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).

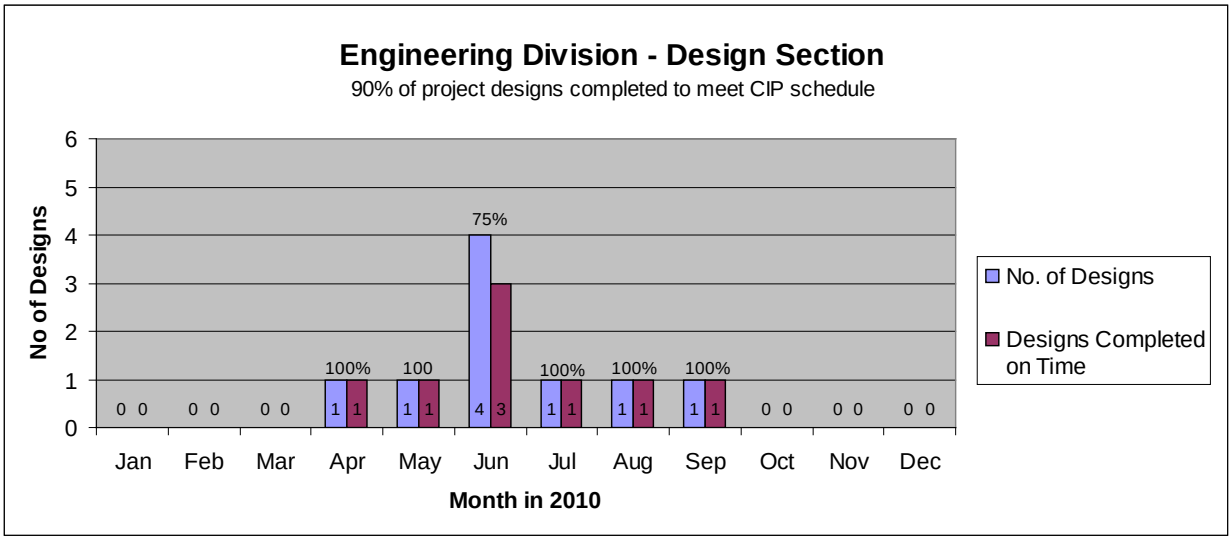
Accomplishment Goals

- 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



Performance Measure Methodology Sheet

Design Section
Engineering Division
Public Works Department

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

Type

Effectiveness.

Accomplishment Goal Supported

Allow projects to go to competitive bid as scheduled by completing project designs within the Capital Improvement Program (CIP) schedule.

Definition

This measure reports the percentage of designs on capital improvement projects that are completed on time.

Data Collection Method

The data will be collected by tracking construction contract bid opening dates and comparing them to the CIP schedule.

Frequency

Monthly

Measured By:

The data will be collected and maintained by the Design Section Manager in an Excel spreadsheet. The spreadsheet will calculate the percentage of designs completed in time to meet the bid opening date. The calculation is the total number of capital project designs completed on time divided by the total number of capital projects with bid opening dates during each month multiplied by 100 to equal a percentage.

