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**Design Section  
Engineering Division  
Public Works Department**

*"Anchorage: Performance. Value. Results."*

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**Mission**

Design and prepare construction documents that produce safe, functional and cost-effective capital infrastructure projects, i.e., roads, drainage, parks and trail projects; and oversee development/maintenance of design criteria for municipal roads, trails, parks and drainage improvements within the Municipality.

**Direct Services**

- Design cost-effective infrastructure solutions.
- Investigate and resolve property owner and public inquiries.
- Maintain/update Municipality of Anchorage Standard Specifications (MASS).
- Maintain/update Design Criteria Manual (DCM).

**Accomplishment Goals**

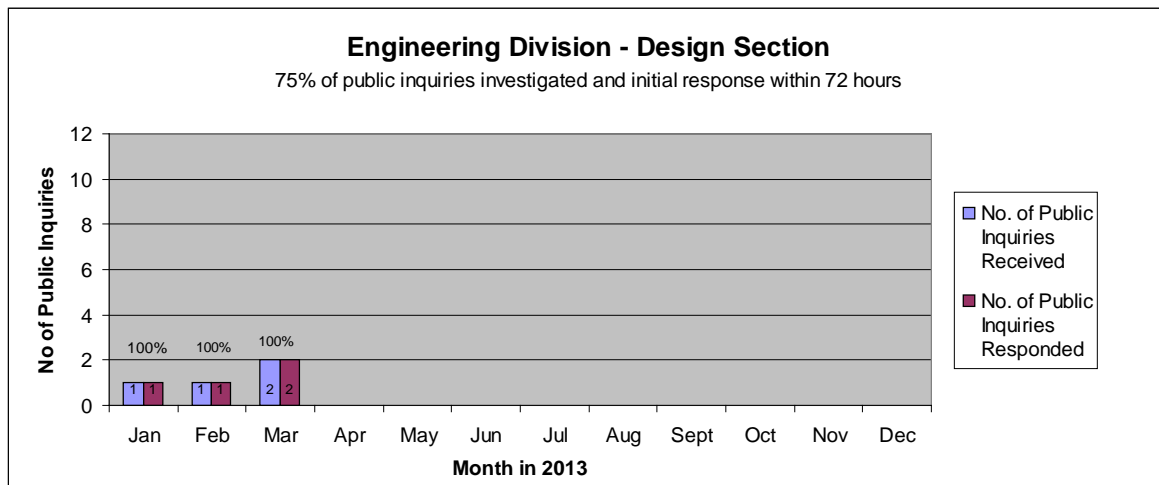
- Design capital improvement projects that are cost-effective, maintenance-friendly, and clearly communicate design intent to construction contractor within the schedule specified in the Capital Improvement Program.
- Investigate and respond to public inquiries within ten working days.

**Performance Measures**

Progress in achieving goals shall be measured by:

<b><u>Measure #1:</u> 75% of public inquiries will be investigated and responded to within 72 hours.</b>
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2013



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**Project Management Section  
Engineering Division  
Public Works Department**  
*"Anchorage: Performance. Value. Results."*

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**Mission**

Provide project management services aimed at delivering public capital improvement projects in a timely, cost-effective manner for residents, businesses and visitors within the Municipality who rely on public facilities for safe transportation and recreation.

**Core Services**

- Manage the specific planning and specific configuration of capital projects (i.e., roadways, drainage systems, parks, and trails).
- Manage the design of capital projects, to provide the greatest public benefit for the least private detriment.
- Manage the construction of those capital projects, to ensure the greatest cost-effectiveness with the least disruption to residents, businesses and the traveling public.
- Inform the public and listen to comments regarding the details of the above planning, design, and construction activities.

