
Transportation Inspection Division Municipal Manager

Anchorage: Performance. Value. Results.

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:

Measure #5: Percentage of complaint investigations resolved in five workdays or less. Goal 80%

Percent of complaints resolved in 5 workdays or less

	Percent Resolved
2011	75.68%
2012	81.7%
2013	73.27%
2014 Q1	95.08%
2014 Q2	95.65%

Measure #6: 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
2011	2129	1487	
2012	1874	1276	-14.19%
2013	1591	716	-43.89%
2014 Q1	432	194	2.58%
2014 Q2	473	213	8.92%

Performance Measure Methodology
Transportation Inspection Division
Municipal Manager

Measure #5: Percentage of complaint investigations resolved in five workdays or less

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

Performance Measure Methodology
Transportation Inspection Division
Municipal Manager

Measure #6: Percent change in the number of unscheduled on-street vehicle and chauffeur inspections
--

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