
Office of Emergency Management Municipal Manager Department

Anchorage: Performance. Value. Results.

Purpose

Protect life and property and to ensure the safety, health and welfare of the citizens of Anchorage.

Direct Services

- Lead agency for the MOA's emergency preparedness and planning activities.
- Provide community education and public outreach programs to help citizens prepare for emergencies and disasters.

Accomplishment Goals

- Improve MOA's emergency preparedness by completing revisions to the Emergency Operations Plan.
- Improve the Emergency Operations Center's response effectiveness by developing EOC Standard Operating Procedures (EOC SOP).
- Ensure community education and public outreach programs are effective in preparing citizens for emergencies and disasters.

Performance Measures

Progress in achieving goals shall be measured by:

<u>Measure #1:</u> % complete of the MOA's Emergency Operations Plan (EOP) revision.

As of Mar, 1, 2011 plan is 10% complete.

<u>Measure #2:</u> % complete of the EOC Standard Operating Procedures

As of Mar 1, 2011 procedures are 85% complete

Measure #3: % increase in individual preparedness after participation in each community preparedness activity or training event.

Event Title						
	Avg Pre Test Score	Avg Post Test Score	Avg Change in # Correct	Avg % Correct Pre Test	Avg % Correct Post Test	Avg % Change
Alzheimer's Resource Foundation	8.299	10.29	2.0	75%	94%	18%
Bayshore Community June 2010	9	10	1	82%	91%	9%
Charter College Criminal Justice Group	2.17	10.17	8.	20%	92%	72%
CIRI Employees	8.49	9.96	1.47	77%	91%	14%
Greatland Infusion Pharmacy	9.09	10.27	1.18	83%	93%	11%
Lion's Club	8.5	10	1.5	77%	91%	14%
US Navel Reserves of Alaska	7.98	8.93	0.95	73%	81%	9%
Vineyard Early Learning Center	5.78	6.22	0.44	72%	78%	6%

Improvement in Community Preparedness Knowledge		
Group Category	Avg PreTest Score	Avg PostTest Score
School		
Charter College	2	10
Youth Groups		
Have not presented to a Youth Group since this measure was put in place		
Community Council		
Have not presented to a Community Council since this measure was put in place		
Government or Private Organization		
Alzheimer's Resource Foundation	8	10
Bayshore Community June 2010	9	10
CIRI Employees	8	10
Greatland Infusion Pharmacy	9	10
Lion's Club	9	10
US Naval Reserves of Alaska	8	9
Vineyard Early Learning Center	6	6
AVERAGE	7	9

**Performance Measure Methodology Sheet
Office of Emergency Management
Municipal Manager Department**

Measure #1: % complete of the MOA's Emergency Operations Plan
--

Type

Effectiveness

Accomplishment Goal Supported

Improve MOA's Emergency Preparedness by completing revisions to the Emergency Operations Plan.

Definition

This measure reports the number of EOP Annex revisions that have been completed. The revision process incorporates a review of current State and Federal guidelines, and Municipal Code into a draft document that is reviewed by lead and supporting agency stakeholders in the MOA's Emergency Operations Plan.

Data Collection Method

EOP Revision Status Report: This report will list each EOP chapter or Annex and their current completion status. The report will reflect five categories of completion: State / Federal guidelines review completion, draft document development, lead / supporting agency review, incorporation of feedback, and final.

Frequency

The measure will be reported at close of business on the last work day at the end of each quarter.

Measured By

Plans & Policy Manager

Reporting

The Plans & Policy Manager will prepare the report in a word document that will display the information in a table matrix format.

Used By

The director will use the report to monitor and gauge the progress of plan development and drafting. The report will be presented to the Municipal Manager monthly and be available via the Municipal website.

Performance Measure Methodology Sheet
Office of Emergency Management
Municipal Manager Department

Measure #2: % complete of the MOA's Standard Operating Procedures for the Emergency Operations Center
--

Type

Effectiveness

Accomplishment Goal Supported

Improve the Emergency Operations Center Response effectiveness by completing and implementing Standard Operating Procedures.

Definition

This measure reports the number of SOP chapters that have been completed. The SOP development process incorporates a review of best practices of current Federal, State, and similar sized municipal EOC Standard Operating Procedures. The best practices will be incorporated into a draft document that will be reviewed by the appropriate supporting municipal agency.

Data Collection Method

SOP Development Status Report. This report will list each SOP chapter or Annex and the current completion status. The report will reflect five categories of completion: initial draft, edit, review, incorporation of feedback, and final.

Frequency

The measure will be reported at close of business on the last work day at the end of each quarter.

Measured By

Training & Exercise Manager

Reporting

The Training & Exercise Manager will prepare the report in a word document that will display the information in a table matrix format.

Used By

The director will use the report to monitor and gauge the progress for the development of the Standard Operating Procedures. The report will be presented to the Municipal Manager monthly and be available via the Municipal website.

Performance Measure Methodology Sheet
Office of Emergency Management
Municipal Manager Department

Measure #3: % increase in individual preparedness
--

Type

Effectiveness

Accomplishment Goal Supported

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

Definition

This measure reports the % increase in individual preparedness by comparing the level of emergency preparedness knowledge before and after emergency awareness training.

Data Collection Method

Emergency Preparedness Training Measure This measure consists of a comparison of “before” and “after” scores for an Emergency Preparedness Questionnaire. The questionnaires consist of 29 questions that evaluate a participant’s knowledge of individual preparedness measures as recommended by the Federal Emergency Management Agency (FEMA). Each participant will be given an initial questionnaire immediately prior to the training and a subsequent questionnaire immediately after. The goal is to increase participant’s knowledge so that they attain a minimum questionnaire score of 70% at the completion of training. Training and questionnaire content are designed to be age appropriate. A group composite score that calculates the % increase in emergency preparedness knowledge will be recorded for each training event.

Frequency

The measure will be reported by the close of business the first work day following the training event.

Measured By

Public Information & Community Outreach Coordinator

Reporting

The Public Information & Community Outreach Coordinator will prepare a report in an excel spreadsheet that will display the composite score for each emergency preparedness training event in a table matrix format.

Used By

The director will use the report to monitor and gauge the progress of community outreach training. Adjustments to the training presentation will be made to increase emergency preparedness knowledge based on group composite scores. The report will be presented to the Municipal Manager quarterly and be available via the Municipal website. The Emergency Training Preparedness measure will also be made available on the OEM website.