Traffic Division
Public Works Department

Anchorage: Performance. Value. Results.

Mission

Promote safe and efficient area-wide transportation that meets the needs of the community and the Anchorage Municipal Traffic Code requirements.

Direct Services

- Design, operate and maintain the Anchorage Traffic Signal System.
- Design and maintain the Anchorage traffic control devices (signage/markings).
- Provide the necessary transportation data to support the core services.
- Provide traffic safety improvements in accordance with identified traffic safety issues.
- Provide traffic impact review of development plans and building permits.

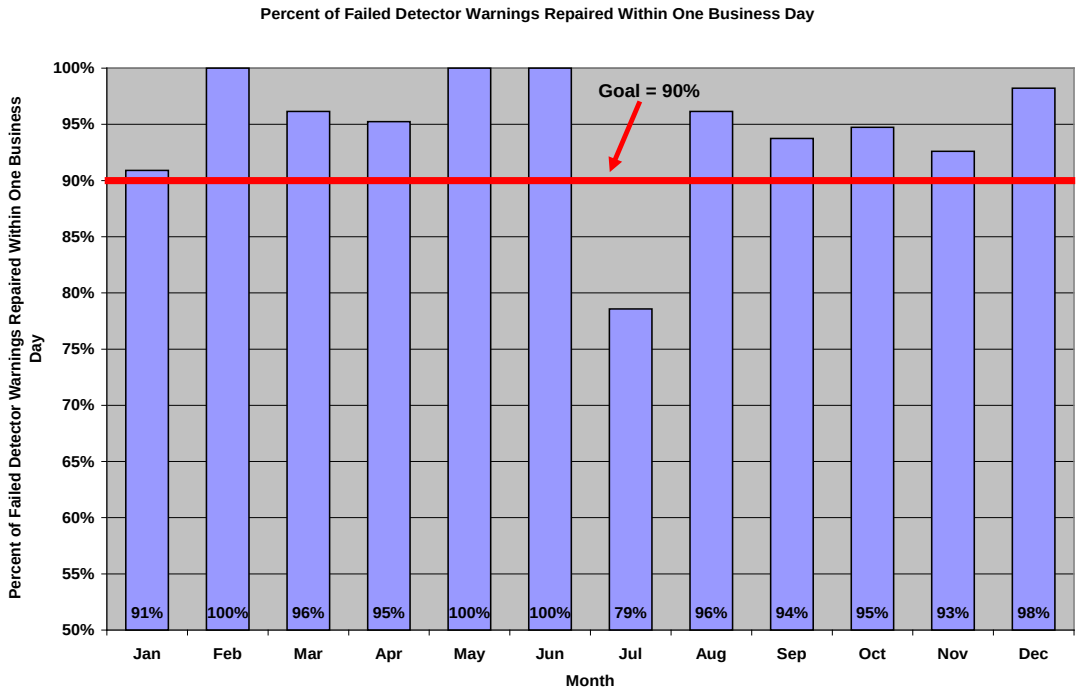
Accomplishment Goals

- Continuous improvement in the safe and efficient movement of people and goods
- Timely investigation and response to community traffic inquiries.
- Traffic operation improvements that maximize transportation safety and system efficiency.

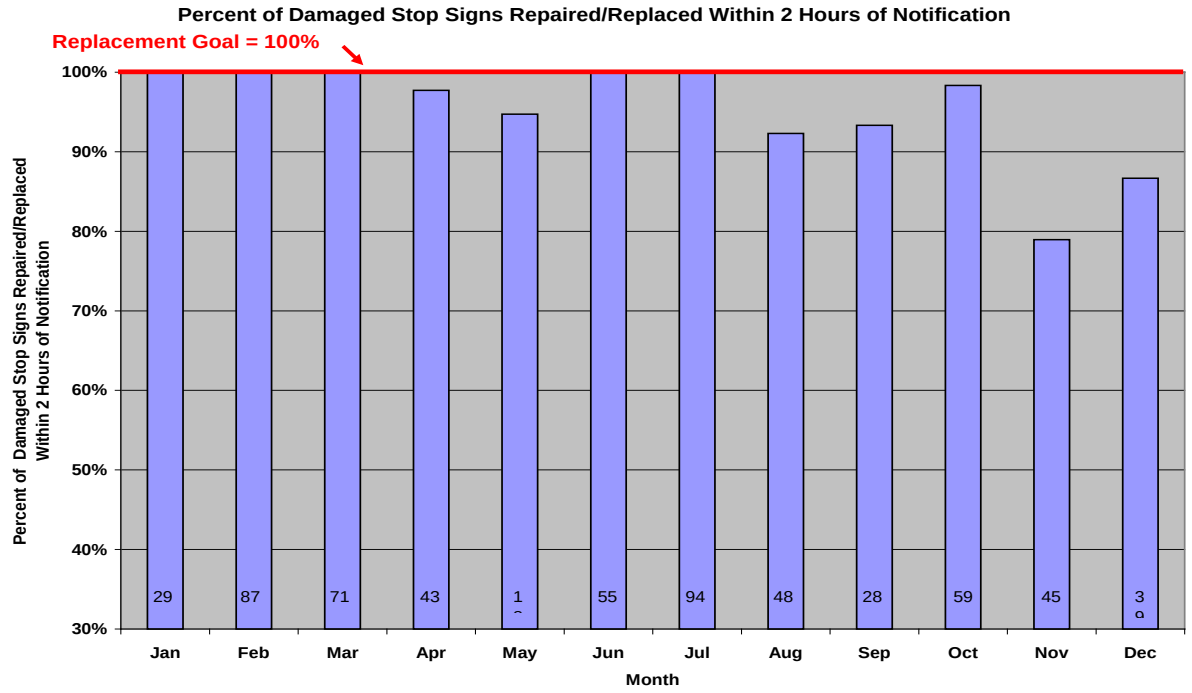
Performance Measures

Progress in achieving goals shall be measured by:

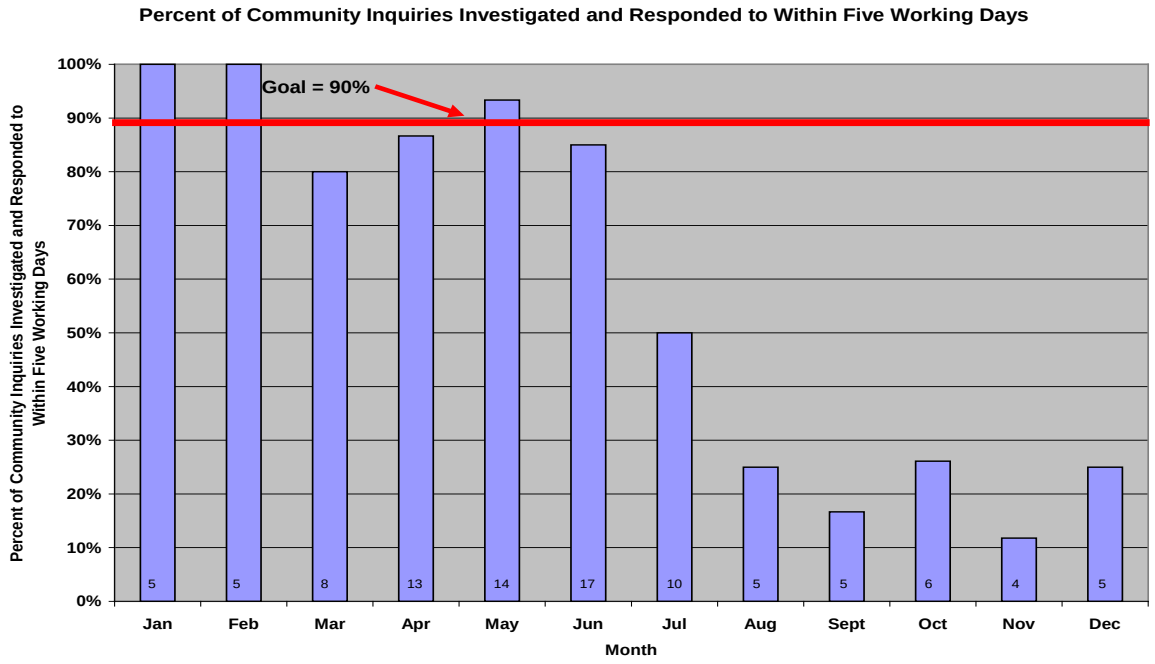
Measure #1: 90% of failed detector warnings repaired within one business day



Measure #2: 90% of community inquiries investigated and responded to within five working days



Measure #3: 90% of community inquiries investigated and responded to within five working days



Performance Measure Methodology Sheet

Traffic Division
Public Works Department

Measure #1: 90% of failed detector warnings repaired within one business day

Type:

Safety

Accomplishment Goal Supported

Maintain traffic signal efficiency and roadway capacity by ensuring that traffic signals operations are functioning properly.

Definition

This measure reports the percentage of failed detectors that are repaired within one business day of notification of failure.

Data Collection Method

The data will be collected by tracking work orders developed through use of a failed detector report and reports from outside sources such as APD.

Frequency

Monthly

Measured By

The data will be collected and maintained by the electronics foreman of the Signals Maintenance Section in an Excel spreadsheet. The total number of failed detector reports and the number of repairs that are performed within one business day will be recorded. The calculation is the total number of failed detectors repaired within one business day divided by the failed detector notifications received multiplied by 100 to equal a percentage.

Reporting

The data collected by the Traffic Engineer 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 Traffic Engineer assess the adequacy of staffing levels in the Signal Maintenance Section to maintain efficient and effective repair of the Traffic Signal System.

Performance Measure Methodology Sheet

Traffic Division
Public Works Department

Measure #2: 90% of community inquiries investigated and responded to within five working days

Type

Efficiency

Accomplishment Goal Supported

Ensure punctual responses to community inquiries or complaints.

Definition

This measure reports the percentage of inquiries investigated and resolved by the Traffic Division.

Data Collection Method

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

Frequency

Monthly

Measured By

The data will be collected and maintained by the Administrative staff of the Traffic Division in an Excel spreadsheet. The spreadsheet will calculate the percentage of inquiries in which a response was provided within five working days. 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 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 Traffic Engineer assess the adequacy of staffing levels in the Traffic Division to provide timely responses to members of the community.

Performance Measure Methodology Sheet

Traffic Division
Public Works Department

Measure #3: 90% of community inquiries investigated and responded to within five working days

Type

Efficiency

Accomplishment Goal Supported

Ensure punctual responses to community inquiries or complaints.

Definition

This measure reports the percentage of inquiries investigated and resolved by the Traffic Division.

Data Collection Method

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

Frequency

Monthly

Measured By

The data will be collected and maintained by the Administrative staff of the Traffic Division in an Excel spreadsheet. The spreadsheet will calculate the percentage of inquiries in which a response was provided within five working days. 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 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 Traffic Engineer assess the adequacy of staffing levels in the Traffic Division to provide timely responses to members of the community.