
Office of Emergency Management
Municipal Manager
Anchorage: Performance. Value. Results.

Purpose

Coordinate the preparation for, response to, mitigation against, and recovery from all-hazard emergencies and disasters.

Core Services

- Provide leadership for emergency and disaster preparedness planning, training and exercise activities
- Maintain essential services through the emergency operations center (EOC)
- Provide disaster recovery and mitigation planning, project management, and technical assistance

Accomplishment Goals

- Build a culture of preparedness in the Municipality of Anchorage
- Ready the Municipality of Anchorage for disasters
- Expedite disaster recovery from the past and enhance mitigation for the future

Performance Measures

Progress in achieving goals shall be measured by:

Measure #1: Build capacity for disaster preparedness through planning outreach and education, and exercise.

Preparedness				
2025	Q1	Q2	Q3	Q4
Number of Planning Activities	114	85		
Number of Outreach and Education Activities	19	49		
Number of Exercise/Evaluation Activities	19	20		

Explanatory Information:

Preparedness provides communities an orderly means to reduce suffering and losses that accompany disasters. This includes engagement with community stakeholders to support the following functions and activities:

- Coordination of planning activities
 - identification of hazards
 - analysis of risk
 - establishment of organizational structure
 - resource management of appropriate staff, supplies, and equipment
- Resourcing public information, training, exercises, evaluation, and improvement planning

Measure #2: Build capacity for disaster response through Emergency Operations Center (EOC) staff, facility, and incident response.

Response				
	2024	2025	2026	2027
Number of EOC Incident Response Activations	6	2		
Number of EOC Team Members by Section	55	-		
Command	7	-		
Planning	7	-		
Operations	21	-		
Logistics	12	-		
Finance	8	-		
Number of EOC Team Members by Type (Local, State, Federal, Tribal, Non-Government)	53 Local, 1 Fed, 1 NG	-		
Number of EOC Facility Maintenance Activities	97	141		
Number of EOC Facility Upgrade Activities	13	14		

Explanatory Information:

The Emergency Operations Center is the municipal owned facility intended to be maintained in a constant state of readiness for sustained coordination of response activities.

Response includes the capability necessary to save lives, protect property and the environment, and meet basic human needs after an incident has occurred. It is focused on ensuring that the Municipality of Anchorage can effectively respond to any threat or hazard, including but not limited to:

- cascading effects
- saving and sustaining lives
- stabilizing the incident
- rapidly meeting basic human needs
- restoring basic services and community functionality
- establishing a safe and secure environment
- supporting the transition to recovery

Measure #3: Build capacity for expedited disaster recovery and mitigation through project administration and planning.

Recovery and Mitigation					
	2024	Q1	Q2	Q3	Q4
Number of Recovery Planning Activities		6	4		
Number of Recovery Project Activities		33	34		
Number of Mitigation Planning Activities		17	14		
Number of Mitigation Project Activities		23	36		

Explanatory Information:

During recovery, restoration efforts occur concurrently with regular operations and activities. The recovery

period from an incident can be prolonged. Recovery encompasses timely restoration, strengthening, and revitalization of the infrastructure; housing; a sustainable economy; and the health, social, cultural, historic, and environmental fabric of a given communities affected by an incident.

Mitigation is an effort to reduce or eliminate the long-term risks to life, property, and wellbeing of community members. Mitigation focuses on the premise that individuals, the private sector, communities, critical infrastructure, and the Nation are made more resilient when the consequences.

Transportation Inspection Division Municipal Manager

Anchorage: Performance. Value. Results.

Mission

To 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 and revoke chauffeur licenses
- Issue and revoke permits for regulated vehicles and dispatch companies
- Inspect regulated vehicles and chauffeurs for ordinance compliance and safety
- Investigate complaints and allegations of wrongdoing
- Provide support to the Transportation Commission in the issuance of permits and licenses. As well as provide support to the Anchorage Assembly in Title 11 affairs.