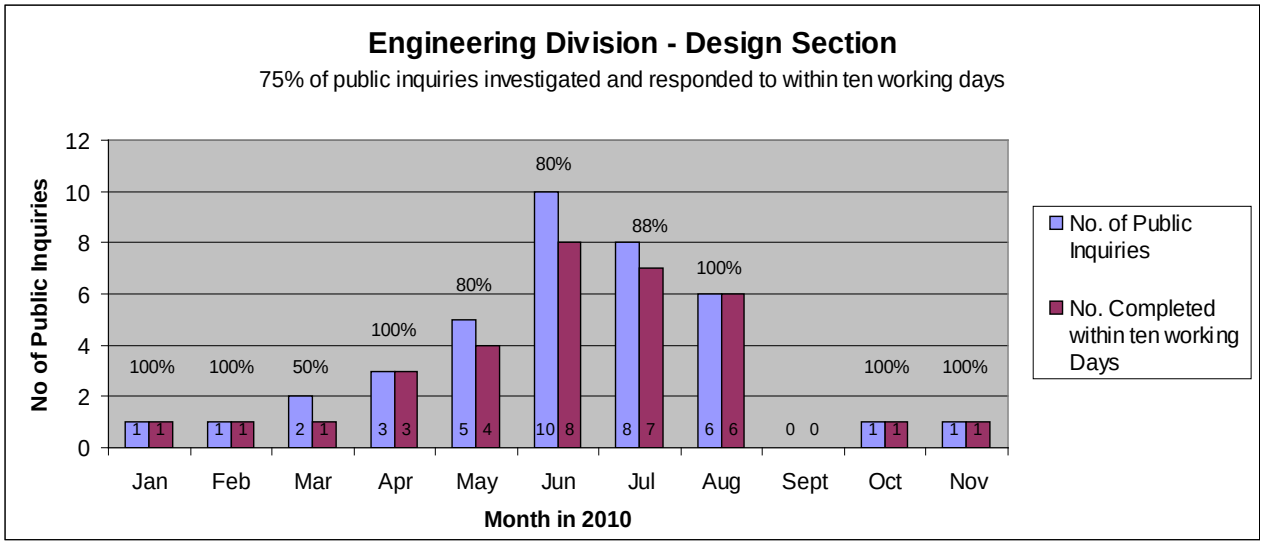
Reporting

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

Used By:

The information will help the Design Manager assess the adequacy of staffing levels in the Design Section to provide in-house capital project designs. The Division Manager and Department Director will use the monthly report to determine overall staffing levels and the information will be included in regular reports to the Municipal Manager.

Measure #2: 75% of public inquires will be investigated and responded to within ten working days



Performance Measure Methodology Sheet

Design Section
Engineering Division
Public Works Department

Measure #2: 75% of public inquiries will be investigated and responded to within ten working days

Type

Efficiency

Accomplishment Goal Supported

Ensure a punctual and accurate response to public inquiries.

Definition

This measure reports the percentage of inquiries investigated and resolved by the design section on behalf of the Municipality.

Data Collection Method

The data will be collected through emails, verbal communications or telecommunications.

Frequency

Monthly

Measured By

The data will be collected and maintained by the design section manager in an Excel spreadsheet. The spreadsheet will calculate the percentage of inquiries responded to. The calculation is the total number of inquiries responded to on time divided by the total number of inquiries received multiplied by 100 to equal a percentage.

Reporting

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

Used By

The information will help the Design Manager determine operational efficiency of the design section. The Division Manager and Department Director will use the monthly report to calculate overall division efficiency and the information will be included in regular reports to the Municipal Manager.

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.

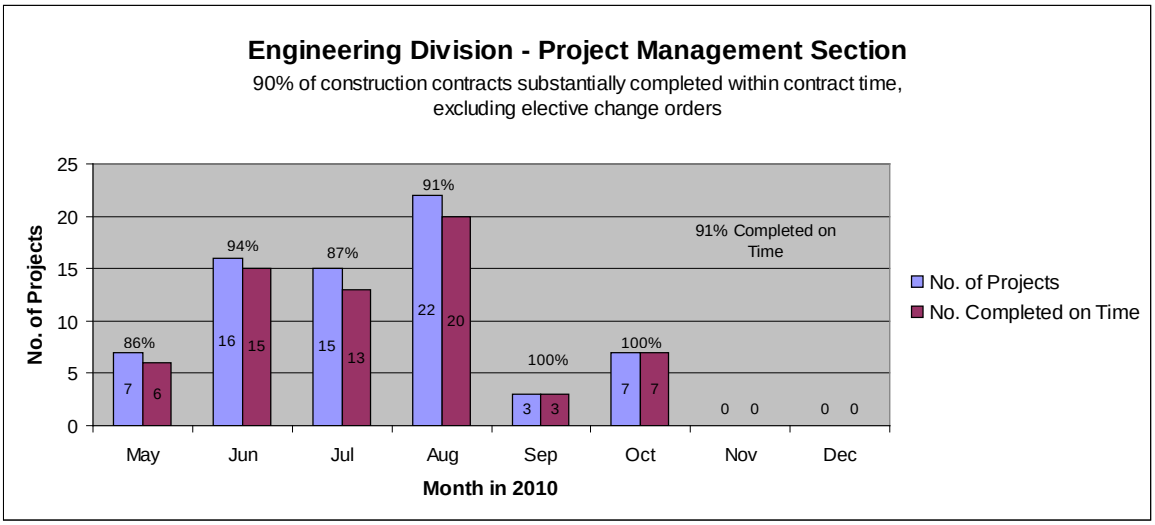
Accomplishment Goals

- 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, excluding elective change orders



Performance Measure Methodology Sheet

Project Management Section
Engineering Division
Public Works Department

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

Type

Efficiency

Accomplishment Goal Supported

Manage the construction of capital projects in a cost-effective and timely manner.

