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## Transportation Inspection Division Municipal Manager

*Anchorage: Performance. Value. Results.*

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### Mission

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:

<b><u>Measure #1:</u> Percentage of complaint investigations resolved in five workdays or less</b>
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Percent of complaints resolved in 5 workdays or less

Year	Percent Resolved
2010	83.6%
2011	75.68%
2012	81.7%
2013 Q1	78.1%
2013 Q2	75.4%

<b><u>Measure #2:</u> Percent change in the number of unscheduled on-street vehicle and chauffeur inspections</b>
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Number of unscheduled inspections per Transportation Inspection staff FTE

Year	Number	Number per FTE	Percent Change
2010	1635	1127	11.70%
2011	2129	1487	24.30%
2012	1874	1276	-14.45%
2013 Q1	299	132	-12.04%
2013 Q2	465	209	36.8%

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**Performance Measure Methodology**  
**Transportation Inspection Division**  
**Municipal Manager**

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<b>Measure #1: Percentage of complaint investigations resolved in five workdays or less</b>
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**Type**

Efficiency

**Accomplishment Goal Supported**

Shorten the time period between when a complaint is reported and its resolution

**Definition**

The public (complainants) will receive the satisfaction of prompt attention to complaints and members of the industry will receive a more timely correction of inappropriate actions resulting from ignorance/wrongdoings

**Data Collection Method**

Track the time period between when a complaint is reported and its resolution

**Frequency**

Monthly

**Measured By**

The division executive assistant will record the number of days between when a complaint is reported and its resolution

**Reporting**

The division executive assistant will create and maintain monthly logs of the number of days required to resolve each complaint

**Used By**

The division manager will assess whether an complaints are in accordance with the goal of a five-day resolution

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**Performance Measure Methodology**  
**Transportation Inspection Division**  
**Municipal Manager**

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<b>Measure #2: Percent change in the number of unscheduled on-street vehicle and chauffeur inspections</b>
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**Type**

Productivity

**Accomplishment Goal Supported**

Increase Transportation Inspections on-street enforcement presence as measured against the prior year

**Definition**

An increased and more conspicuous on-street presence by Transportation inspection will immediately address Title 11 violations and presumably have a deterrent effect upon wrongdoers

**Data Collection Method**

Code enforcement officers will report the number of on-street vehicle and chauffeur inspections to the executive assistant

**Frequency**

Monthly

**Measured By**

The change in the number of on-street inspections vs. the prior year

**Reporting**

The division executive assistant will create and maintain monthly logs of the number of on-street inspections vs. the prior year

**Used By**

The division manager will assess whether the number of on-street inspections performed Transportation Inspection's code enforcement officers are in accordance with the goal of a 10% increase over the prior year