Design Section
Engineering Division
Public Works Department

Anchorage: Performance. Value. Results

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).

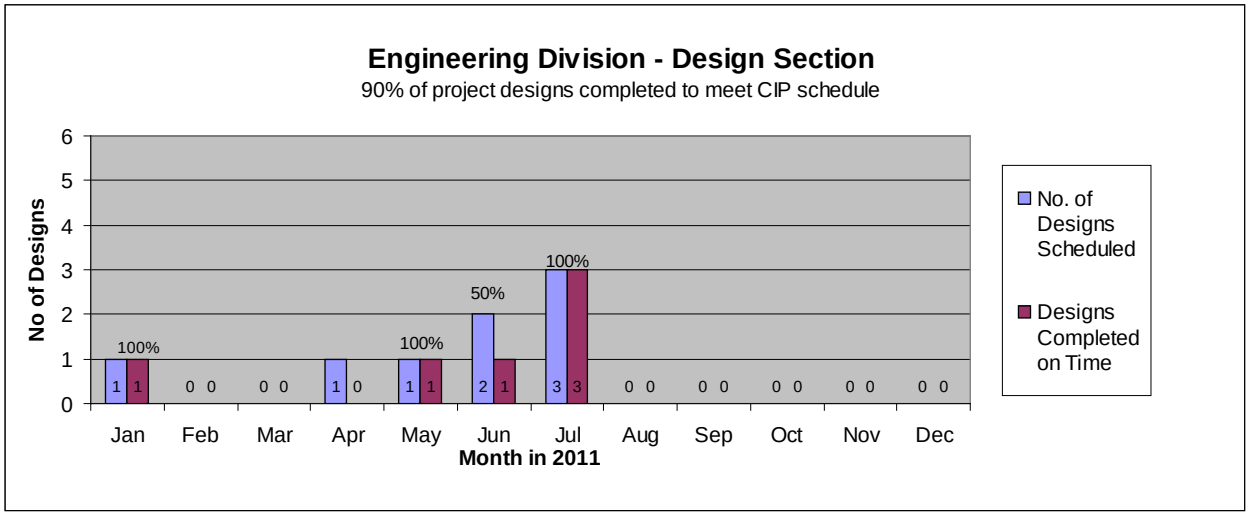
Accomplishment Goals

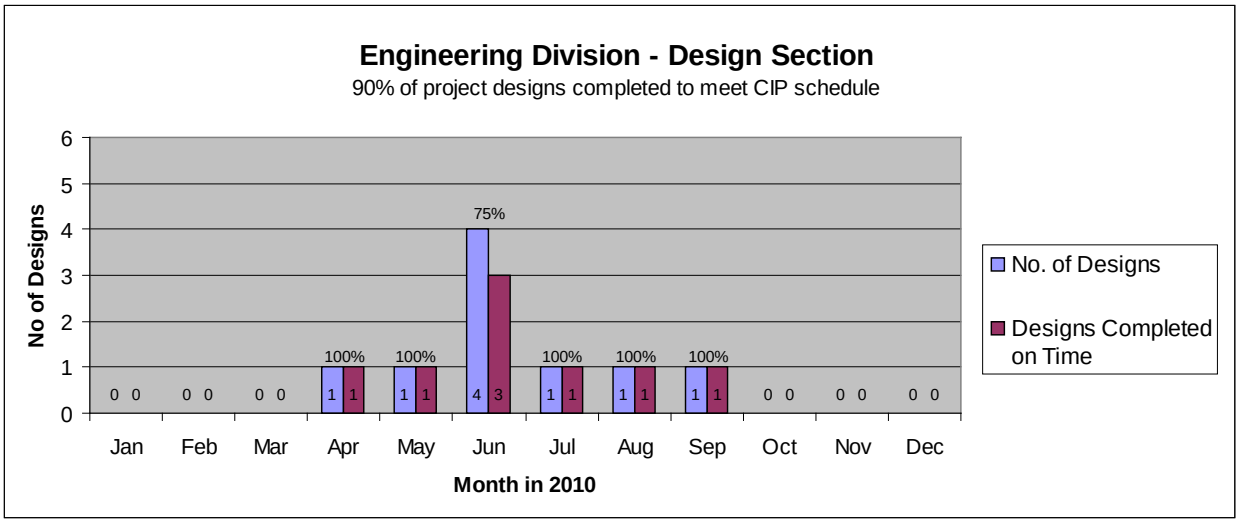
- Design capital improvement projects that are cost-effective, maintenance-friendly, and clearly communicate design intent to construction contractor within the schedule specified in the Capital Improvement Program.
- Investigate and respond to public inquiries within ten working days.

Performance Measures

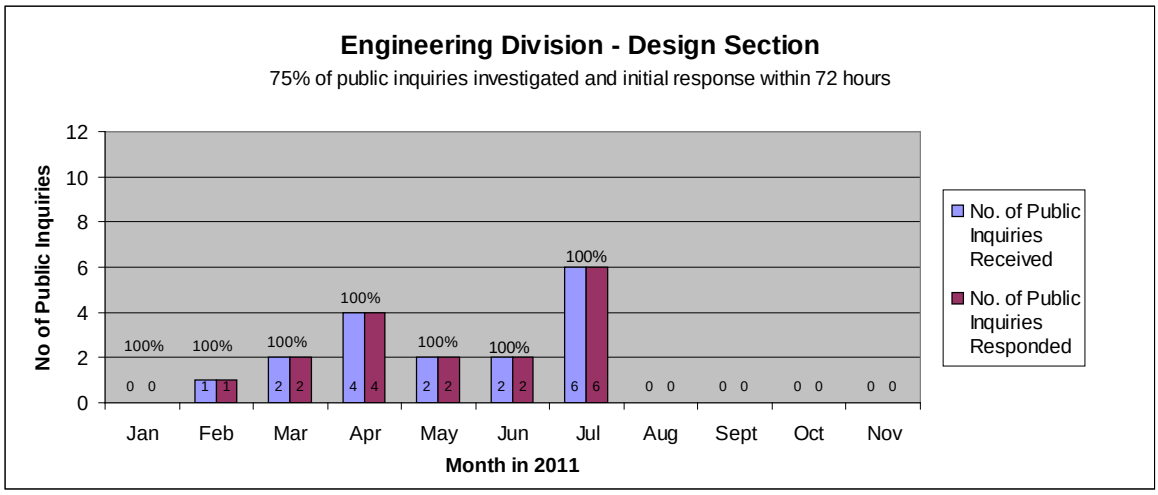
Progress in achieving goals shall be measured by:

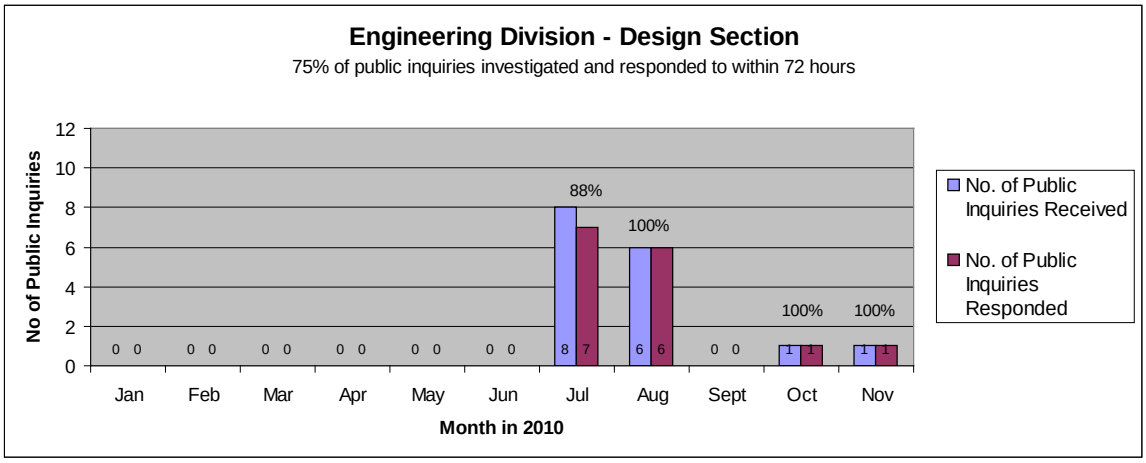
Measure #1: 90% of project designs completed to meet Capital Improvement Program schedule





Measure #2: 75% of public inquires will be investigated and responded to within 72 hours.





Project Management Section
Engineering Division
Public Works Department

Anchorage: Performance. Value. Results

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.

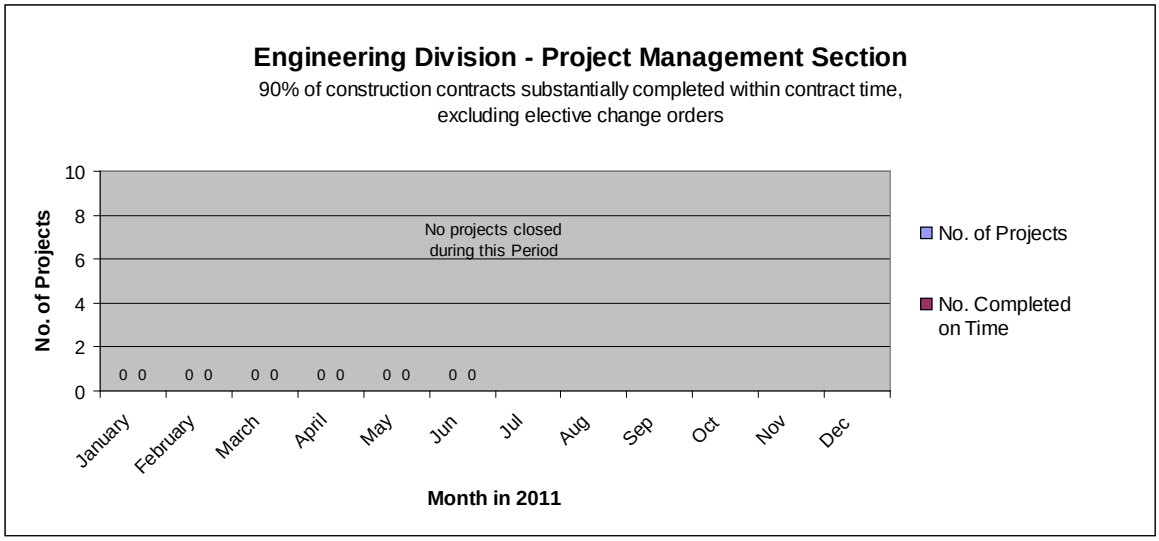
Accomplishment Goals

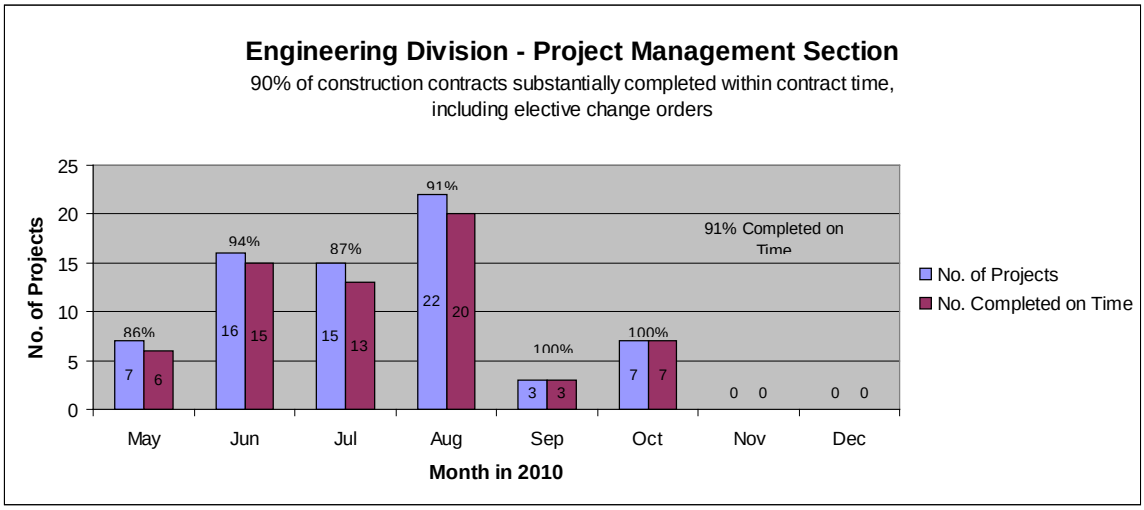
- The management of the planning, design, and construction of capital projects shall be accomplished in a cost-effective, timely, context-sensitive, and safe manner.