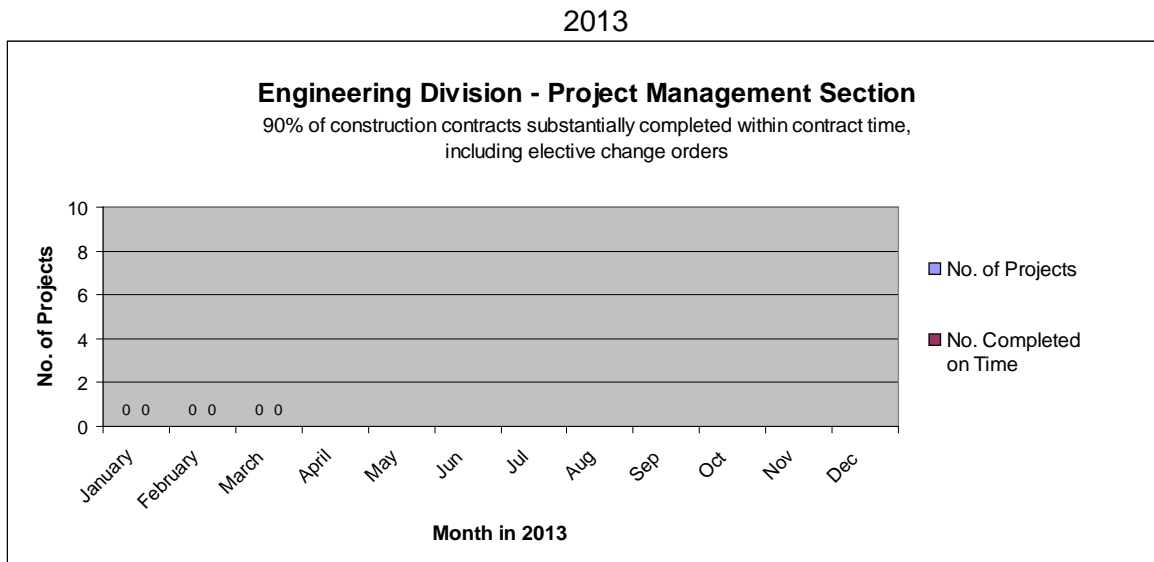
**Accomplishment Goals**

- The management of the planning, design, and construction of capital projects shall be accomplished in a cost-effective, timely, context-sensitive, and safe manner.

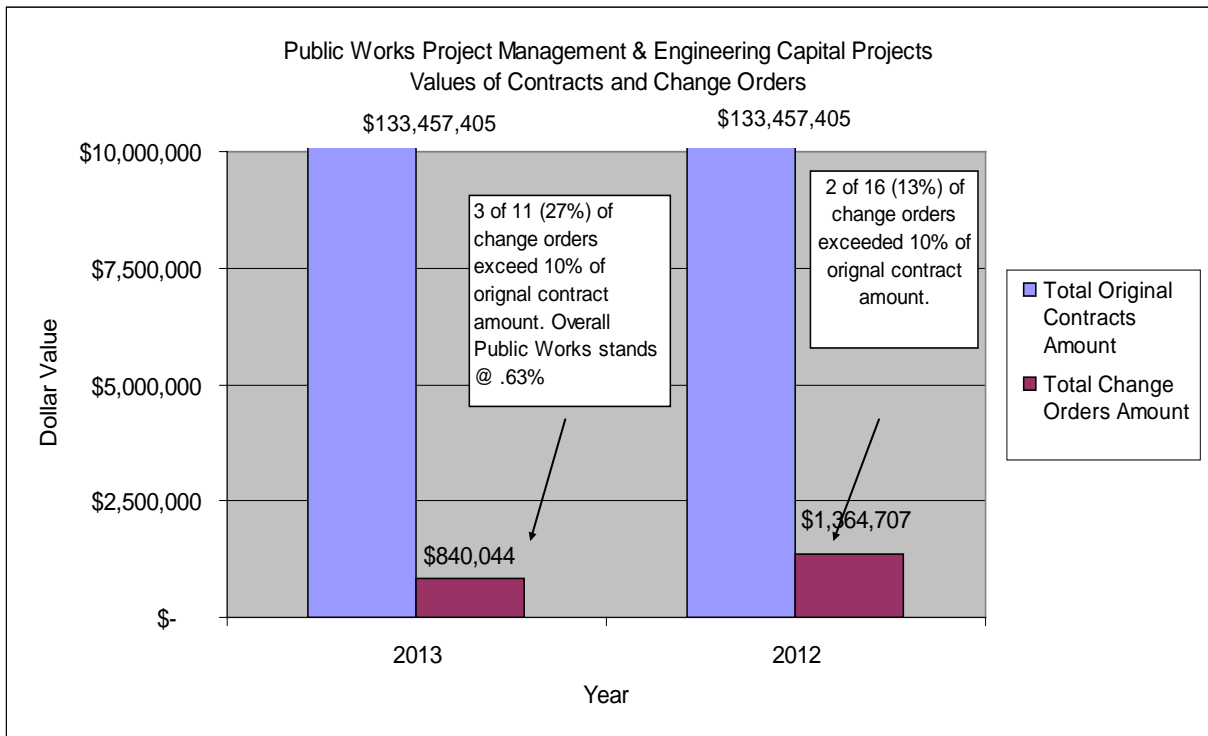
**Performance Measures**

Progress in achieving goals shall be measured by:

**Measure #2: 90% of construction contracts substantially completed within contract time, including elective change orders**



**Measure #3: 75% of construction contract change orders less than 10% of the original contract prices, including elective change orders**



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## Survey and ROW Section Engineering Division Public Works Department

*"Anchorage: Performance. Value. Results."*

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### Mission

Provide professional land surveying and acquisition services to the Municipality in support of its Capital Improvement Program and its subdivision platting function.

### Direct Services

- Review of subdivision plats for final approval by the Planning Division.
- Provide survey data and mapping products to primarily support capital projects and other Municipal agencies' needs.

### Accomplishment Goals

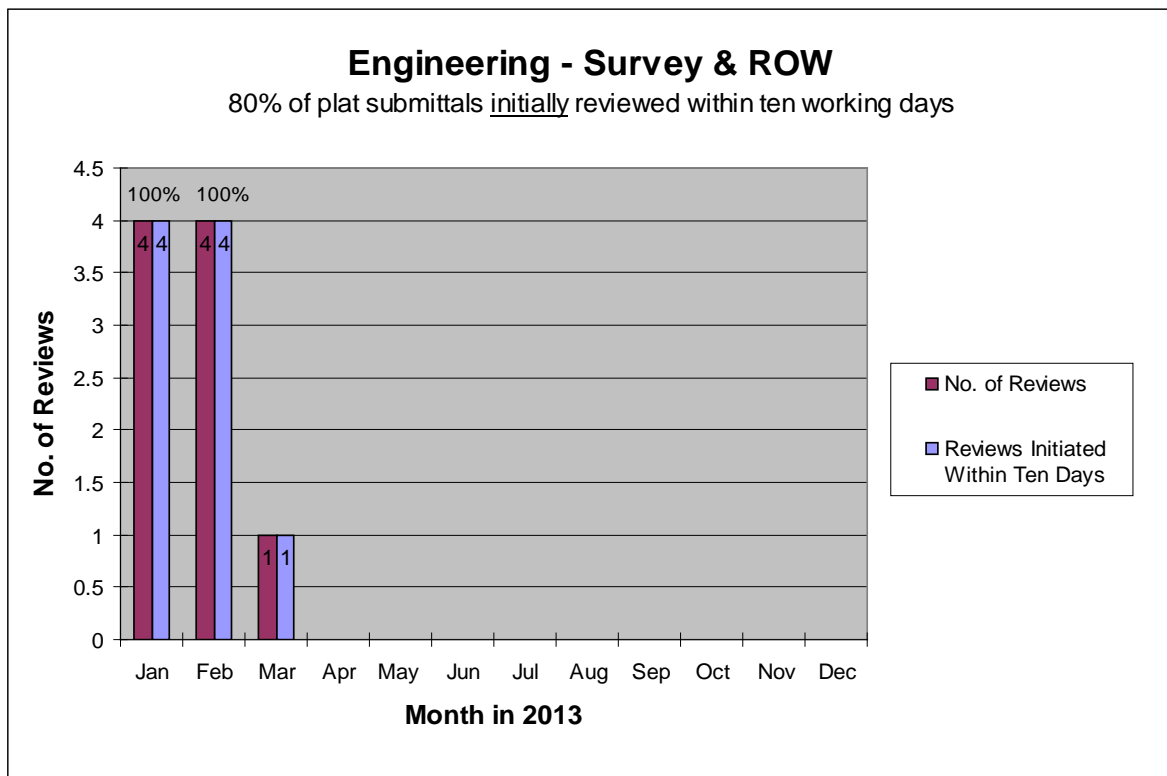
- Provide land survey review for the Planning Division to meet their needs.
- Provide surveys at a reasonable cost.

