
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 #1: Number of complaints received annually which regard the quality of regulated vehicle service

Number of Quality of Service Complaints

Year	Number	Percent Change
2007	158	
2008	114	-27.8%
2009	110	-3.5%
2010	104	-5.5%
YTD 7/31/11	63	

Measure #2: Percentage of complaint investigations resolved in five workdays or less

Percent of complaints resolved in 5 workdays or less

Year	Percent Resolved
2007	55.1%
2008	69.3%
2009	61.8%
2010	83.6%
YTD 7/31/11	77.8%

Measure #3: Percent change in the number of unscheduled on-street vehicle and chauffeur inspections

Number of unscheduled inspections per Transportation Inspection staff FTE

Year	Number	# Amount of FTE	Percent Change
2007	2,736	1,440	
2008	2,204	1,160	-19.40%
2009	1,464	1,009	-33.50%
2010	1,635	1,127	11.70%
YTD 7/31/11	992	684	

Performance Measure Methodology
Transportation Inspection Division
Municipal Manager

Measure #1: Number of complaints received annually which regard the quality of regulated vehicle service.
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Type

Efficiency

Accomplishment Goal Supported

Increase overall customer satisfaction with regulated vehicle service

Definition

The number of complaints reported by Transportation Inspection is a measure of the quality of service provided to customers

Data Collection Method

Tally the number of complaints reported to Transportation Inspection

Frequency

Monthly

Measured By

The division executive assistant will record the number of complaints reported each month

Reporting

The division executive assistant will create and maintain monthly logs of the number of YTD complaints vs. the prior year

Used By

The division manager will assess whether an increased emphasis on customer service provided to chauffeurs during their initial and refresher training classes is reducing customer complaints

Performance Measure Methodology
Transportation Inspection Division
Municipal Manager

Measure #2: 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 #3: Percent change in the number of unscheduled on-street vehicle and chauffeur inspections
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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