Performance Measures

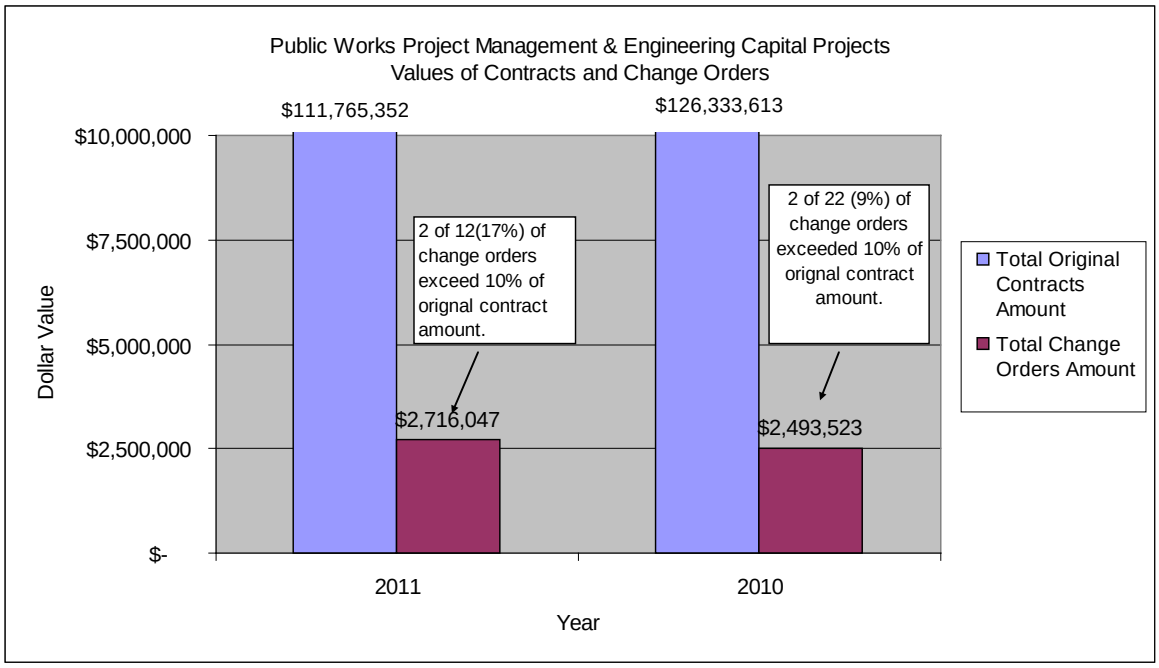
Progress in achieving goals shall be measured by:

Measure #3: 90% of construction contracts substantially completed within contract time, including elective change orders





Measure #4: 75% of construction contract change orders less than 10% of the original contract prices, including elective change orders



Geotechnical Services Section
Engineering Division
Public Works Department

Anchorage: Performance. Value. Results

Mission

Assure all capital improvement projects meet established testing frequencies and that all appropriate test procedures are followed in an accurate and cost-effective manner.

Direct Services

- Provide geotechnical and environmental subsurface investigation, quality control/acceptance testing, and materials certification for municipal capital improvement projects
- New materials research.
- Maintenance/operation of the Municipal Geotechnical Library.

Accomplishment Goals

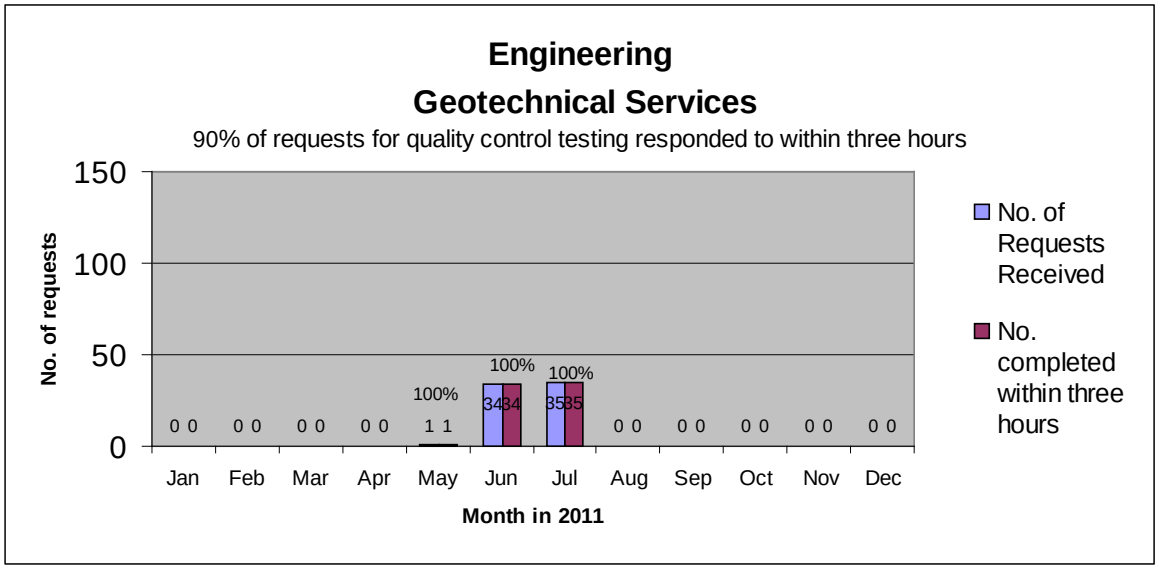
- Quality control/acceptance testing will be conducted in a time-sensitive and cost-effective manner

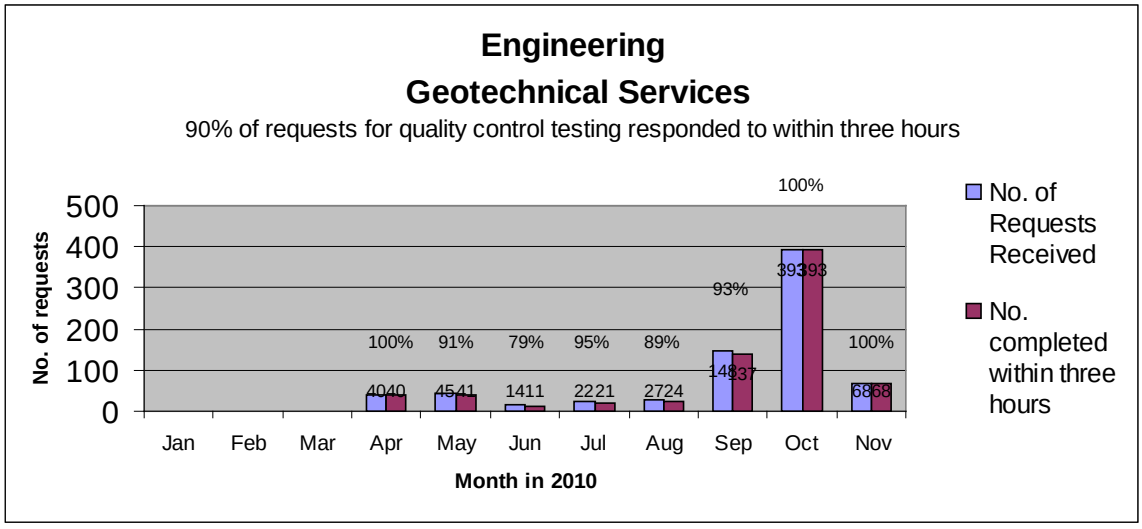
Performance Measures

Using the quality control testing program for all Portland Cement Concrete used in our Capital Improvement Projects in a cost-effective manner. The use of quality control testing greatly increases the chances that the concrete used in our capital improvement projects will achieve the calculated design life, reducing maintenance costs.