### Performance Measures

Progress in achieving goals shall be measured by:

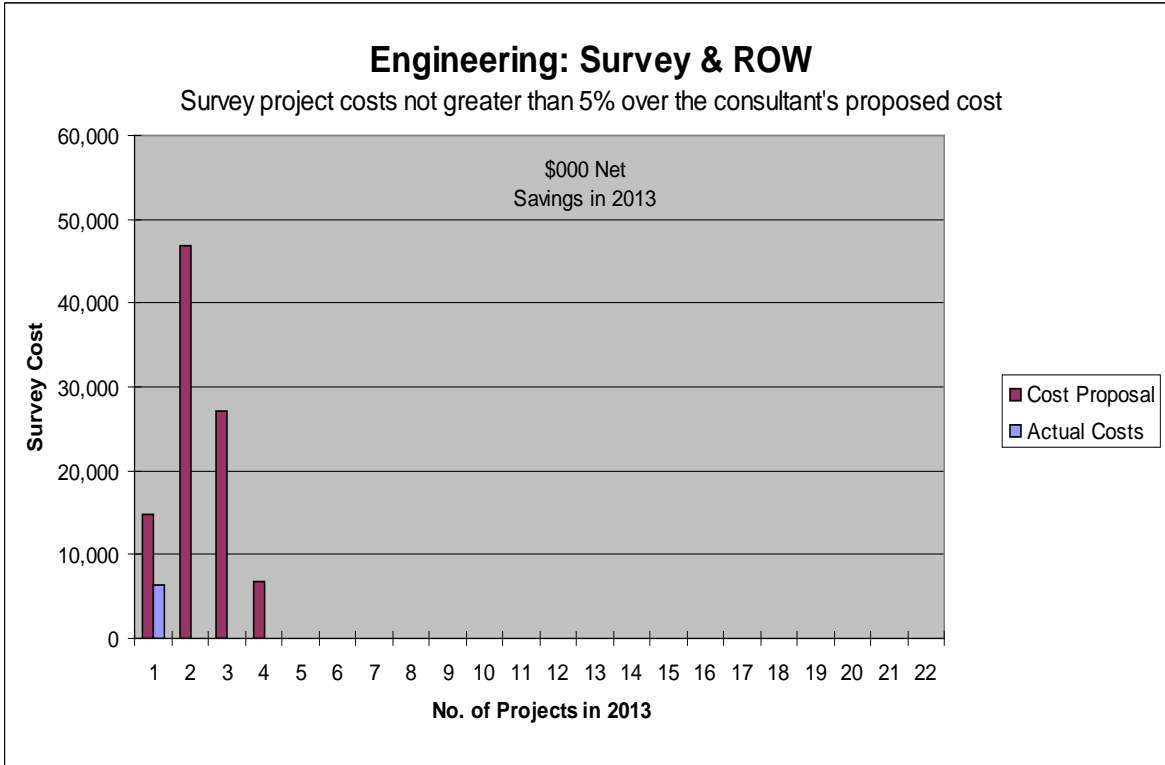
**Measure #4: 80% of plat submittals initially reviewed within ten working days**

2013



**Measure #5: Survey project costs not greater than 5% over the consultants' proposed cost**

2013



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**Watershed Management Section  
Engineering Division  
Public Works Department**

*“Anchorage: Performance. Value. Results.”*

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**Mission**

Oversee the discharge of the municipal storm water system based on the federally mandated Alaska Pollution Discharge Elimination System (APDES) Permit which allows discharge from the municipal storm sewer system into waters of the U.S. Compliance with the APDES Permit is necessary to avoid penalties enforced by the Environmental Protection Agency in accordance with the Clean Water Act.

**Direct Services**

- Long-term negotiation and coordination of permit allowing the municipality to dispose of stormwater into waters of the U.S.
- Oversight of FEMA National Flood Insurance Program (NFIP) for Anchorage.