Accomplishment Goals

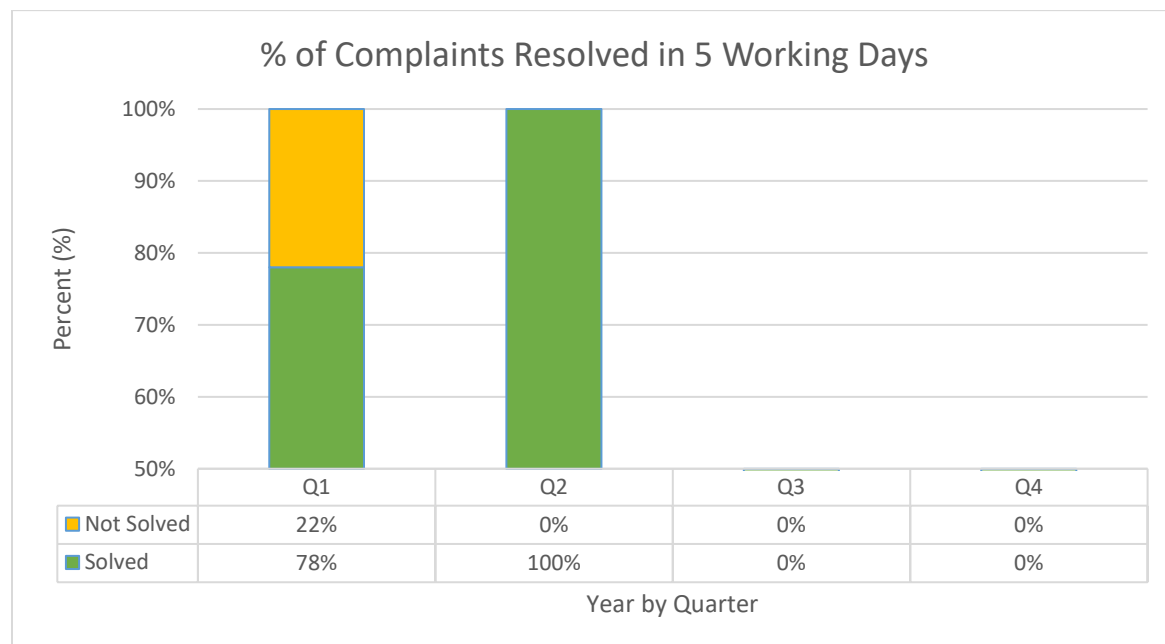
- Protect the safety and welfare of the regulated vehicle customers, licensed chauffeurs, and the citizens of Anchorage.

Performance Measures

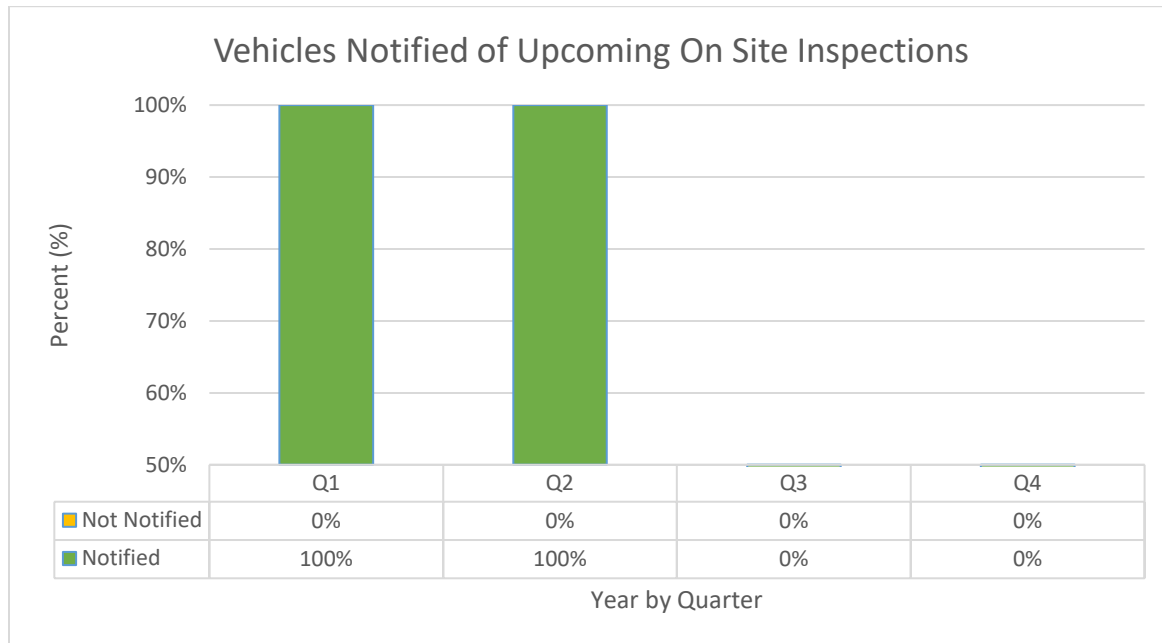
Progress in achieving goals will be measured by:

Measure #1: Percentage of complaint investigations resolved in five workdays or less.
--

Percent of complaints resolved in 5 workdays or less.



Measure #2: Percent of regulated vehicles notified of upcoming scheduled on-site inspections.