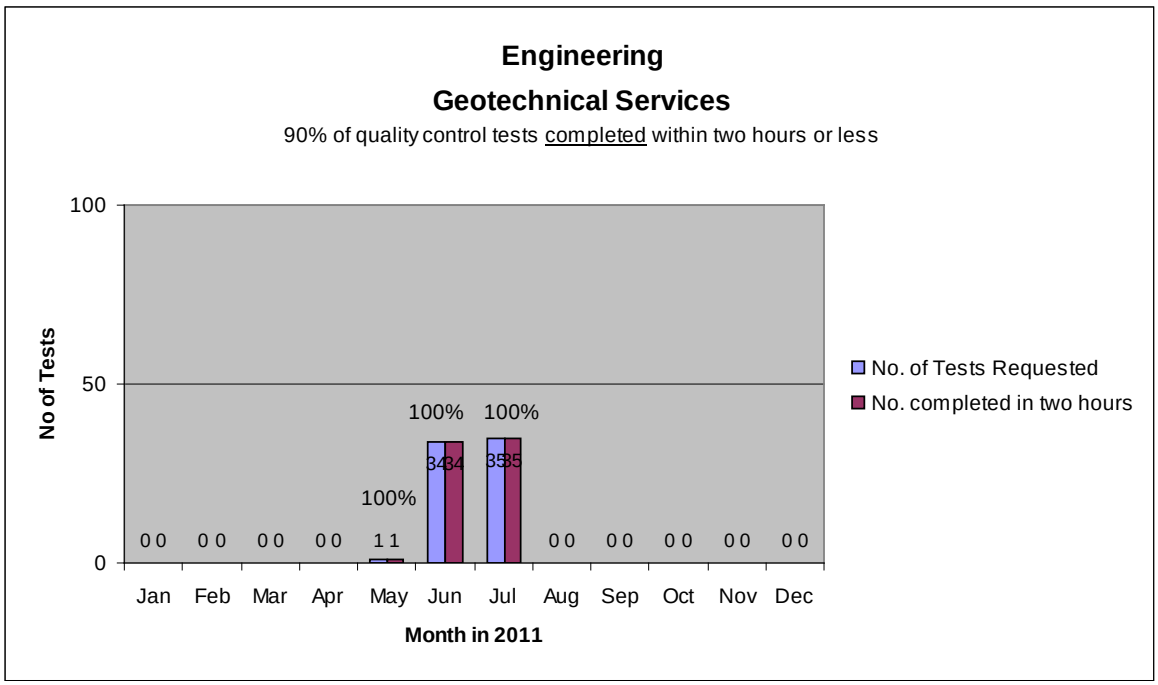
Progress in achieving goals shall be measured by:

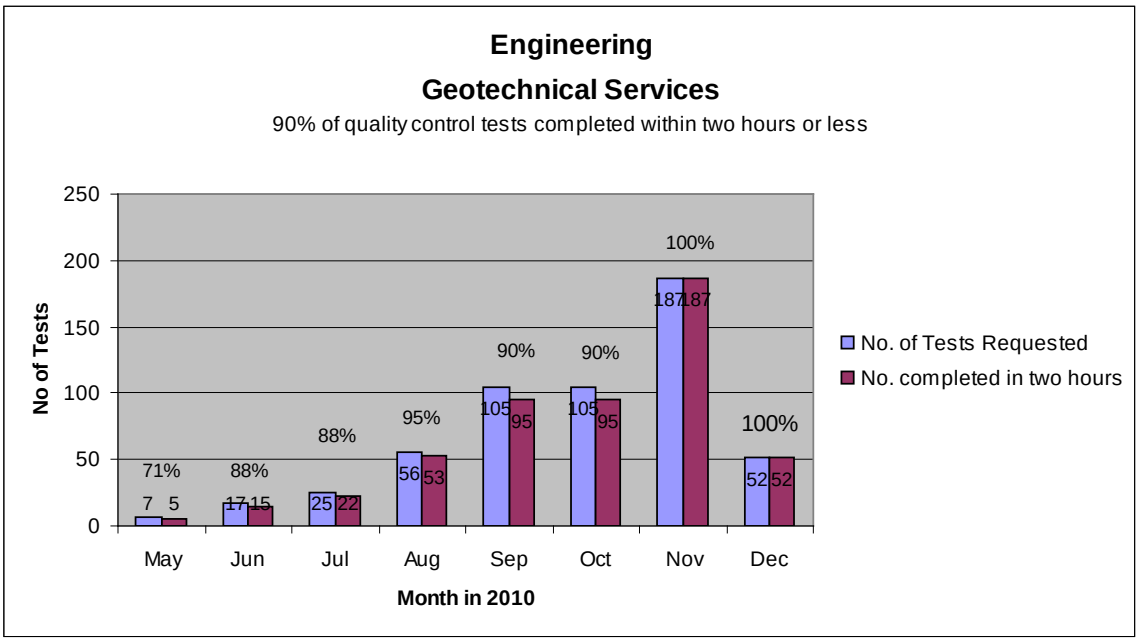
Measure #5: 90 Percent of the requests for Portland Cement Concrete quality control testing responded to within three hours





Measure #6: 90% Percent of the Portland Cement Concrete quality control tests completed in two hours or less





Survey and ROW Section
Engineering Division
Public Works Department

Anchorage: Performance. Value. Results

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.

