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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>Measure #1: Percentage of complaint investigations resolved in five workdays or less. Goal 80%</b>
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Percent of complaints resolved in 5 workdays or less

	Percent Resolved
2013	73.27%
2014	83.3%
2015 Q1	87.5%
2015 Q2	79.0%
2015 Q3	82.8%

<b>Measure #2: Percent change in the number of unscheduled on-street vehicle and chauffeur inspections. Goal 5% annually.</b>
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Number of unscheduled inspections per Transportation Inspection staff FTE

Year	Number	Number per FTE	Percent Change
2013	1591	716	
2014	2122	1061	32.58%
2015 Q1	423	302	-11.04%
2015 Q2	547	450	+49.01%
2015 Q3	564	564	+3.11%

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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

### **PVR Measure WC: Managing Workers' Compensation Claims**

Reducing job-related injuries is a priority for the Administration by ensuring safe work conditions and safe practices. By instilling safe work practices we ensure not only the safety of our employees but reduce the potential for injuries and property damage to the public. The Municipality is self-insured and every injury poses a financial burden on the public and the injured worker's family. It just makes good sense to WORK SAFE.

Results are tracked by monitoring monthly reports issued by the Risk Management Division.