Definition

This measure reports the percentage of construction projects completed on time.

Data Collection Method

The data will be collected and maintained by Project Management staff and reported to the Project Management manager.

Frequency

Monthly

Measured By

The data will be collected and maintained by the Project Management Manager in an Excel spreadsheet table. The table will calculate the percentage of construction projects completed. The calculation is the total number of construction projects completed on time divided by the total number of construction projects started during the period multiplied by 100 to equal a percentage.

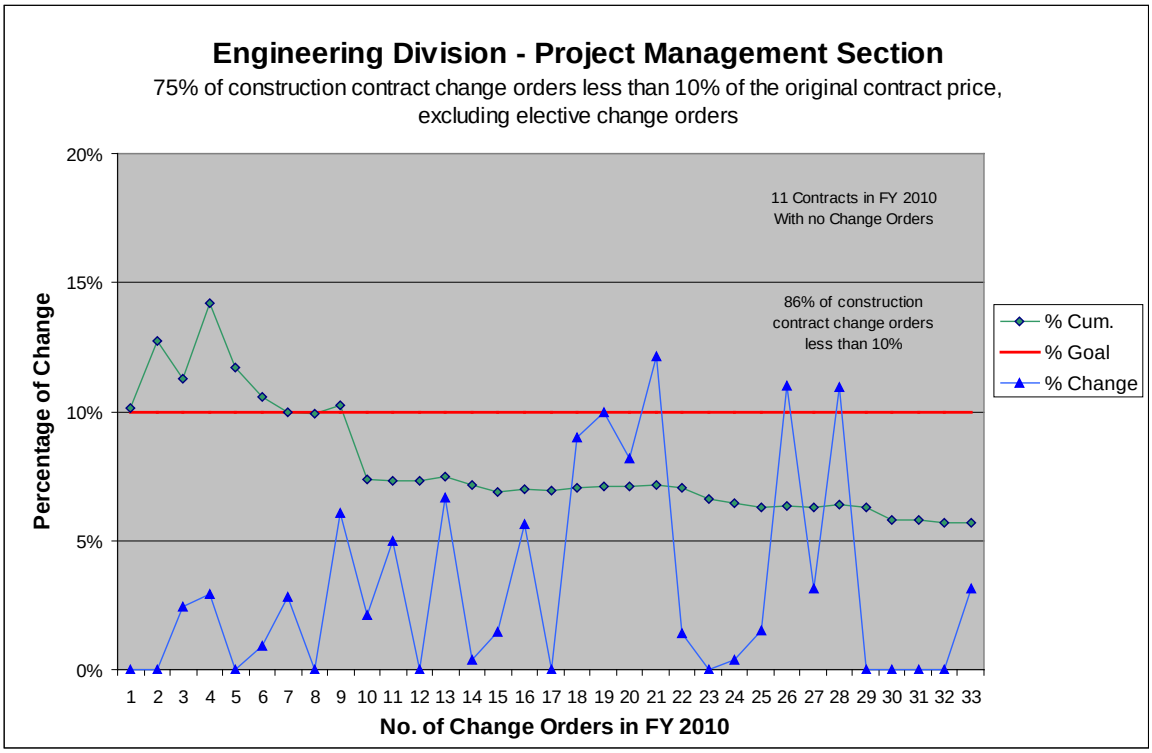
Reporting

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

Used By:

The information will help the Project Management Manager assess the adequacy of staffing levels during the construction season and to schedule staffing during the weekends to ensure contractors complete their awarded capital project on time and in a cost-effective manner. This information will be reported to the Division Manager and the Department Manager and used in the annual department/division budget for personnel tracking purposes, resource management, and decision making at all levels.

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



Performance Measure Methodology Sheet

Project Management Section
Engineering Division
Public Works Department

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

Type

Efficiency

Accomplishment Goal Supported

By managing the planning and design of capital projects in a timely, context-sensitive, and safe manner, any required change order should be minimal compared to the contract award amount.

Definition

This measure reports the percentage of construction change orders.