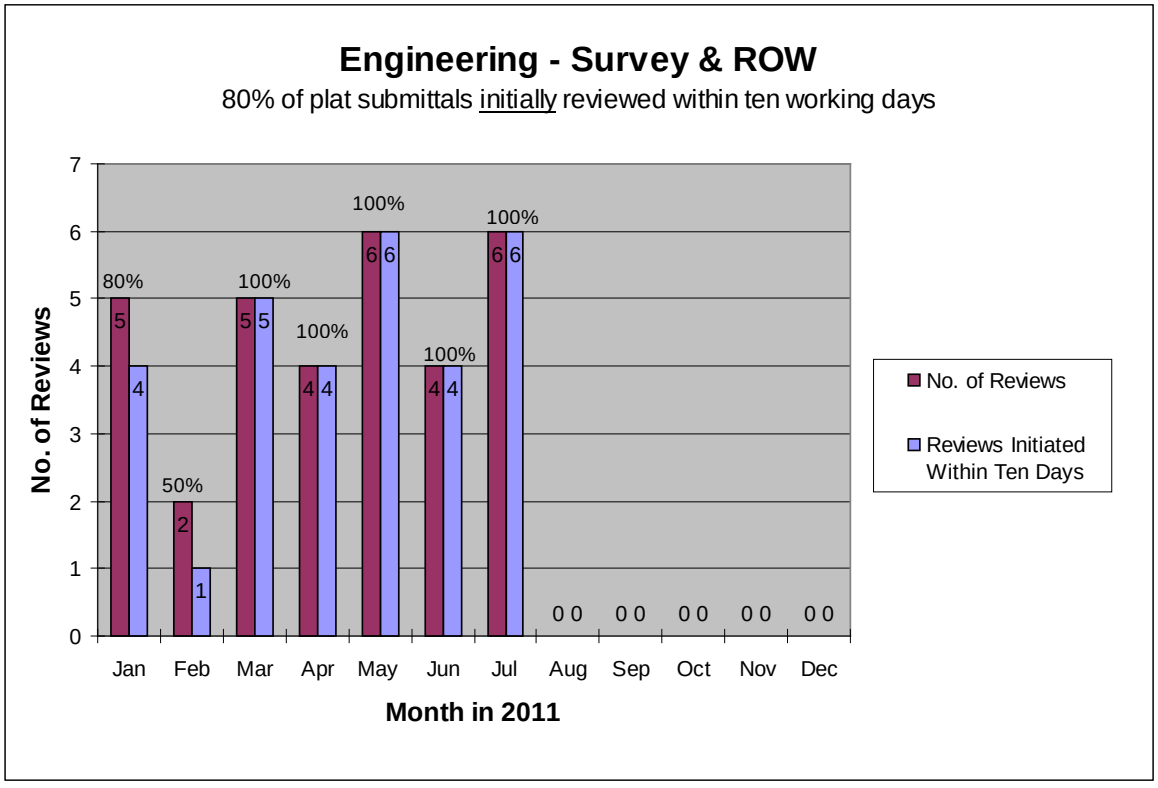
Accomplishment Goals

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

Performance Measures

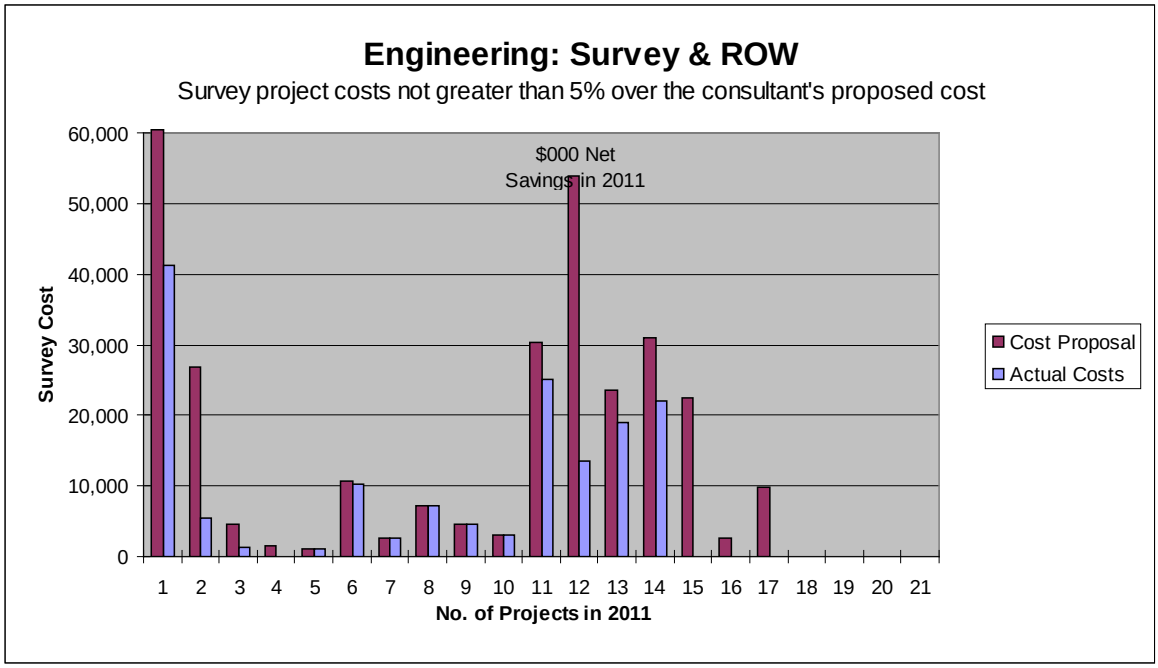
Progress in achieving goals shall be measured by:

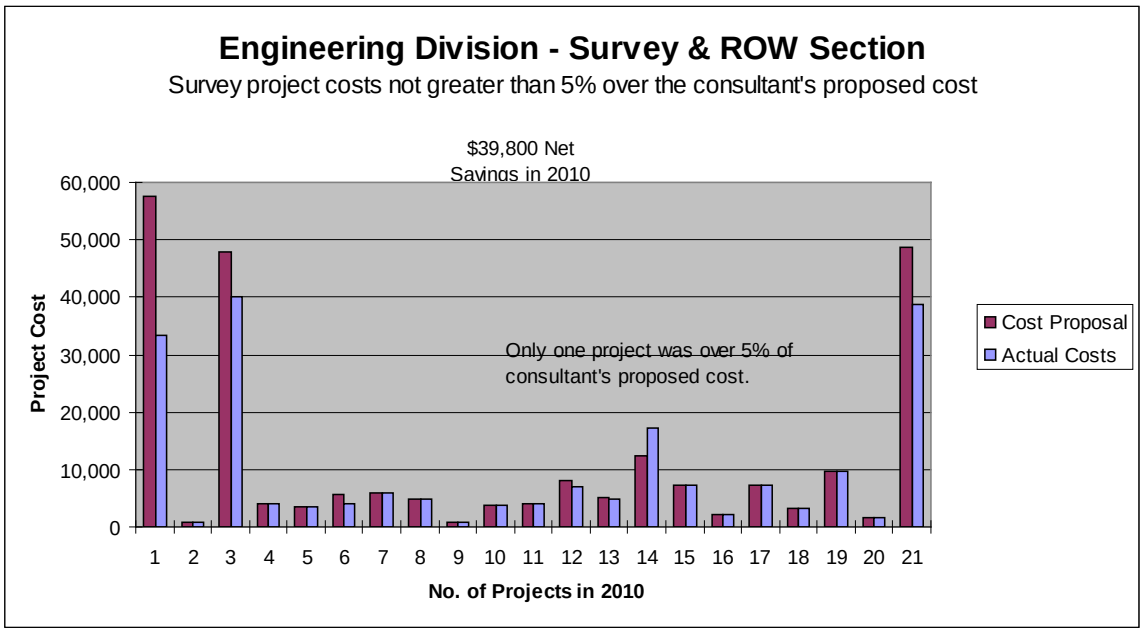
Measure #7: 80% of plat submittals initially reviewed within ten working days



Prior year information not available

Measure #8: Survey project costs not greater than 5% over the consultants' proposed cost





Watershed Management Section
Engineering Division
Public Works Department

Anchorage: Performance. Value. Results

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.

