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## **Design Division**

### **Project Management and Engineering Department**

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*Anchorage: Performance. Value. Results.*

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#### **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**

- 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.

#### **Performance Measures**

Progress in achieving goals shall be measured by:

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## Project Management Division Project Management and Engineering Department

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<b>Measure #1:</b> 75% of construction contract change orders are less than 10% of the original contract prices, including elective change orders
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### 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, including 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.

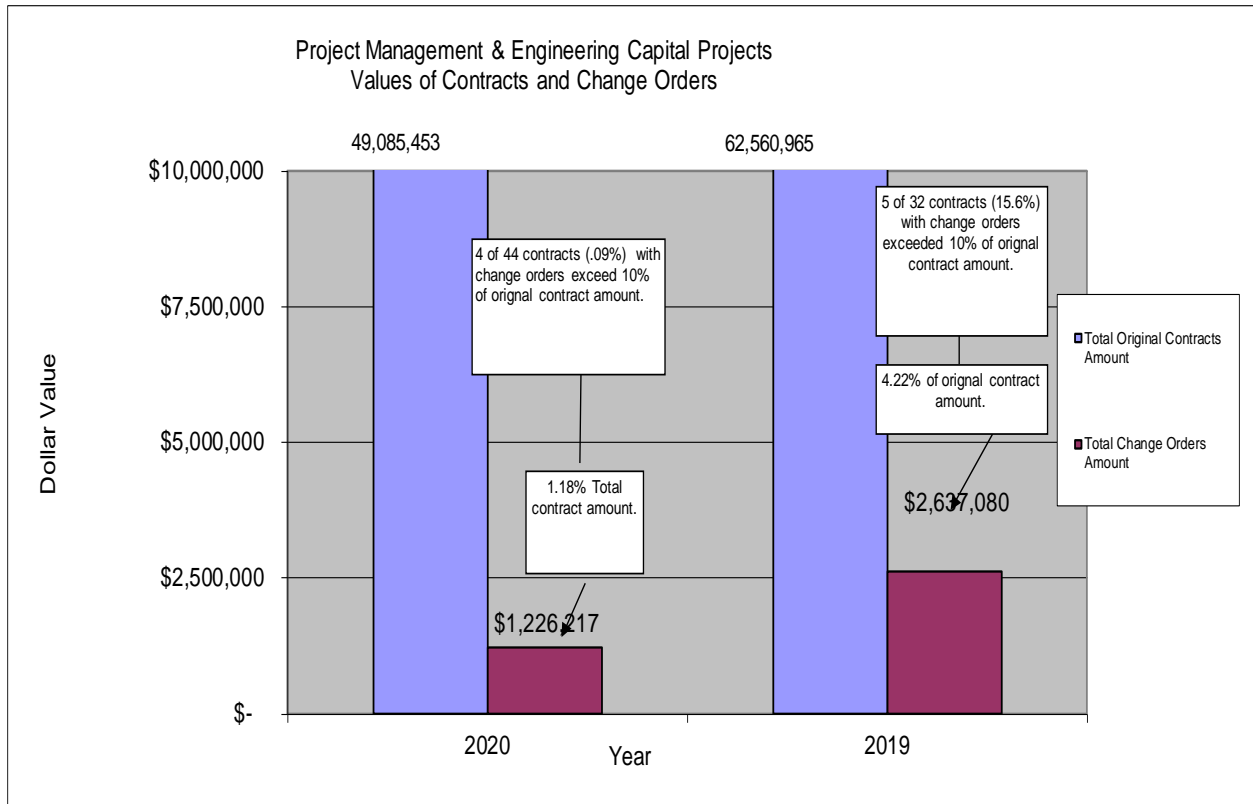
### Reporting

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.

**Measure #1: 75% of construction contract change orders less than 10% of the original contract prices, including elective change orders**



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## **Watershed Management Division**

### **Project Management and Engineering Department**

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*Anchorage: Performance. Value. Results.*

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#### **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**

- Provide surveys at a reasonable cost.
- Investigate and respond to public inquiries within ten working days.
- Provide land survey review for the Planning Department to meet their needs.
- Ensure watershed management employees perform and are timely with permit plan reviews.
- Flood plain data is maintained as per regulatory (National Flood Insurance Program (NFIP)) requirements and accessible to public in timely manner.
- Perform Alaska Pollutant Discharge Elimination System (APDES) inspections for commercial projects within approved APDES permit requirements.

#### **Performance Measures**

Progress in achieving goals shall be measured by:

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## Watershed Management Division Project Management and Engineering Department

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<b>Measure #2:</b> 90% of public project reviews performed within five working days of Storm Water Pollution Prevention Plan (SWPPP) submittal
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### 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.

