Budget Changes				
- Reduce Special Admin Assistant II Position	(206,283)	(1)	-	-
- <u>Risk Division</u> - Non-labor adjustments including Vivid safety training materials	26,755	-	-	-
- <u>Risk Division</u> - Anticipation of property insurer foregoing property credit (again)	100,000	-	-	-
2019 Proposed Budget	13,025,732	16	4	-

Municipal Manager
Division Summary
MM Emergency Management
(Fund Center # 124279, 124200)

	2017 Actuals	2018 Revised	2019 Proposed	19 v 18 % Chg
Direct Cost by Category				
Salaries and Benefits	368,495	445,130	416,727	(6.38%)
Supplies	3,181	12,970	12,970	-
Travel	833	3,670	3,670	-
Contractual/Other Services	39,657	15,042	15,042	-
Equipment, Furnishings	560	-	-	-
Manageable Direct Cost Total	412,726	476,812	448,409	(5.96%)
Debt Service	1,080,244	1,023,102	948,653	(7.28%)
Non-Manageable Direct Cost Total	1,080,244	1,023,102	948,653	(7.28%)
Direct Cost Total	1,492,970	1,499,914	1,397,062	-
Intragovernmental Charges				
Charges by/to Other Departments	(1,516,681)	(1,499,912)	(1,397,061)	(6.86%)
Function Cost Total	(23,711)	2	1	(40.87%)
Net Cost Total	(23,711)	2	1	(40.87%)

Position Summary as Budgeted

Full-Time	3	3	3	-
Part-Time	2	2	2	-
Position Total	5	5	5	-

Municipal Manager
Division Detail
MM Emergency Management
(Fund Center # 124279, 124200)

	2017 Actuals	2018 Revised	2019 Proposed	19 v 18 % Chg
Direct Cost by Category				
Salaries and Benefits	368,495	445,130	416,727	(6.38%)
Supplies	3,181	12,970	12,970	-
Travel	833	3,670	3,670	-
Contractual/Other Services	39,657	15,042	15,042	-
Equipment, Furnishings	560	-	-	-
Manageable Direct Cost Total	412,726	476,812	448,409	(5.96%)
Debt Service	1,080,244	1,023,102	948,653	(7.28%)
Non-Manageable Direct Cost Total	1,080,244	1,023,102	948,653	(7.28%)
Direct Cost Total	1,492,970	1,499,914	1,397,062	(6.86%)
Intragovernmental Charges				
Charges by/to Other Departments	(1,516,681)	(1,499,912)	(1,397,061)	(6.86%)
Net Cost				
Direct Cost Total	1,492,970	1,499,914	1,397,062	(6.86%)
Charges by/to Other Departments Total	(1,516,681)	(1,499,912)	(1,397,061)	(6.86%)
Net Cost Total	(23,711)	2	1	(40.87%)

Position Detail as Budgeted

	2017 Revised		2018 Revised		2019 Proposed	
	Full Time	Part Time	Full Time	Part Time	Full Time	Part Time
Office Assistant	-	1	-	1	-	1
Program & Policy Director	1	-	1	-	1	-
Senior Admin Officer	1	-	1	-	-	-
Senior Staff Accountant	-	-	-	-	1	-
Special Admin Assistant II	1	1	1	1	1	1
Position Detail as Budgeted Total	3	2	3	2	3	2

**Municipal Manager
Division Summary
MM Municipal Manager
(Fund Center # 121000)**

	2017 Actuals	2018 Revised	2019 Proposed	19 v 18 % Chg
Direct Cost by Category				
Salaries and Benefits	531,329	528,972	329,307	(37.75%)
Supplies	4,863	7,788	7,788	-
Travel	3,319	7,303	7,303	-
Contractual/Other Services	184,408	149,065	8,450	(94.33%)
Equipment, Furnishings	-	-	-	-
Manageable Direct Cost Total	723,920	693,128	352,848	(49.09%)
Debt Service	-	-	-	-
Non-Manageable Direct Cost Total	-	-	-	-
Direct Cost Total	723,920	693,128	352,848	-
Intragovernmental Charges				
Charges by/to Other Departments	(742,679)	(693,126)	(352,848)	(49.09%)
Function Cost Total	(18,760)	2	-	(100.00%)
Net Cost Total	(18,760)	2	-	(100.00%)
Position Summary as Budgeted				
Full-Time	3	3	2	(33.33%)
Position Total	3	3	2	(33.33%)