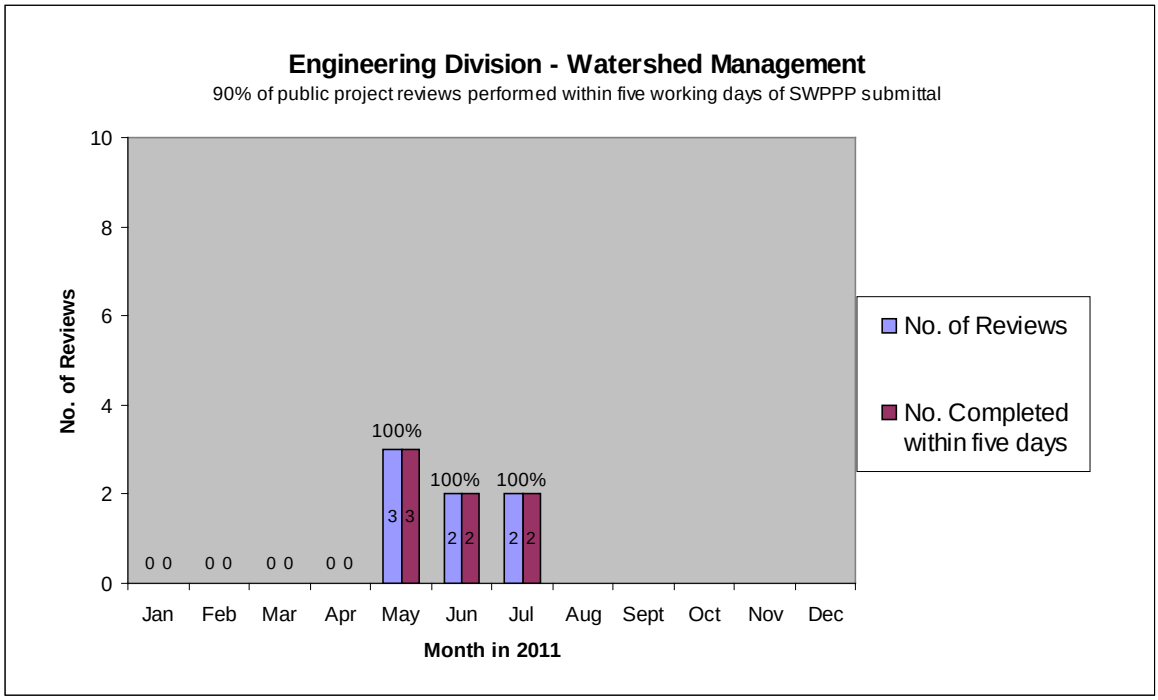
Accomplishment Goals

- 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.

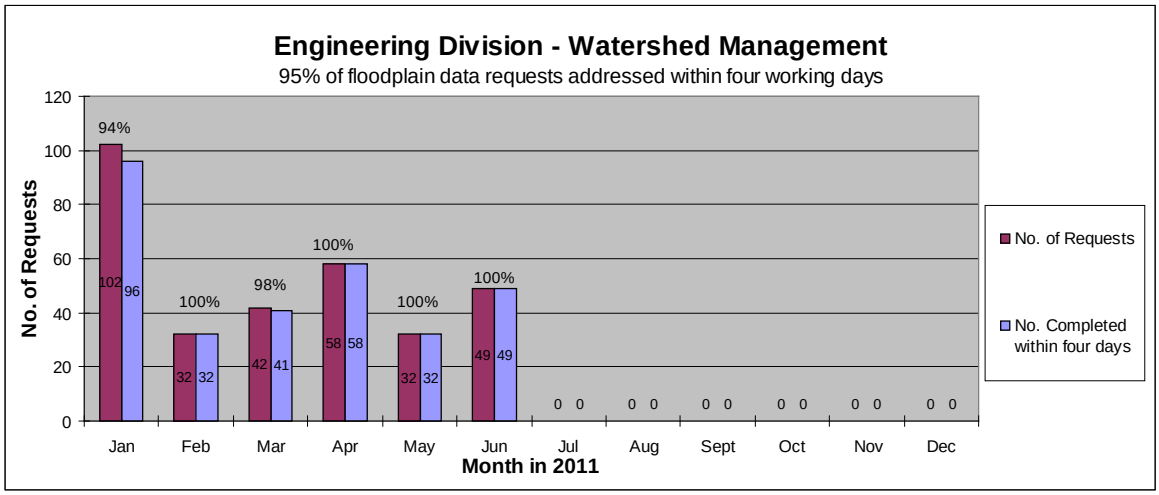
Performance Measures

Progress in achieving goals shall be measured by:

Measure #9: 90 Percent of public project reviews performed within five days of Storm Water Pollution Prevention Plan (SWPPP) submittal.

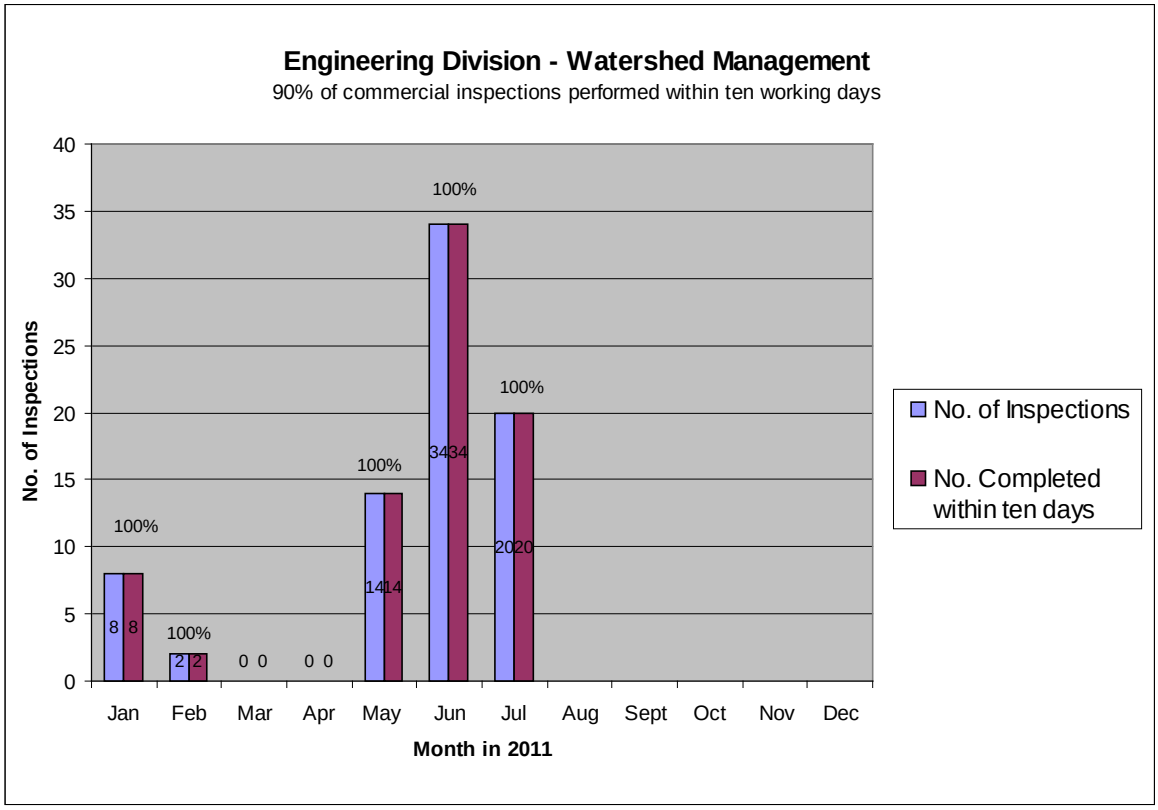


Measure #10: 95 Percent of floodplain data requests addressed within four working days



Prior year information not available

Measure #11: 90 Percent of commercial APDES inspections performed within ten days



Prior year information not available

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.