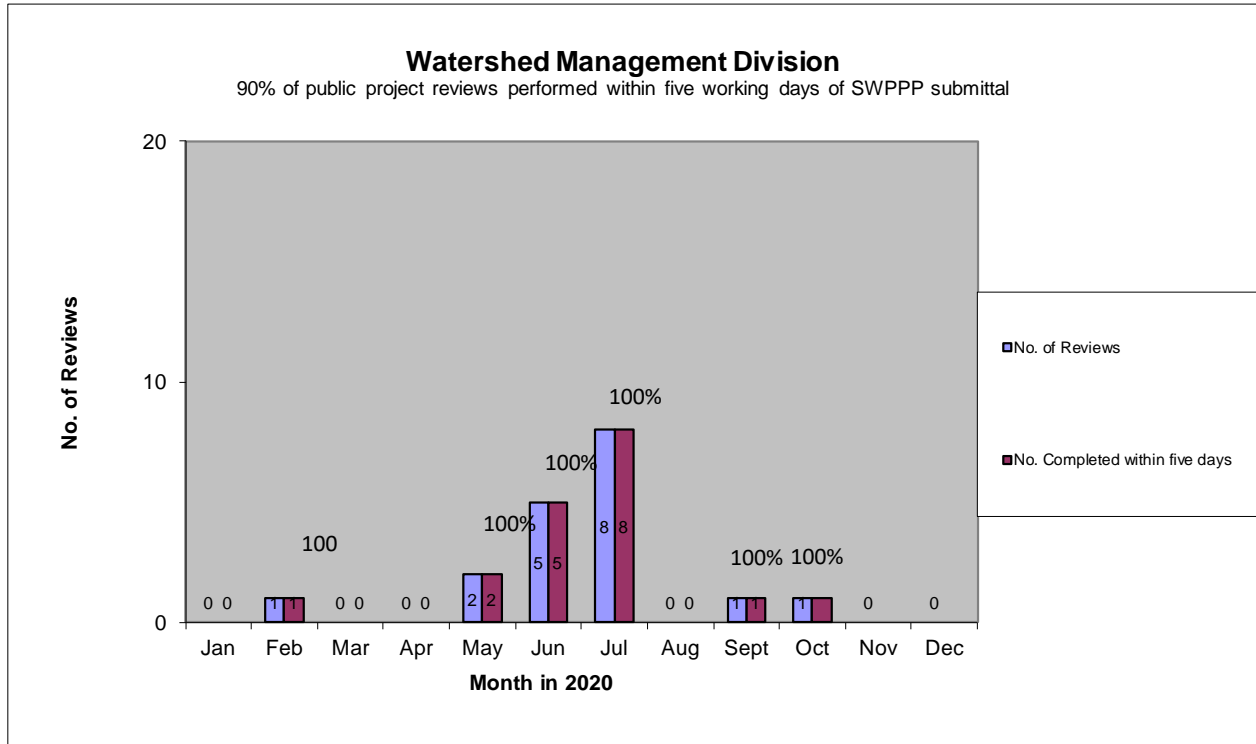
### Reporting

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 #2: 90% of public project reviews performed within five days of Storm Water Pollution Prevention Plan (SWPPP) submittal.**



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## Watershed Management Division Project Management and Engineering Department

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<b>Measure #3: 95% of floodplain data requests addressed within four working days</b>
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**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.

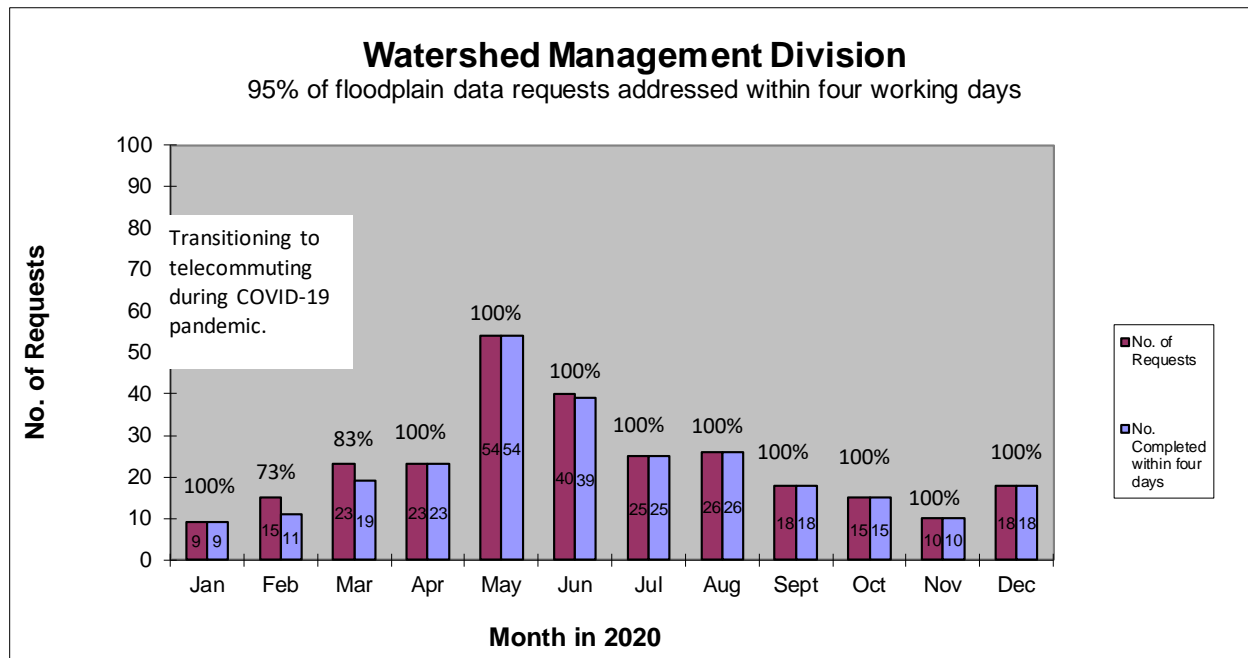
**Used By**

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.

