
**Office of Emergency Management
Municipal Manager Department**

Anchorage: Performance. Value. Results.

Purpose

Protect life and property and to ensure the safety, health and welfare of the citizens of Anchorage.

Direct Services

- Lead agency for the MOA's emergency preparedness and planning activities.
- Provide community education and public outreach programs to help citizens prepare for emergencies and disasters.

Accomplishment Goals

- Improve MOA's emergency preparedness by completing revisions to the Emergency Operations Plan.
- Improve the Emergency Operations Center's response effectiveness by developing EOC Standard Operating Procedures (EOC SOP).
- Ensure community education and public outreach programs are effective in preparing citizens for emergencies and disasters.

Performance Measures

Progress in achieving goals shall be measured by:

Measure #1: % complete of the MOA's Emergency Operations Plan (EOP) revision.

As of Dec, 31, 2010 plan is 8% complete.

Measure #2: % complete of the EOC Standard Operating Procedures

As of Dec 31, 2010 procedures are 85% complete

**Performance Measure Methodology Sheet
Office of Emergency Management
Municipal Manager Department**

Measure #1: % complete of the MOA's Emergency Operations Plan

Type

Effectiveness

Accomplishment Goal Supported

Improve MOA's Emergency Preparedness by completing revisions to the Emergency Operations Plan.

Definition

This measure reports the number of EOP Annex revisions that have been completed. The revision process incorporates a review of current State and Federal guidelines, and Municipal Code into a draft document that is reviewed by lead and supporting agency stakeholders in the MOA's Emergency Operations Plan.

Data Collection Method

EOP Revision Status Report: This report will list each EOP chapter or Annex and the current completion status. The report will reflect five categories of completion: State / Federal guidelines review completion, draft document development, lead / supporting agency review, incorporation of feedback, and final.

Frequency

The measure will be reported at close of business on the last work day at the end of each quarter.

Measured By

Plans & Policy Manager

Reporting

The Plans & Policy Manager will prepare the report in a word document that will display the information in a table matrix format.

Used By

The director will use the report to monitor and gauge the progress of plan development and drafting. The report will be presented to the Municipal Manager monthly and be available via the Municipal website.

Performance Measure Methodology Sheet
Office of Emergency Management
Municipal Manager Department

**Measure #2: % complete of the MOA's Standard Operating Procedures for the
Emergency Operations Center**

Type

Effectiveness

Accomplishment Goal Supported

Improve the Emergency Operations Center Response effectiveness by completing and implementing Standard Operating Procedures.

Definition

This measure reports the number of SOP chapters that have been completed. The SOP development process incorporates a review of best practices of current Federal, State, and similar sized municipal EOC Standard Operating Procedures. The best practices will be incorporated into a draft document that will be reviewed by the appropriate supporting municipal agency.

Data Collection Method

SOP Development Status Report. This report will list each SOP chapter or Annex and the current completion status. The report will reflect five categories of completion: initial draft, edit, review, incorporation of feedback, and final.

Frequency

The measure will be reported at close of business on the last work day at the end of each quarter.

Measured By

Training & Exercise Manager

Reporting

The Training & Exercise Manager will prepare the report in a word document that will display the information in a table matrix format.

Used By

The director will use the report to monitor and gauge the progress for the development of the Standard Operating Procedures. The report will be presented to the Municipal Manager monthly and be available via the Municipal website.