Data Collection Method

The data will be collected and maintained by Project Management manager.

Frequency

Monthly

Measured By

The data will be collected and maintained by the Project Management Manager in an Excel spreadsheet table. The table will calculate the percentage of construction change orders less than 10 percent of the original contract prices, excluding elective change orders. The calculation is the total number of construction change orders issued divided by the number of construction change orders issued during the period multiplied by 100 to equal a percentage.

Reporting

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

Used By

The information will help the Project Management Manager assess the adequacy of the design and staffing levels during the construction season and to schedule staffing during the weekends to ensure the completion of capital project on time and in a cost-effective manner.

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

This measure will be accomplished and reported in 2011.

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

This measure will be accomplished and reported in 2011.

Performance Measure Methodology Sheet

Geotechnical Services Section
Engineering Division
Public Works Department

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

Type

Efficiency

Accomplishment Goal Supported

Quality control testing ensures an efficient and safe composite material by providing expeditious tests cores in timely manner.

Definition

This measure reports the percentage of core sample requests responded to within three hours.

Data Collection Method

The data will be collected and maintained through telecommunication from the contractor to the geotechnical services manager.

Frequency

Monthly

Measured By

The data will be collected and maintained by the Geotechnical Manager in an Excel spreadsheet table. The table will calculate the percentage of requests responded to. The calculation is the total number of requests responded to on time divided by the number of requests received multiplied by 100 to equal a percentage.

Reporting

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

Used By

The information will help the Geotechnical Manager, Division Manager, and Department Manager assess the adequacy of staffing levels during the construction season and to schedule staffing during the weekends to ensure capital projects are not delayed.

Performance Measure Methodology Sheet

Geotechnical Services Section
Engineering Division
Public Works Department

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

Type

Efficiency

Accomplishment Goal Supported

Quality control tests ensure efficient and safe composite materials are used by the contractors on capital projects.

Definition

This measure reports the percentage of core samples tested within two hours or less after the sample has been received in the Geotechnical lab.

Data Collection Method

The data will be collected and maintained by geotechnical staff and reported to the geotechnical services manager.

Frequency

Monthly

Measured By

The data will be collected and maintained by the Geotechnical Manager in an Excel spreadsheet table. The table will calculate the percentage of tests completed. The calculation is the total number of tests completed on time divided by the total number of tests required during that two hour period multiplied by 100 to equal a percentage.

Reporting

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

Used By

The information will help the Geotechnical Manager assess the adequacy of staffing levels during the construction season and to schedule staffing during the weekends to ensure material used in capital projects are not deficient.

Survey 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.

