
Municipal Manager

Anchorage: Performance. Value. Results

Mission

Provide day-to-day oversight of operations and administration of the Municipality.

Core Services

- Direct day-to-day municipal department operations providing the following types of services/functions: public safety, risk management, emergency management, health and human services, transportation, public infrastructure improvement, cultural and recreational services, public land, facility and vehicle management, development services, public utilities, and enterprise activities.
- Implement policy according to Municipal code and Mayor's priorities.
- Respond to public concerns and liaise with Assembly.
- Solve problems.

Accomplishment Goals

- Improve organization efficiency and effectiveness by improving process and procedures.
- Timely and effective conflict resolution and decision making; interim/final response within 72 hours.

Performance Measures

Progress in achieving goals shall be measured by:

Measure #1: Number of supervised departments and divisions meeting performance goals, year over year increases.

Data will be collected during FY 2011 and comparisons will start in FY 2012.

| Supervised Departments Meeting Performance Goals | | | | | |
|--|------|---------|---------|---------|---------|
| Rating Period | 2010 | 2011 Q1 | 2011 Q2 | 2011 Q3 | 2011 Q4 |
| Goals Met | 64% | | | | |
| Goals Unmet | 9% | | | | |
| Not Applicable | 27% | | | | |

Not Applicable may include the following reasons: data unavailable, tracking to be implemented 2011, etc.

Measure #2: A reduction in constituent complaints as a result of timely and effective conflict resolution and decision making by providing an interim/final response within 72 hours.

Data will be collected during FY 2011 and comparisons will start in FY 2012. Hansen software programming delays have impeded implementing the tracking of this measure.

Performance Measure Methodology Sheet
Municipal Manager

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| Measure #1: Number of supervised departments and divisions meeting performance goals, year over year increases. |
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Type

Effectiveness

Accomplishment Goal Supported

Improve organization efficiency and effectiveness by improving process and procedures.

Definition

Measure how effective the departments and divisions are in accomplishing their performance goals.

Data Collection Method

Receiving status reports from each department/division.

Frequency

The most current data will be produced quarterly.

Measured By

Comparing the number of completed goals.

Reporting

The Division directors and managers will create, maintain and submit quarterly and annual wrap-up reports to the Municipal Manager. The reports will be in Excel format identifying the department/division, goals and their status.

Used By

The Municipal Manager will use this information to track the effectiveness of the supervised department/division in the over-all accomplishment of their goals. Take corrective action or assist when needed.

Performance Measure Methodology Sheet
Municipal Manager

Measure #2: A reduction in constituent complaints as a result of timely and effective conflict resolution and decision making by providing an interim/final response within 72 hours.

Type

Effectiveness

Accomplishment Goal Supported

Timely and effective conflict resolution and decision making; interim/final response within 72 hours

Definition

Measure the effectiveness of departments/divisions by reducing customer/citizen complaints/reduce the time it takes to resolve complaints/resolve complaints at department level.

Data Collection Method

Record and track resolved and unresolved constituent complaints. Compile internal data and data received from departments and divisions overseen. Data shall include the level at which the resolution occurs and the time it took for each response or if the complaint was not resolved, and why.

Frequency

The measure will be reviewed quarterly.

Measured By

After establishing a baseline, compare the current number of constituent complaints, as categorized below, with the number from past quarters and annual totals. The baseline will be established during FY 2011.

Reporting

The departments and divisions overseen will report quarterly the following:

- Those complaints that can be resolved and were (at what level and in what timeframe); the goal of which is within 72 hours.
- Those complaints that could have been resolved and were not (reason).
- Those complaints that cannot be resolved (reason).

Used By

The Municipal Manager will use this data to determine how effective the various departments/divisions are at resolving constituent issues, with an overall purpose of reducing complaints and improving customer satisfaction.