**Accomplishment Goals**

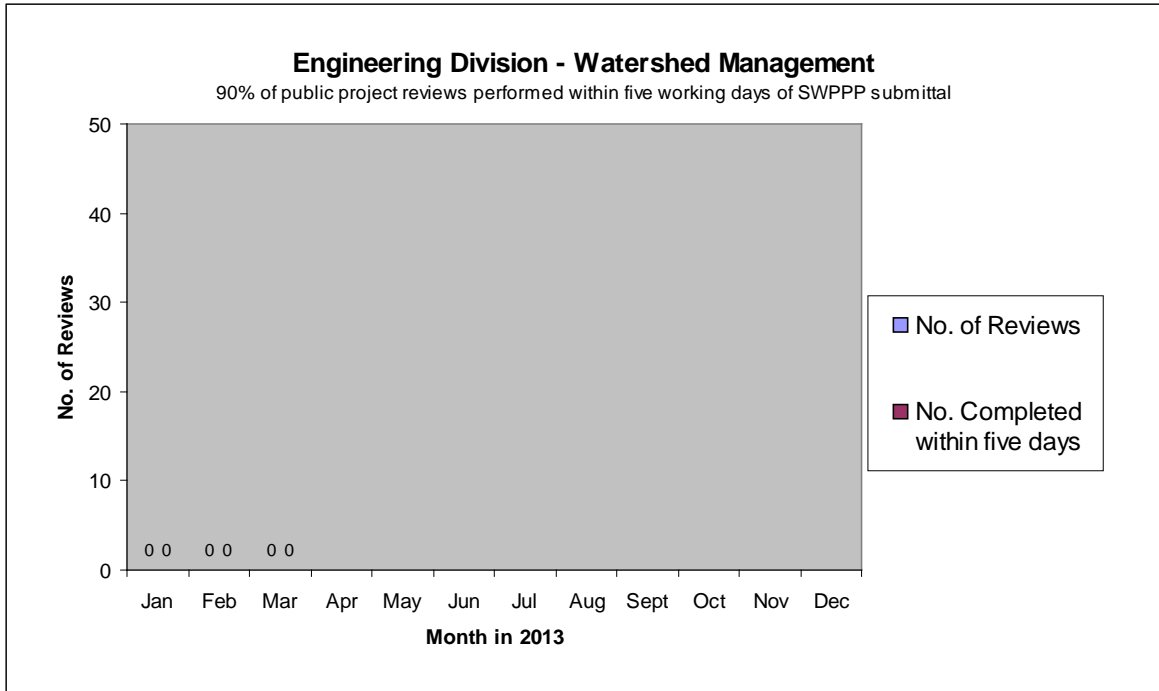
- Ensure watershed management employees perform and are timely with permit plan reviews.
- Flood plain data is maintained as per regulatory (NFIP) requirements and accessible to public in timely manner.
- APDES inspections for commercial projects are performed within approved APDES permit requirements.

**Performance Measures**

Progress in achieving goals shall be measured by:

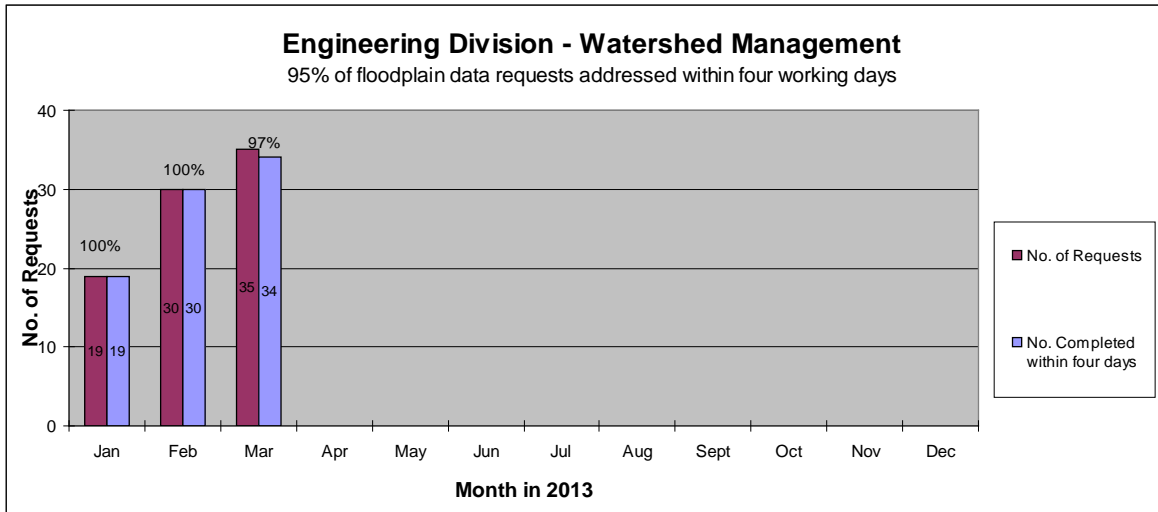
**Measure #6: 90 Percent of public project reviews performed within five days of Storm Water Pollution Prevention Plan (SWPPP) submittal.**