Municipal Manager
Division Detail
MM Municipal Manager
(Fund Center # 121000)

	2017 Actuals	2018 Revised	2019 Proposed	19 v 18 % Chg
Direct Cost by Category				
Salaries and Benefits	531,329	528,972	329,307	(37.75%)
Supplies	4,863	7,788	7,788	-
Travel	3,319	7,303	7,303	-
Contractual/Other Services	184,408	149,065	8,450	(94.33%)
Manageable Direct Cost Total	723,920	693,128	352,848	(49.09%)
Debt Service	-	-	-	-
Non-Manageable Direct Cost Total	-	-	-	-
Direct Cost Total	723,920	693,128	352,848	(49.09%)
Intragovernmental Charges				
Charges by/to Other Departments	(742,679)	(693,126)	(352,848)	(49.09%)
Net Cost				
Direct Cost Total	723,920	693,128	352,848	(49.09%)
Charges by/to Other Departments Total	(742,679)	(693,126)	(352,848)	(49.09%)
Net Cost Total	(18,760)	2	-	(100.00%)

Position Detail as Budgeted

	2017 Revised		2018 Revised		2019 Proposed	
	Full Time	Part Time	Full Time	Part Time	Full Time	Part Time
Municipal Manager	1	-	1	-	1	-
Municipal Operations Manager	1	-	1	-	-	-
Special Admin Assistant II	1	-	1	-	1	-
Position Detail as Budgeted Total	3	-	3	-	2	-

Municipal Manager Division Summary

MM Office of Equal Opportunity

(Fund Center # 113271, 113272, 113200, 113279, 113273)

	2017 Actuals	2018 Revised	2019 Proposed	19 v 18 % Chg
Direct Cost by Category				
Salaries and Benefits	195,720	225,193	227,881	1.19%
Supplies	2,341	350	350	-
Travel	-	3,000	3,000	-
Contractual/Other Services	3,805	8,130	8,130	-
Equipment, Furnishings	-	1,500	1,500	-
Manageable Direct Cost Total	201,866	238,173	240,861	1.13%
Debt Service	-	-	-	-
Non-Manageable Direct Cost Total	-	-	-	-
Direct Cost Total	201,866	238,173	240,861	-
Intragovernmental Charges				
Charges by/to Other Departments	(210,628)	(238,180)	(240,863)	1.13%
Function Cost Total	(8,762)	(7)	(2)	(70.22%)
Net Cost Total	(8,762)	(7)	(2)	(70.22%)

Position Summary as Budgeted

Full-Time	2	2	2	-
Position Total	2	2	2	-

Municipal Manager

Division Detail

MM Office of Equal Opportunity

(Fund Center # 113271, 113272, 113200, 113279, 113273)

	2017 Actuals	2018 Revised	2019 Proposed	19 v 18 % Chg
Direct Cost by Category				
Salaries and Benefits	195,720	225,193	227,881	1.19%
Supplies	2,341	350	350	-
Travel	-	3,000	3,000	-
Contractual/Other Services	3,805	8,130	8,130	-
Equipment, Furnishings	-	1,500	1,500	-
Manageable Direct Cost Total	201,866	238,173	240,861	1.13%
Debt Service	-	-	-	-
Non-Manageable Direct Cost Total	-	-	-	-
Direct Cost Total	201,866	238,173	240,861	1.13%
Intragovernmental Charges				
Charges by/to Other Departments	(210,628)	(238,180)	(240,863)	1.13%
Net Cost				
Direct Cost Total	201,866	238,173	240,861	1.13%
Charges by/to Other Departments Total	(210,628)	(238,180)	(240,863)	1.13%
Net Cost Total	(8,762)	(7)	(2)	(70.22%)

Position Detail as Budgeted

	2017 Revised		2018 Revised		2019 Proposed	
	Full Time	Part Time	Full Time	Part Time	Full Time	Part Time
Executive Director OEO	1	-	1	-	1	-
Special Admin Assistant I	1	-	1	-	1	-
Position Detail as Budgeted Total	2	-	2	-	2	-