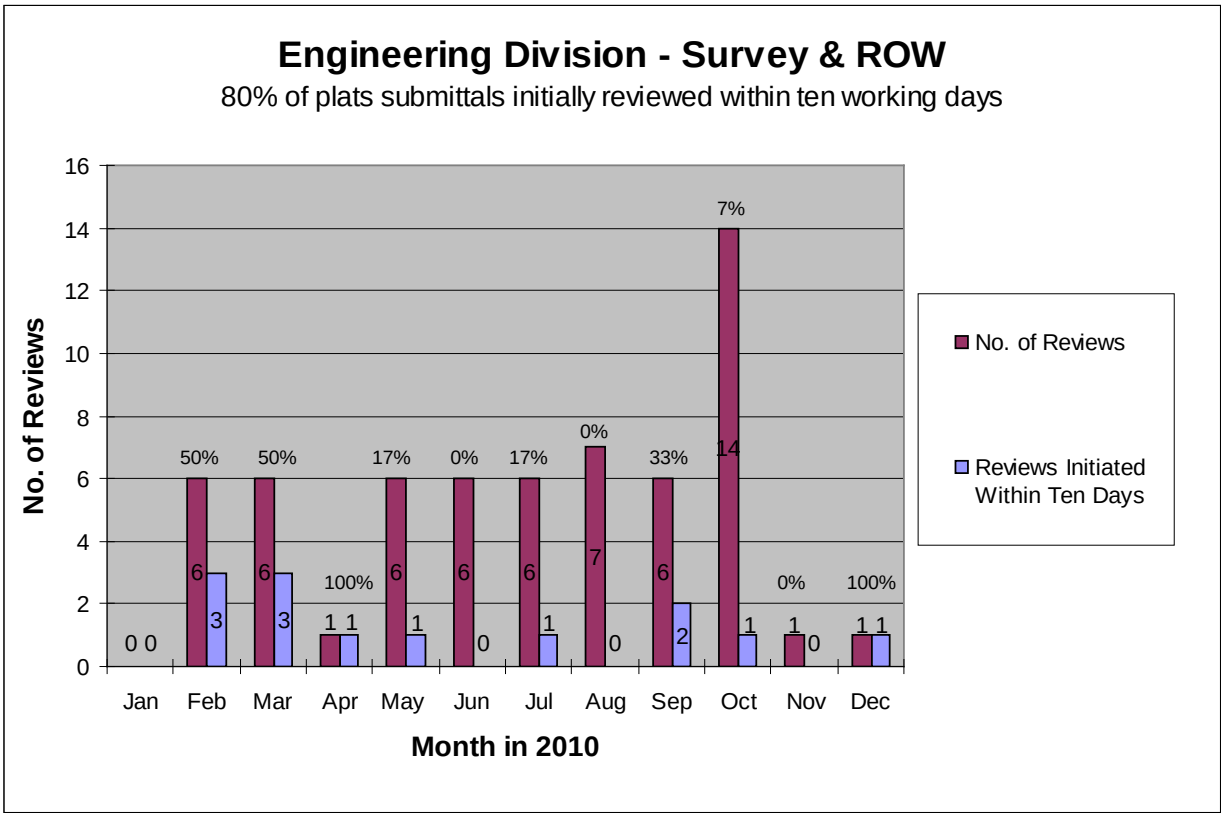
Accomplishment Goals

- 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



Performance Measure Methodology Sheet

Survey & ROW Section
Engineering Division
Public Works Department

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

Type

Efficiency

Accomplishment Goal Supported

Manage the time involved to obtain plat approval in support of private land development for the Planning Division.

Definition

Elimination of unnecessary delays can lead to higher platting costs for a final plat approval.

Data Collection Method

Each plat submitted by the planning division for review is logged in and tracked with a date at each phase of the review until it meets municipal standards and is then transmitted to the planning division for filing.

Frequency

Monthly

Measured By

At the end of each month a report is generated by the Municipal Surveyor identifying how many plats met the goal of conducting the initial review in ten working days or less.