2013



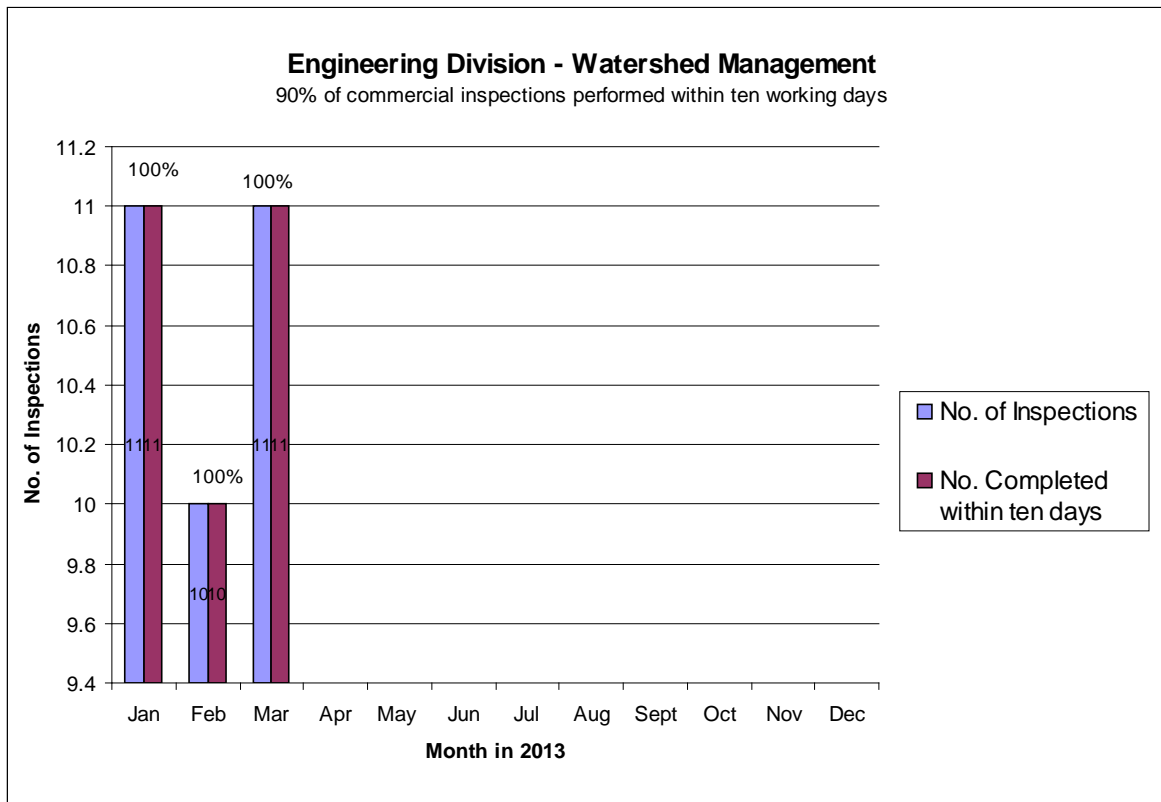
**Measure #7: 95 % of floodplain data requests addressed within four working days**

2013



**Measure #8: 90 Percent of commercial APDES inspections performed within ten days**

2013





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**Performance Measure Methodology Sheet**  
**Design Section**  
**Engineering Division**  
**Public Works Department**

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<b>Measure #1: 75% of public inquiries will be investigated and responded to within 72 hours.</b>
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**Type:**

Efficiency

**Accomplishment Goal Supported:**

Ensure a punctual and accurate response to public inquiries.

**Definition:**

This measure reports the percentage of inquiries investigated by the Design Section on behalf of the Municipality.

**Data Collection Method:**

The data will be collected through emails, verbal communications or telecommunications.

**Frequency:**

Monthly

**Measured By:**

The data will be collected and maintained by the Design Section Manager in an Excel spreadsheet. The spreadsheet will calculate the percentage of inquiries responded to. The calculation is the total number of inquiries responded to on time divided by the total number of inquiries received multiplied by 100 to equal a percentage.