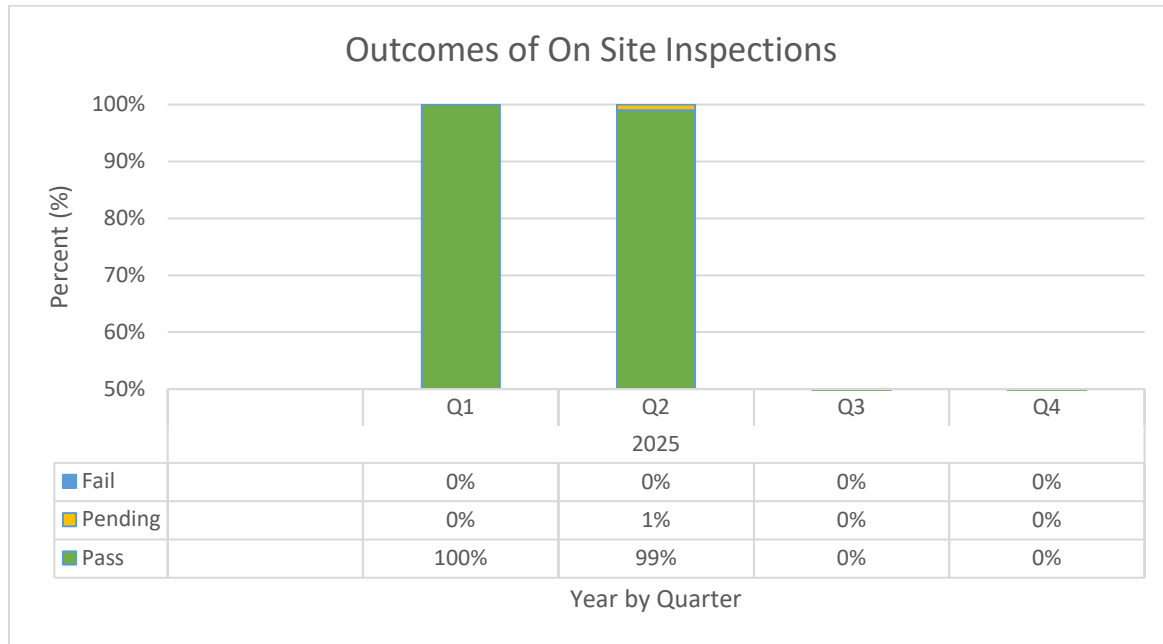
Informational Statistics

This is an informational statistic and reflects a “performance measure” for the industry and not based on the division.

The Transportation Inspection division does not control the condition of the regulated vehicle when it is brought for inspection because these are privately owned vehicles. This is informational. These inspections are rated pass, pending, or fail. The inspections that did not pass and only have minor issues are put into a “pending” category with a deadline for completion and repair. An example of the “pending” category with minor issues could be missing a sticker decal, cleanliness, missing chauffeur license holder, minor cracked windshield, etc. The failed inspections have serious mechanical or safety issues and are removed from service until fixed. The vehicles that are removed from service due to failed inspections are mainly the result of accidents. On average the Transportation Inspection division complete approximately 600 vehicle inspections annually.

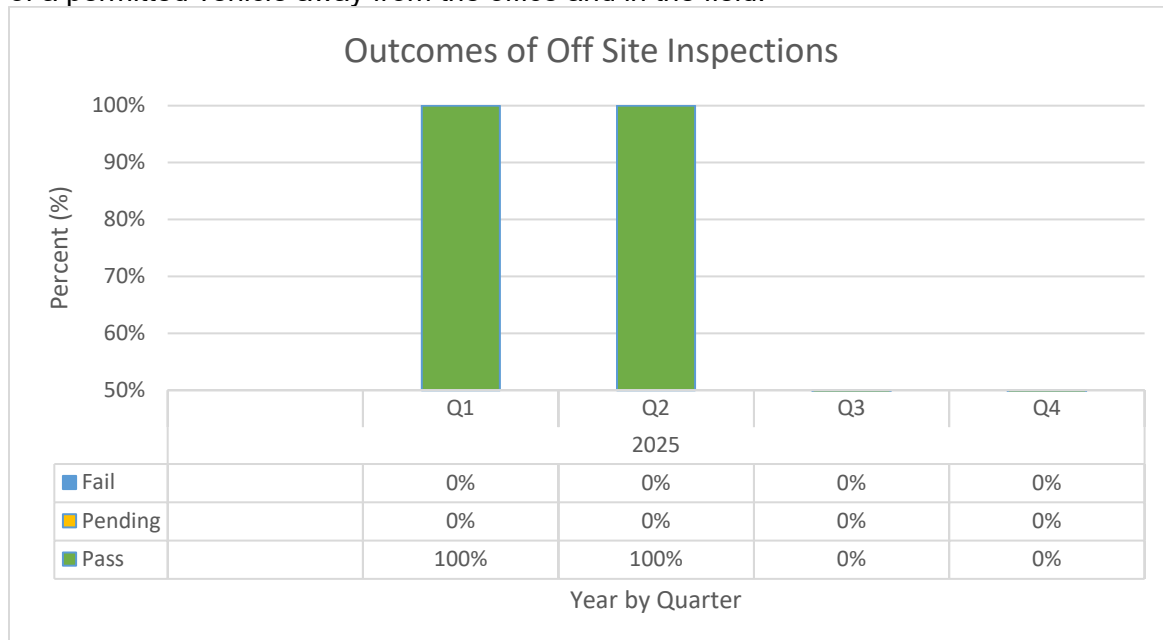
Informational Statistic #1: Condition of regulated vehicles for on-site inspection results.