Performance Measures Methodology Sheet

Maintenance and Operations Division
Public Works Department

Measure #1: Complete declared plow-outs within 72 hours within Anchorage Roads and Drainage Service Area (ARDSA).

Type:

Effectiveness

Accomplishment Goal Supported:

Complete declared plow-outs within 72 hours of a snowfall four inches or more within ARDSA. Goal is 100% of the time.

Definition:

This measure reports the amount of time taken to complete each declared plow-out.

Data Collection Method:

The data will be collected by recording start and completion times for each declared plow-out.

Frequency:

Monthly

Measured By:

The data will be collected and maintained by the Street Maintenance Control Center in an Excel spreadsheet table. The table will show actual hours to complete each plow-out in relation to the 72-hour completion goal.

Reporting:

The data will be collected and maintained by the Street Maintenance Control Center in an Excel spreadsheet and will display the information both numerically and graphically. A status report will be generated monthly during the winter season.

Used By:

Management will use this data to evaluate the effectiveness of snow removal practices in relation to the stated 72-hour plow-out goal. Additionally, the impact of various staffing, equipment, material, and funding changes will be monitored and measured to determine impact on achievement of the stated goal.

Performance Measures Methodology Sheet

Maintenance and Operations Division
Public Works Department

Measure #2: Repair reported potholes within 24 hours within Anchorage Roads and Drainage Service Area (ARDSA)

Type:

Effectiveness

Accomplishment Goal Supported:

Repair 80% of reported potholes within 24 hours within ARDSA

Definition:

This measure reports the percentage of reported potholes repaired within 24 hours.

Data Collection Method:

The data will be collected by recording the time of reported potholes and when each reported pothole repair was completed.

Frequency:

Monthly

Measured By:

The data will be collected and maintained by the Street Maintenance Control Center in an Excel spreadsheet table. The table will show the percentage of reported potholes repaired within 24 hours in relation to the stated goal of completing 80% within 24 hours.

Reporting:

The data will be collected and maintained by the Street Maintenance Control Center in an Excel spreadsheet and will display the information both numerically and graphically. A status report will be generated monthly.

Used By:

Management will use this data to evaluate the effectiveness of reported pothole repairs in relation to the stated goal of completing 80% within 24 hours. Additionally, the impact of various staffing, equipment, material, and funding changes will be monitored and measured to determine impact on achievement of the stated goal.

Performance Measures Methodology Sheet

Maintenance and Operations Division
Public Works Department

Measure #3: Year-to-date percentage of storm drain structures inspected and cleaned as required within ARDSA.

Type:

Effectiveness

Accomplishment Goal Supported:

Annually inspect and clean "as required" all storm drain structures per APDES permit within ARDSA. Goal is mandated at 100%.

Definition:

This measure reports annual progress on the total number of storm drains requiring inspection and cleaning.

Data Collection Method:

The data will be collected by recording year-to-date progress of required annual storm drain structures inspected and cleaned.

Frequency:

Monthly

Measured By:

The data will be collected and maintained by the Street Maintenance Control Center in an Excel spreadsheet table. The table will show year-to-date progress on the annual number of storm drain structures requiring inspection and cleaning.

Reporting:

The data will be collected and maintained by the Street Maintenance Control Center in an Excel spreadsheet and will display the information both numerically and graphically. A status report will be generated monthly.

Used By:

Management will use this data to evaluate the effectiveness of current practices for storm drain structure inspections and cleaning as required by the APDES permit. Additionally, the impact of various staffing, equipment, material, and funding changes will be monitored and measured to determine impact on achievement of the stated goal.

Performance Measures Methodology Sheet

Communications Section
Maintenance and Operations Division
Public Works Department

Measure #4: % of on-duty Police/Fire equipment failures repaired or exchanged and returned to service within one hour, M/F 8 to 5

Type:

Effectiveness

Accomplishment Goal Supported:

Minimize downtime of Fire, Police and General Government personnel. Goal is 90%.

Definition:

This measure reports the percentage of Police/Fire electronics communications related equipment is repaired and/or exchanged and placed back into service within one hour of receipt, Monday through Friday between the hours of 8 AM – 5 PM.

Data Collection Method:

The data will be collected through work orders (shop tickets, requests) generated by electronic technicians and customers, and the date/time the equipment is exchanged or returned to service.

Frequency:

Monthly

Measured By:

The data will be collected and maintained by the Communications Superintendant in an Excel spreadsheet table. The table will calculate the percentage of Police/Fire equipment repaired and returned to service within one hour.

Reporting:

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

Used By:

This information will be used by PW to evaluate the annual department/division budget and all involved personnel for tracking purposes, resource management, and decision making at all levels. The information will help the Superintendant assess the adequacy of staffing levels in the communications bay area that services essential public safety equipment.

Performance Measures Methodology Sheet

Communications Section
Maintenance and Operations Division
Public Works Department

Measure #5: % of scheduled preventative maintenance performed to manufacturer's specification on Electronic defibrillators

Type:

Efficiency

Accomplishment Goal Supported:

80% of Fire & Medic apparatus have working, certified electronic defibrillators

Definition:

This measure reports the percentage of scheduled preventative maintenance performed on electronic defibrillators to ensure the apparatuses are maintained at a level certified by the manufacturer.

Data Collection Method:

The data will be collected through work orders (shop tickets, requests) generated by electronic technicians and the electronics foreman.

Frequency:

Monthly

Measured By:

The data will be collected from the electronics foreman and maintained by the Communications Superintendant in an Excel spreadsheet table. The table will calculate the percentage of defibrillators on which pre-scheduled preventative maintenance was performed.

Reporting:

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

Used By:

The information will help the Superintendant schedule the necessary pro-active maintenance on electronic defibrillators in order to ensure the equipment is kept at the certification level and to minimize future repair requests thereby affecting continued operational efficiency of the departments serviced.

Performance Measures Methodology Sheet

Communications Section
Maintenance and Operations Division
Public Works Department

Measure #6: % of unscheduled repairs to Public Safety core service equipment/systems completed and returned to service within two hours, seven days a week, 24 hours a day

Type:

Efficiency

Accomplishment Goal Supported:

Support the efficient, safe operations of emergency services by providing expeditious maintenance of public safety radio equipment. Goal is 99%.