**Municipal Manager
Division Summary
MM Risk Management**

(Fund Center # 124700, 124979, 124900, 124800)

	2017 Actuals	2018 Revised	2019 Proposed	19 v 18 % Chg
Direct Cost by Category				
Salaries and Benefits	910,906	921,810	934,715	1.40%
Supplies	4,899	37,447	37,447	-
Travel	837	2,155	2,655	23.20%
Contractual/Other Services	8,517,049	9,499,294	9,599,679	1.06%
Equipment, Furnishings	1,117	-	-	-
Manageable Direct Cost Total	9,434,809	10,460,706	10,574,496	1.09%
Debt Service	-	-	-	-
Non-Manageable Direct Cost Total	-	-	-	-
Direct Cost Total	9,434,809	10,460,706	10,574,496	-
Intragovernmental Charges				
Charges by/to Other Departments	858,495	(9,312,483)	(9,267,649)	(0.48%)
Function Cost Total	10,293,304	1,148,223	1,306,847	13.81%
Program Generated Revenue by Fund				
Fund 101000 - Areawide General	33,305	-	-	-
Fund 602000 - General Liability & Workers Comp	781,617	255,398	362,300	41.86%
Program Generated Revenue Total	814,922	255,398	362,300	41.86%
Net Cost Total	9,478,382	892,825	944,547	5.79%
Position Summary as Budgeted				
Full-Time	8	7	7	-
Position Total	8	7	7	-

**Municipal Manager
Division Detail
MM Risk Management**

(Fund Center # 124700, 124979, 124900, 124800)

	2017 Actuals	2018 Revised	2019 Proposed	19 v 18 % Chg
Direct Cost by Category				
Salaries and Benefits	910,906	921,810	934,715	1.40%
Supplies	4,899	37,447	37,447	-
Travel	837	2,155	2,655	23.20%
Contractual/Other Services	8,517,049	9,499,294	9,599,679	1.06%
Equipment, Furnishings	1,117	-	-	-
Manageable Direct Cost Total	9,434,809	10,460,706	10,574,496	1.09%
Debt Service	-	-	-	-
Non-Manageable Direct Cost Total	-	-	-	-
Direct Cost Total	9,434,809	10,460,706	10,574,496	1.09%
Intragovernmental Charges				
Charges by/to Other Departments	858,495	(9,312,483)	(9,267,649)	(0.48%)
Program Generated Revenue				
406625 - Reimbursed Cost-NonGrant Funded	388,729	-	-	-
408380 - Prior Year Expense Recovery	(39)	-	-	-
408390 - Insurance Recoveries	43,088	-	-	-
408400 - Criminal Rule 8 Collect Costs	704	-	-	-
440010 - GCP CshPool ST-Int(MOA/ML&P)	347,324	240,398	347,300	44.47%
440040 - Other Short-Term Interest	14,528	15,000	15,000	-
440080 - UnRlzd Gns&Lss Invs(MOA/AWWU)	20,588	-	-	-
Program Generated Revenue Total	814,922	255,398	362,300	41.86%
Net Cost				
Direct Cost Total	9,434,809	10,460,706	10,574,496	1.09%
Charges by/to Other Departments Total	858,495	(9,312,483)	(9,267,649)	(0.48%)
Program Generated Revenue Total	(814,922)	(255,398)	(362,300)	41.86%
Net Cost Total	9,478,382	892,825	944,547	5.79%

Position Detail as Budgeted

	2017 Revised		2018 Revised		2019 Proposed	
	Full Time	Part Time	Full Time	Part Time	Full Time	Part Time
Claims Adjuster I	-	-	-	-	1	-
Claims Administrator I	1	-	1	-	-	-
Claims Administrator II	-	-	-	-	1	-
Principal Admin Officer	1	-	-	-	-	-
Risk Manager	1	-	1	-	1	-
Senior Office Associate	1	-	-	-	-	-
Special Admin Assistant II	3	-	3	-	2	-
Workers Comp. Claim Adjuster II	1	-	1	-	1	-
Workers Comp. Claims Coordinator	-	-	1	-	1	-
Position Detail as Budgeted Total	8	-	7	-	7	-