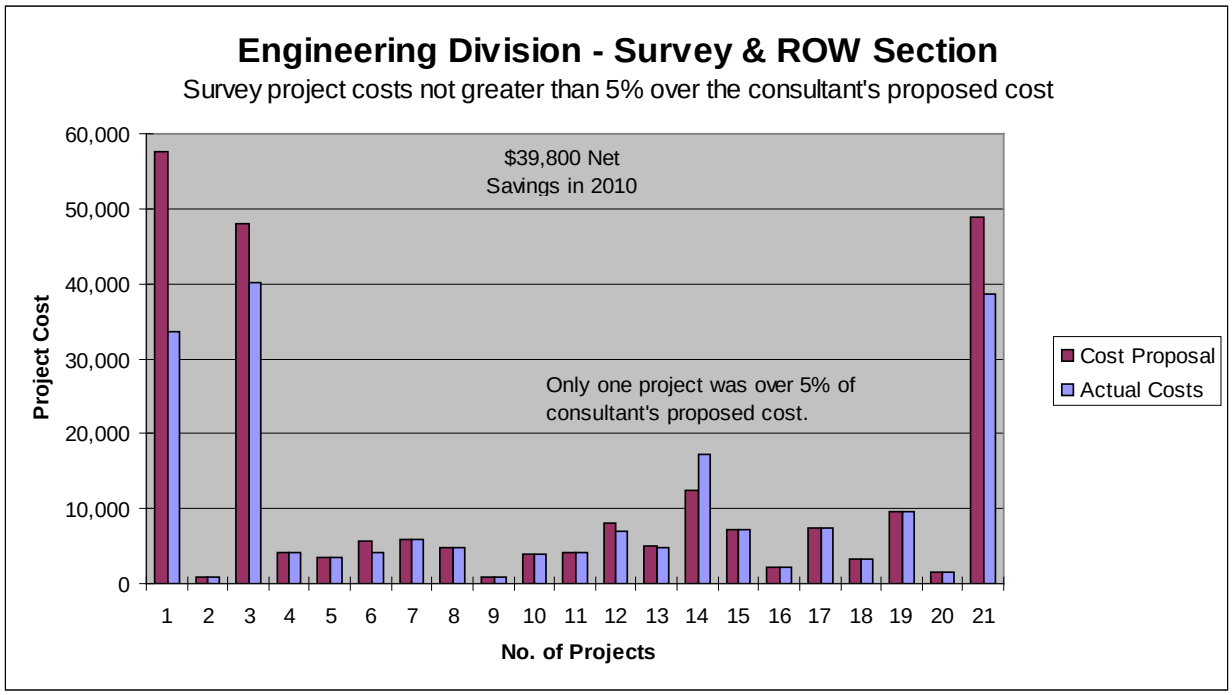
Reporting

The statistics containing the number of plats reviewed per month and how long it took to conduct the initial review are reported on a spreadsheet and provided to the division director.

Used By:

The Division Director and Department Director will facilitate land development within the Municipality by using the information to monitor the efficiency of the plat review process and ensuring that there are no unreasonable delays in filing a plat at the State District Recorder's Office.

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



Performance Measure Methodology Sheet

Survey & ROW Section
Engineering Division
Public Works Department

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

Type

Efficiency

Accomplishment Goal Supported

Manage contracted services to insure survey data is acquired in support of the capital projects program and other Municipal agencies' needs at a reasonable cost to the public.

Definition

The report tracks the actual cost of a completed project compared to the estimated cost proposal submitted by the consultant performing the services.

Data Collection Method

Each project cost proposal is entered into a contractor's request file identifying the contractor's proposed cost and the actual cost to complete the project.

Frequency

The measurement occurs with the final billing for each project.

Measured By

The Municipal Surveyor compares the proposed costs and the final billing.

Reporting

The number of survey requests that were made, the costs estimated to complete the project, and the final dollar amount actually charged for the project, are reported on a spreadsheet and provided to the Division Director each month.

Used By

The Division Director and Department Director will use the information to monitor contract management to determine where efficiencies can be gained in the process of project management. The report will also provide the managers with an understanding of the costs to provide survey data that can be used for future project scoping. The report will be presented to the Municipal Manager at staff meetings and the public via the Municipal Website.

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.