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.

**Measure #3: 95% of floodplain data requests addressed within four working days**





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**Watershed Management Division**  
**Project Management and Engineering Department**

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<b>Measure #4: 90% of commercial inspections performed within ten working days</b>
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**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.

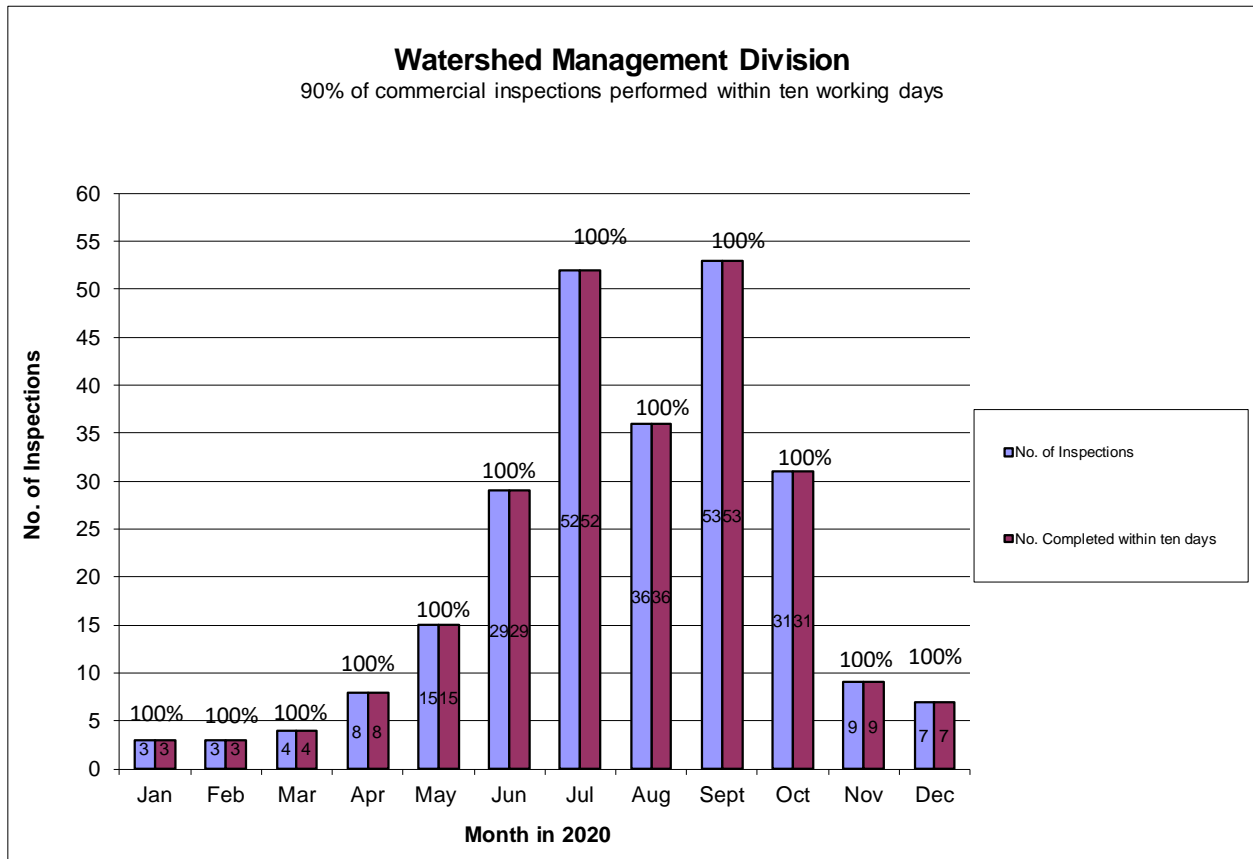
**Reporting**

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.

**Measure #4: 90% of commercial APDES inspections performed within ten days**



### **PVR Measure WC: Managing Workers' Compensation Claims**

Reducing job-related injuries is a priority for the Administration by ensuring safe work conditions and safe practices. By instilling safe work practices, we ensure not only the safety of our employees but reduce the potential for injuries and property damage to the public. The Municipality is self-insured and every injury poses a financial burden on the public and the injured worker's family. It just makes good sense to WORK SAFE.

Results are tracked by monitoring monthly reports issued by the Risk Management Division.