**Municipal Manager
Division Summary
MM Transportation Inspection
(Fund Center # 124600)**

	2017 Actuals	2018 Revised	2019 Proposed	19 v 18 % Chg
Direct Cost by Category				
Salaries and Benefits	384,163	360,819	419,375	16.23%
Supplies	14,115	16,596	16,596	-
Travel	1,534	-	-	-
Contractual/Other Services	23,475	24,494	24,494	-
Equipment, Furnishings	2,713	-	-	-
Manageable Direct Cost Total	425,999	401,909	460,465	14.57%
Debt Service	-	-	-	-
Non-Manageable Direct Cost Total	-	-	-	-
Direct Cost Total	425,999	401,909	460,465	-
Intragovernmental Charges				
Charges by/to Other Departments	158,808	168,316	159,634	(5.16%)
Function Cost Total	584,807	570,225	620,099	8.75%
Program Generated Revenue by Fund				
Fund 101000 - Areawide General	1,017,926	497,703	497,703	-
Program Generated Revenue Total	1,017,926	497,703	497,703	-
Net Cost Total	(433,118)	72,522	122,396	68.77%
Position Summary as Budgeted				
Full-Time	4	2	2	-
Part-Time	-	2	2	-
Position Total	4	4	4	-

Municipal Manager
Division Detail
MM Transportation Inspection
(Fund Center # 124600)

	2017 Actuals	2018 Revised	2019 Proposed	19 v 18 % Chg
Direct Cost by Category				
Salaries and Benefits	384,163	360,819	419,375	16.23%
Supplies	14,115	16,596	16,596	-
Travel	1,534	-	-	-
Contractual/Other Services	23,475	24,494	24,494	-
Equipment, Furnishings	2,713	-	-	-
Manageable Direct Cost Total	425,999	401,909	460,465	14.57%
Debt Service	-	-	-	-
Non-Manageable Direct Cost Total	-	-	-	-
Direct Cost Total	425,999	401,909	460,465	14.57%
Intragovernmental Charges				
Charges by/to Other Departments	158,808	168,316	159,634	(5.16%)
Program Generated Revenue				
404020 - Taxicab Permits	963,831	452,703	452,703	-
404040 - Chauffeur Licenses-Biannual	26,625	25,000	25,000	-
404050 - Taxicab Permit Revisions	21,180	15,000	15,000	-
407050 - Other Fines and Forfeitures	6,279	5,000	5,000	-
408550 - Cash Over & Short	10	-	-	-
Program Generated Revenue Total	1,017,926	497,703	497,703	-
Net Cost				
Direct Cost Total	425,999	401,909	460,465	14.57%
Charges by/to Other Departments Total	158,808	168,316	159,634	(5.16%)
Program Generated Revenue Total	(1,017,926)	(497,703)	(497,703)	-
Net Cost Total	(433,118)	72,522	122,396	68.77%

Position Detail as Budgeted

	2017 Revised		2018 Revised		2019 Proposed	
	Full Time	Part Time	Full Time	Part Time	Full Time	Part Time
Junior Admin Officer	1	-	1	-	1	-
Senior Code Enforcement Officer	2	-	-	2	-	2
Transportation Insp Mgr	1	-	1	-	1	-
Position Detail as Budgeted Total	4	-	2	2	2	2

Municipal Manager Operating Grant and Alternative Funded Programs

Program	Fund Center	Award Amount	Amount Expended As of 12/31/2018	Expected Expenditures in 2019	Expected Balance at End of 2019	Personnel			Program Expiration
						FT	PT	T	
Emergency Management Division									
2018 Emergency Management Performance Grant (State Grant - Revenue Pass Thru) Provides funding for Emergency Managers to develop, maintain and improve their emergency management systems for all hazards	124200	200,000	100,000	100,000	-	-	-	-	Jun-19
2019 Local Emergency Planning Committee (State Grant - Direct) Provides partial funding for the operational requirements of the LEPC.	124200	20,100	8,500	11,600	-	-	-	-	Jun-19
2016 State Homeland Security Program (State Grant - Revenue Pass Thru) Funds Equipment and Training for APD and AFD	352000 484300	425,960	425,960	-	-	-	-	-	Sep-19
2017 State Homeland Security Program (State Grant - Revenue Pass Thru) Funds Equipment and Training for APD and AFD	484300	315,000	315,000	-	-	-	-	-	Sep-20
2018 State Homeland Security Program (State Grant - Revenue Pass Thru) Funds Equipment and Training for APD and AFD		382,000	-	382,000	-	-	-	-	Sep-21
Total Grant and Alternative Operating Funding for Department		1,343,060	849,460	493,600	-	-	-	-	
Total General Government Operating Direct Cost for Department				13,025,732		16	4	-	
Total Operating Budget for Department				13,519,332		16	4	-	