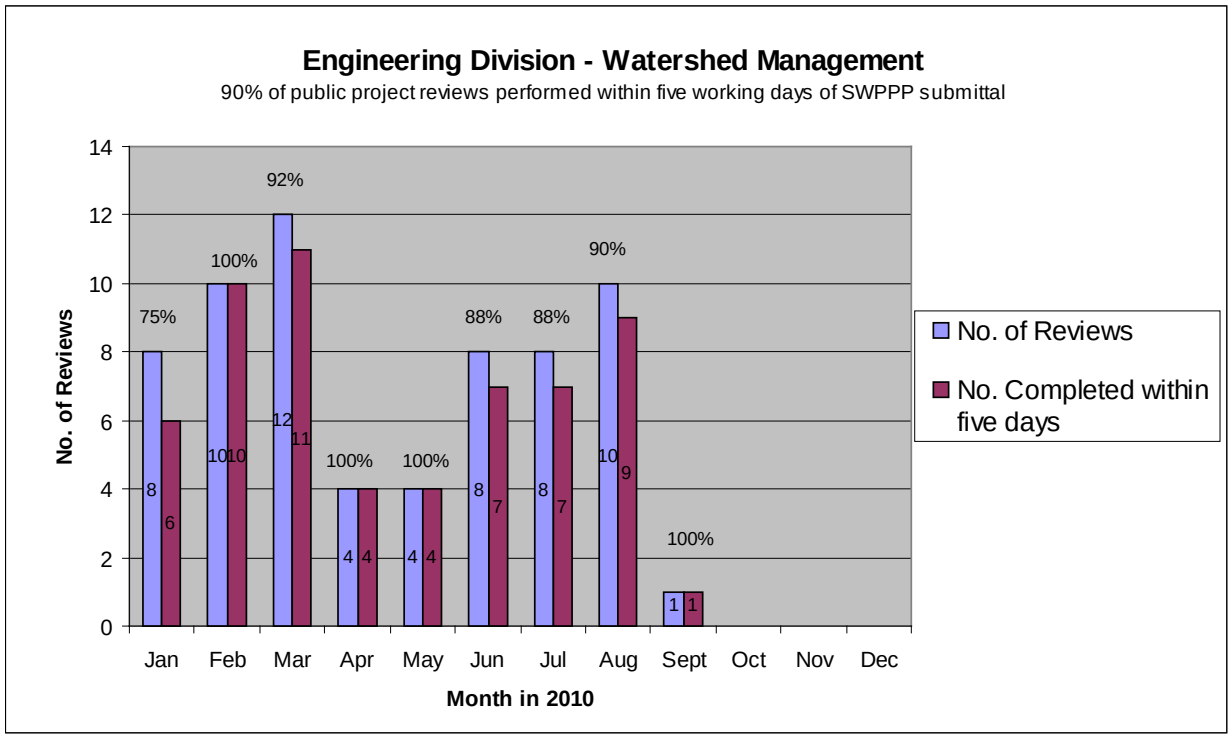
Accomplishment Goals

- 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.**



Performance Measure Methodology Sheet

Watershed Section
Engineering Division
Public Works Department

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

Type

Efficiency

Accomplishment Goal Supported

Watershed employees' public project reviews are timely and coincide with the permit plan reviews.

Definition

This measure reports the percentage of public project reviews performed within five working days of SWPPP.

Data Collection Method

The data will be collected and maintained by 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 public project reviews performed. The calculation is the total number of public project reviews completed on time divided by the total number of public project reviews required multiplied by 100 to equal a percentage.

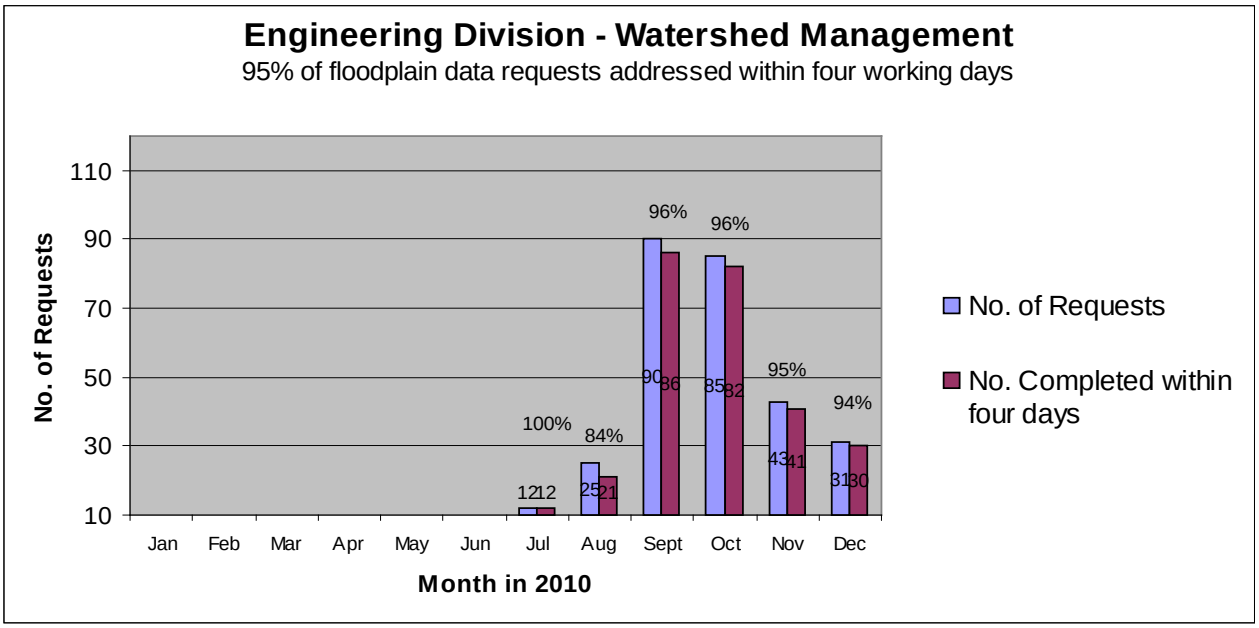
Reporting

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 to ensure public project reviews are performed within five days of SWPPP.

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



Performance Measure Methodology Sheet

Watershed Section
Engineering Division
Public Works Department

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

Type

Efficiency

Accomplishment Goal Supported

Flood plain data is maintained as per regulatory National Flood Insurance Program (NFIP) requirements and is accessible to the public in a timely manner.