**Reporting:**

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

**Used By:**

The information will help the Design Manager determine operational efficiency of the Design Section. The division manager and department director will use the monthly report to calculate overall division efficiency and the information will be included in regular reports to the Municipal Manager.

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**Performance Measure Methodology Sheet**  
**Project Management Section**  
**Engineering Division**  
**Public Works Department**

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<b>Measure #2: 90% of construction contracts substantially completed within contract time, including elective change orders.</b>
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**Type:**

Efficiency

**Accomplishment Goal Supported:**

Manage the construction of capital projects in a cost-effective and timely manner.

**Definition:**

This measure reports the percentage of construction projects completed on time.

**Data Collection Method:**

The data will be collected and maintained by Project Management staff and reported to the Project Management manager.

**Frequency:**

Monthly

**Measured By:**

The data will be collected and maintained by the Project Management manager in an Excel spreadsheet table. The table will calculate the percentage of construction projects completed. The calculation is the total number of construction projects completed on time divided by the total number of construction projects started during the period multiplied by 100 to equal a percentage.

**Reporting:**

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

**Used By:**

The information will help the Project Management manager assess the adequacy of staffing levels during the construction season and to schedule staffing during the weekends to ensure contractors complete their awarded capital project on time and in a cost-effective manner. This information will be reported to the division manager and the department manager and used in the annual department/division budget for personnel tracking purposes, resource management, and decision making at all levels.

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**Performance Measure Methodology Sheet**  
**Project Management Section**  
**Engineering Division**  
**Public Works Department**

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<b>Measure #3: 75% of construction contract change orders are less than 10% of the original contract prices, including elective change orders</b>
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**Type:**

Efficiency

**Accomplishment Goal Supported:**

By managing the planning and design of capital projects in a timely, context-sensitive, and safe manner, any required change order should be minimal compared to the contract award amount.

**Definition:**

This measure reports the percentage of construction change orders.

**Data Collection Method:**

The data will be collected and maintained by Project Management manager.

**Frequency:**

Monthly

**Measured By:**

The data will be collected and maintained by the Project Management manager in an Excel spreadsheet table. The table will calculate the percentage of construction change orders less than 10 percent of the original contract prices, including elective change orders. The calculation is the total number of construction change orders issued divided by the number of construction change orders issued during the period multiplied by 100 to equal a percentage.

**Reporting:**

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

**Used By:**

The information will help the Project Management manager assess the adequacy of the design and staffing levels during the construction season and to schedule staffing during the weekends to ensure the completion of capital project on time and in a cost-effective manner.

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**Performance Measure Methodology Sheet**  
**Survey and ROW Section**  
**Engineering Division**  
**Public Works Department**

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<b>Measure #4: 80% of plat submittals initially reviewed within ten working days</b>
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**Type:**

Efficiency

**Accomplishment Goal Supported:**

Manage the time involved to obtain plat approval in support of private land development for the Planning Division.

**Definition:**

The elimination of unnecessary delays can lead to higher platting costs for a final plat approval.

**Data Collection Method:**

Each plat submitted by the Planning Division for review is logged in and tracked with a date at each phase of the review until it meets municipal standards and is then transmitted to the Planning Division for filing.

**Frequency:**

Monthly

**Measured By:**

At the end of each month a report is generated by the Municipal Surveyor identifying how many plats met the goal of conducting the initial review in ten working days or less.

**Reporting:**

The statistics containing the number of plats reviewed per month and how long it took to conduct the initial review are reported on a spreadsheet and provided to the division director.

**Used By:**

The division director and department director will facilitate land development within the municipality by using the information to monitor the efficiency of the plat review process and ensuring that there are no unreasonable delays in filing a plat at the State District Recorder's Office.

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**Performance Measure Methodology Sheet**  
**Survey and ROW Section**  
**Engineering Division**  
**Public Works Department**

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<b>Measure #5: Survey project costs not greater than 5% over the consultant's proposed cost</b>
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**Type:**

Efficiency

**Accomplishment Goal Supported:**

Manage contracted services to insure survey data is acquired in support of the capital projects program and other Municipal agencies' needs at a reasonable cost to the public.

**Definition:**

The report tracks the actual cost of a completed project compared to the estimated cost proposal submitted by the consultant performing the services.

**Data Collection Method:**

Each project cost proposal is entered into a Contractor's request file identifying the Contractor's proposed cost and the actual cost to complete the project.