Definition:

This measure reports the percentage of core service equipment/systems such as Police/Fire/911 Dispatch centers, and voice and wireless data for all MOA agencies repaired by an on-call technician after hours or on the weekends, or during the normal work day, and returned to service with two hours of receipt, seven days a week, 24 hours a day.

Data Collection Method:

The data will be collected through work orders (shop tickets, requests) generated by electronic technicians and customers.

Frequency:

Monthly

Measured By:

The data will be collected and maintained by the Communications Superintendant in an Excel spreadsheet table. The table will calculate the percentage of equipment repaired and returned to service within two hours.

Reporting:

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

Used By:

This information will be used by OMB as related to the annual department/division budget and all involved personnel for tracking purposes, resource management, and decision making at all levels. The information will help the Superintendant assess the adequacy of staffing levels during the normal work week and on-call staffing during the weekends that service essential public safety equipment needed for continued public safety operations.

Performance Measures Methodology Sheet

Fleet Maintenance Section
Maintenance and Operations Division
Public Works Department

Measure #7: Maintain a minimum vehicle in-commission rate of 95% for police patrol vehicles, general government vehicles, and heavy equipment vehicles

Type:

Effectiveness

Accomplishment Goal Supported:

Improve overall vehicle in-commission rate for all customers serviced. Goal is 95%.

Definition:

This measure reports the monthly vehicle in-commission percentage for police patrol vehicles and general government vehicles in relation to the stated goal for each category.

Data Collection Method:

Pertinent data will be downloaded from the Fleet Maintenance asset management system into an Excel spreadsheet table once a month. The information will include the current number of vehicles currently out of commission for repairs and/or service in relation to the total number to assigned vehicles.

Frequency:

Monthly

Measured By:

The data will be collected and maintained by Fleet Maintenance in an Excel spreadsheet table. The table will show the monthly vehicle in-commission percentage for police patrol vehicles and general government vehicles in relation to the stated goal. We will compare this to national averages and industry standards.

Reporting:

The data will be collected and maintained by Fleet Maintenance in an Excel spreadsheet and will display the information both numerically and graphically. A status report will be generated monthly.

Used By:

Management will use this data to evaluate the overall effectiveness of current Fleet Maintenance practices for providing safe operational vehicles to its customers. Additionally, the impact of various staffing, equipment, material, and funding changes will be monitored and measured to determine impact on achievement of the stated goal. It will be compared to National averages and industry standards once we collect enough data.

Performance Measures Methodology Sheet

Fleet Maintenance Section
Maintenance and Operations Division
Public Works Department

Measure #8: Percent of vehicles beyond depreciated life still in use for police cruisers, general government, and heavy equipment

Type:

Effectiveness

Accomplishment Goal Supported:

Reduce fleet vehicle maintenance costs while providing safe, operable vehicles. Goal is less than 25%.

Definition:

This measure reports the current percentage of vehicles that are fully depreciated and still in service for police patrol vehicles and general government vehicles with a goal of no more than 25% of the overall fleet in each category.

Data Collection Method:

Pertinent data will be downloaded from the Fleet Maintenance asset management system into an Excel spreadsheet table quarterly. The information will include the current number of vehicles fully depreciated and still in service in relation to the overall number of assigned vehicles for each category.

Frequency:

Quarterly

Measured By:

The data will be collected and maintained by Fleet Maintenance in an Excel spreadsheet table. The table will provide a snapshot of the current percentage of fully depreciated vehicles still in services for police patrol vehicles and general government vehicles in relation to the stated goal.

Reporting:

The data will be collected and maintained by Fleet Maintenance in an Excel spreadsheet and will display the information both numerically and graphically. A status report will be generated monthly.

Used By:

Management will use this data to evaluate the overall effectiveness of current Fleet Maintenance practices for providing safe operational vehicles to its customers. Additionally, the impact of vehicle replacement schedules, inflation, vehicle assignments, and rental rates will be monitored and measured to determine impact on achievement of the stated goal.

Performance Measures Methodology Sheet

Facility Maintenance Section
Maintenance and Operations Division
Public Works Department

Measure #9, #10, & #11: Complete 95% of Priority 1 (emergency) work orders within 24 hours; complete 90% of Priority 2 (urgent) work orders within 7 days; and complete 90% of Priority 3 (priority) work orders within 1 month

Type:

Effectiveness

Accomplishment Goal Supported:

Improve response times to prioritized work order requests

Definition:

This measure reports the percentage of Priority 1, 2, and 3 work orders completed on time. The goal for Priority 1 work orders is 95% completed within 24 hours; the goal for Priority 2 work orders is 90% completed within 7 days' and the goal for Priority 3 work orders is 90% completed within 1 month.

Data Collection Method:

On a monthly basis, pertinent data will be downloaded from the Facility Maintenance asset management system into an Excel spreadsheet table. The information will include the number and time and date of reported Priority 1, 2, and 3 work orders and time and date they were completed.

Frequency:

Monthly

Measured By:

The data will be collected and maintained by Facility Maintenance in an Excel spreadsheet table. The table will provide the monthly percentage of Priority 1, 2, and 3 work orders completed within the stated timeframe for each category.

Reporting:

The data will be collected and maintained by Facility Maintenance in an Excel spreadsheet and will display the information both numerically and graphically. A status report will be generated monthly.

Used By:

Management will use this data to evaluate the overall effectiveness of current Facility Maintenance practices for assigning and completing priority work order requests. Additionally, the impact of various staffing, equipment, material, and funding changes will be monitored and measured to determine impact on achievement of the stated goal.

Performance Measures Methodology Sheet

Capital Projects Section
Maintenance and Operations Division
Public Works Department

Measure #12: Dollar values of construction contracts with change orders, and Dollar values of change order costs compared to original contract cost

Type:

Effectiveness

Accomplishment Goal Supported:

Reduce capital project construction projects with change orders. At least 75% of contract change orders for construction projects shall be less than 10% of the total original contact amount

Definition:

This measure reports the monthly percentage of contract change orders that are less than 10% of the original contract amount.

Data Collection Method:

On a monthly basis, information relating to capital construction contract change orders will be recorded by Facility Capital Projects into an Excel spreadsheet table. The information will include the original contract and change order amount to calculate a percentage for each change order.

Frequency:

Monthly

Measured By:

The data will be collected and maintained by Facility Capital Projects in an Excel spreadsheet table. The table will provide the monthly percentage of change orders less than 10% of the original contract amount.

Reporting:

The data will be collected and maintained by Facility Capital Projects in an Excel spreadsheet and will display the information both numerically and graphically. A status report will be generated monthly.

Used By:

Management will use this data to evaluate the overall effectiveness of development and management of facility capital construction contracts. Current project management practices will be monitored and measured to determine impact on achievement of the stated goal. New PVRs will be developed based upon the evaluation of this data.

Watershed Management Section
Engineering Division
Public Works Department

Anchorage: Performance. Value. Results

Measure #11: 90% of commercial inspections performed within ten working days

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.