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# Municipal Manager

Anchorage: Performance. Value. Results

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## 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, equal opportunity, 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.

## 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. Goal: 90% of goals met.**

2014 Supervised Departments Meeting Performance Goals								
Rating Period	2010	2011*	2012*	2013*	2014 Q1	2014 Q2	2014 Q3	2014 Avg
Goals Met	64.00%	86.00%	84.33%	89.00%	83.00%	84.30%	79.51%	82.27%
Goals Unmet	9.00%	8.00%	10.33%	10.00%	14.00%	14.90%	12.30%	13.73%
Not Applicable	27.00%	6.00%	5.33%	1.00%	3.00%	0.80%	8.20%	4.00%
Not Submitted	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%

Not Applicable may include the following reasons: data unavailable, tracking to be implemented at a later date, statistical calculation found to be flawed, etc. \*Based on data received.

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**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.**

**Type**

Effectiveness

**Accomplishment Goal Supported**

Number of supervised departments and divisions meeting performance goals.

**Definition**

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

**Data Collection Method**

Status reports received from each department/division.

**Frequency**

The most current data will be provided 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.