**Frequency:**

The measurement occurs with the final billing for each project.

**Measured By:**

The Municipal Surveyor compares the proposed costs and the final billing.

**Reporting:**

The number of survey requests that were made, the costs estimated to complete the project, and the final dollar amount actually charged for the project, are reported on a spreadsheet and provided to the division director each month.

**Used By:**

The division director and department director will use the information to monitor contract management to determine where efficiencies can be gained in the process of project management. The report will also provide the managers with an understanding of the costs to provide survey data that can be used for future project scoping. The report will be presented to the Municipal Manager at staff meetings and the public via the Municipal Website.

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**Performance Measure Methodology Sheet**  
**Watershed Management Section**  
**Engineering Division**  
**Public Works Department**

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<b>Measure #6: 90% of public project reviews performed within five working days of Storm Water Pollution Prevention Plan (SWPPP) submittal</b>
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**Type:**

Efficiency

**Accomplishment Goal Supported:**

Watershed employees' public project reviews are timely and coincide with the permit plan reviews.

**Definition:**

This measure reports the percentage of public project reviews performed within five working days of SWPPP.

**Data Collection Method:**

The data will be collected and maintained by Watershed manager.

**Frequency:**

Monthly

**Measured By:**

The data will be collected and maintained by the Watershed manager in an Excel spreadsheet table. The table will calculate the percentage of public project reviews performed. The calculation is the total number of public project reviews completed on time divided by the total number of public project reviews required multiplied by 100 to equal a percentage.

**Reporting:**

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

**Used By:**

The information will help the Watershed manager assess the adequacy of staffing levels to ensure public project reviews are performed within five days of SWPPP.

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**Performance Measure Methodology Sheet**  
**Watershed Management Section**  
**Engineering Division**  
**Public Works Department**

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<b>Measure #7: 95% of floodplain data requests addressed within four working days</b>
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**Type:**

Efficiency

**Accomplishment Goal Supported:**

Flood plain data is maintained as per regulatory National Flood Insurance Program (NFIP) requirements and is accessible to the public in a timely manner.

**Definition:**

Measures response time to requests for floodplain data and information

**Data Collection Method:**

Watershed staff will keep a log of telephone, email and in-person requests and record when the request was received and responded to.

**Frequency:**

Monthly

**Measured By:**

The data will be collected and maintained by the Watershed manager in an Excel spreadsheet table. The table will calculate the percentage of requests completed within four days. The calculation is the total number of requests completed on time divided by the total number of requests received multiplied by 100 to equal a percentage.

**Reporting:**

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

**Used By:**

The information will help the Watershed manager assess the adequacy of staffing levels throughout the year and to provide the necessary oversight of FEMA National Flood Insurance Program (NFIP) for Anchorage. The division manager and department director will use the information to gain a clearer understanding of how well the Municipality is meeting its obligation to disseminate floodplain information to the public. The report will be presented to the Municipal Manager at staff meetings and the public via the Municipal Website.

Explanatory Note: Municipal compliance with the permit is the responsibility of many different departments and individuals. Success depends on each department understanding their responsibilities and their role in overall success. Communication is the key to this success and Watershed Management Service's performance in

successful communication shall be demonstrated through both written and verbal means with each participating department.



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**Performance Measure Methodology Sheet**  
**Watershed Management Section**  
**Engineering Division**  
**Public Works Department**

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<b>Measure #8: 90% of commercial inspections performed within ten working days</b>
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**Type:**

Efficiency

**Accomplishment Goal Supported:**

Alaska Pollution Discharge Elimination System (APDES) inspections for commercial projects are performed within the approved APDES permit requirements.

**Definition:**

This measure reports the percentage of commercial projects inspected within ten working days.

**Data Collection Method:**

The data will be collected and maintained by Watershed staff and reported to the Watershed manager.

**Frequency:**

Monthly

**Measured By:**

The data will be collected and maintained by the Watershed manager in an Excel spreadsheet table. The table will calculate the percentage of commercial projects inspected within ten days. The calculation is the total number of inspections completed on time divided by the number of inspections required during the period multiplied by 100 to equal a percentage.

**Reporting:**

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

**Used By:**

The information will help the Watershed manager assess the adequacy of staffing levels throughout the year and to schedule staffing during the weekends to ensure the Municipality of Anchorage meets the APDES Permit requirements.