Anchorage: Performance. Value. Results

**Office of Equal Opportunity Division
Municipal Manager**

Anchorage: Performance. Value. Results.

Purpose

Assure and monitor compliance with Title VII of the Civil Rights Act of 1964 relating to equal opportunity, Title VII and Disadvantaged Business Enterprise program (DBE).

Direct Services

Office of Equal Opportunity (OEO) is responsible for:

- Training
- Investigations
- Disadvantage Business Enterprise Program (DBE)

Accomplishment Goals

- Reduce the number of complaints that charge discriminatory practices through a proactive training program.

Performance Measures

Progress in achieving goals shall be measured by:

Measure #1: Increase employee equal opportunity and Contractors training classes and participation by 5% annually.

Employee Equal Opportunity & Contractors Compliance Training				
2018	Q1	Q2	Q3	Q4
Training Sessions	0	1	0	0
Attendance	0	15	0	0

Risk Management Division Municipal Manager

Anchorage: Performance. Value. Results.

Purpose

Minimize the financial impact and loss of “Human resources”, from known and unknown events and accidents.

Core Services

- Process auto liability, general liability and workers’ compensation claims timely and in compliance with prevailing statutes
- Pursue all recoveries of damage to Municipal property directly, through arbitration, MOA Prosecutor and the District Attorney’s office
- Review all permits, contracts and Request for Proposal (RFP) to ensure contractors have adequate insurance to protect the MOA
- Market excess auto liability (AL), general liability (GL), workers’ compensation (WC) and property coverage

Accomplishment Goals

- 24 hour claimant contact and zero Workers’ Compensation late payment penalties
- Recover \$1,000,000 annually in damage to MOA property
- Assure a 24 hour turn around on all permits, contracts & Request for Proposal (RFP)
- Hold insurance renewals to expiring premiums or less annually for both the MOA and ASD. Inventory is added as acquired.

Measure #1: Length of time for Departmental reporting Worker’s Compensation accident/injury to Risk Management. Goal: <48 hours 80% of the time.
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2018	1 st Quarter	2 nd Quarter	3 rd Quarter	4 th Quarter
Workers’ Compensation reports received later than 48 hours	*154/46 30%	115/37 32%		

*# of reports received / # of reports received late

2017	1 st Quarter	2 nd Quarter	3 rd Quarter	4 th Quarter
Workers’ Compensation reports received later than 48 hours	*148/65 44%	*123/54 44%	*156/42 27%	*105/31 30%

*# of reports received / # of reports received late

Transportation Inspection Division Municipal Manager

Anchorage: Performance. Value. Results.

Mission

To ensure regulated vehicle service to the public is safe, reliable, clean, and service-oriented by administering and enforcing Title 11 of the Anchorage Municipal Code.

Core Services

- Issue chauffeur licenses
- Issue permits for regulated vehicles and dispatch companies
- Inspect regulated vehicles and chauffeurs for ordinance compliance
- Investigate complaints and allegations of wrongdoing

Accomplishment Goals

- Protect the safety and welfare of the regulated vehicle customers
- Promote a service-oriented ethic within the regulated vehicle industry

Performance Measures

Progress in achieving goals will be measured by:

Measure #6: Percentage of complaint investigations resolved in five workdays or less. Goal 80%

Percent of complaints resolved in 5 workdays or less

	Percent Resolved
2018 Q1	66%
2018 Q2	67%

Measure #7: Percent change in the number of unscheduled on-street vehicle and chauffeur inspections. Goal 5% annually.

Number of unscheduled inspections per Transportation Inspection staff FTE

Year	Number	Number per FTE	Percent Change
2017 Q4	445	222	
2018 Q1	542	271	+18%
2018 Q2	73	73	-86.5%