Definition

Measures response time to requests for floodplain data and information

Data Collection Method

Watershed staff will keep a log of telephone, email and in-person requests and record when the request was received and responded to.

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 requests completed within four days. The calculation is the total number of requests completed on time divided by the total number of requests received multiplied by 100 to equal a percentage.

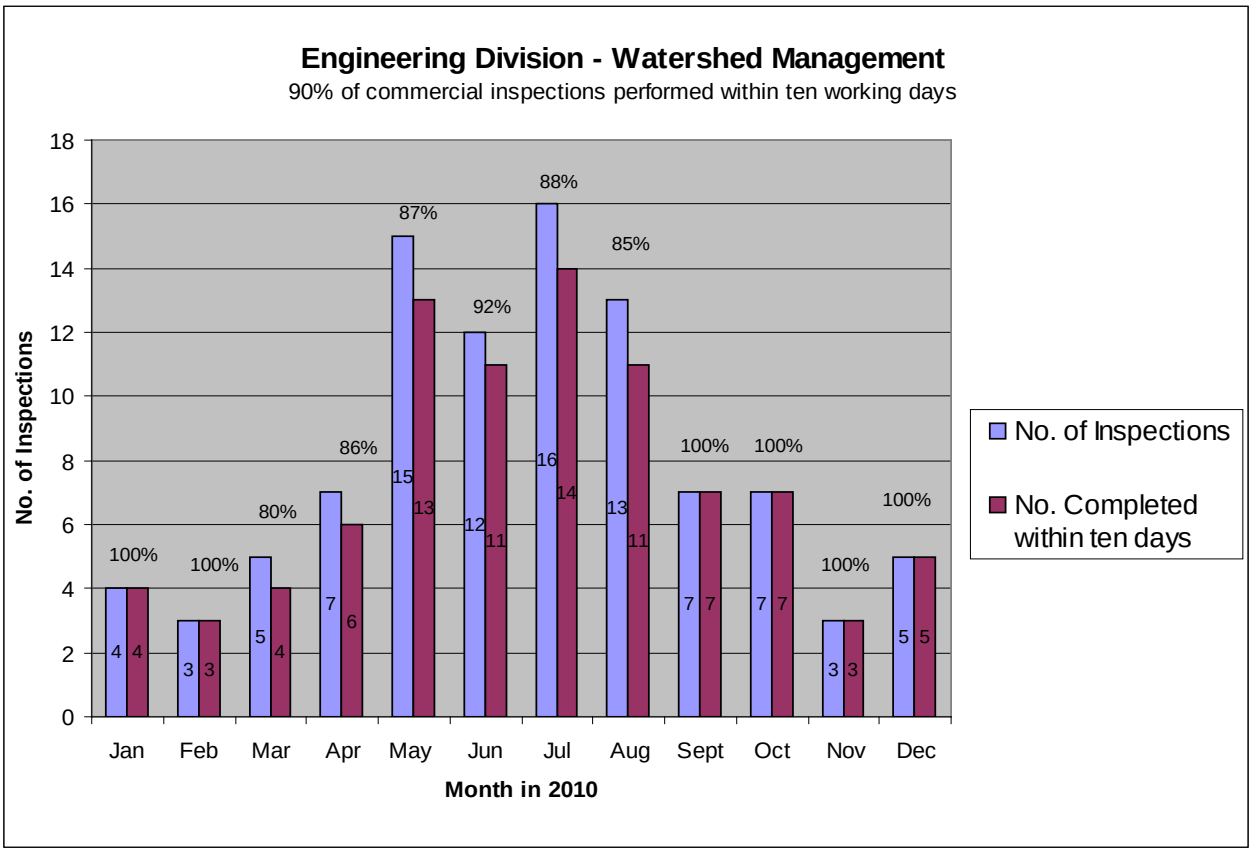
Reporting

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 provide the necessary oversight of FEMA National Flood Insurance Program (NFIP) for Anchorage. The Division Manager and Department Director will use the information to gain a clearer understanding of how well the Municipality is meeting its obligation to disseminate floodplain information to the public. The report will be presented to the Municipal Manager at staff meetings and the public via the Municipal Website.

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



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 Measure Methodology Sheet

Watershed Section
Engineering Division
Public Works Department

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.