These inspections include but are not limited to annual and semi-annual inspections, meter seals, change of vehicle, initial post-accident, and repaired accident inspections.



Informational Statistic #2: Condition of regulated vehicles for the unscheduled off-site inspections.

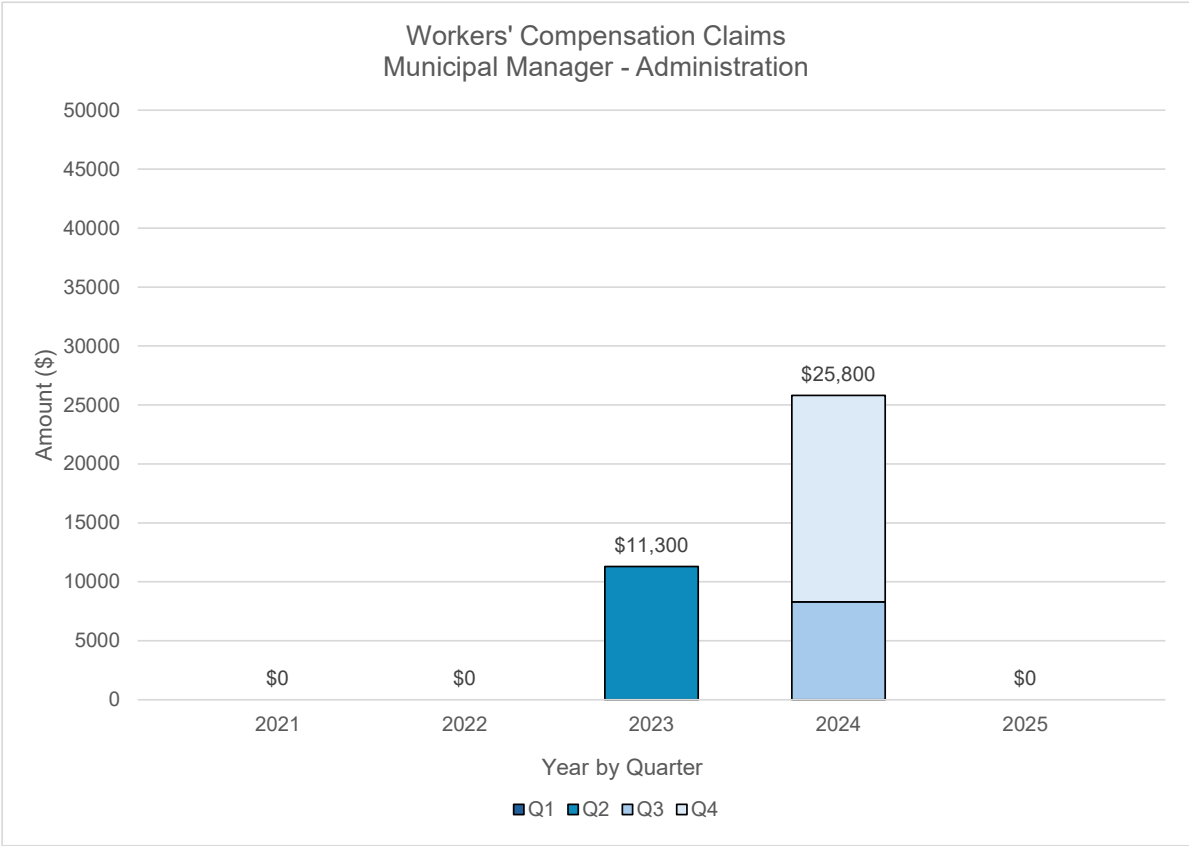
Unscheduled off-site inspections occur when personnel from the division conduct an inspection of a permitted vehicle away from the office and in the field.



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.

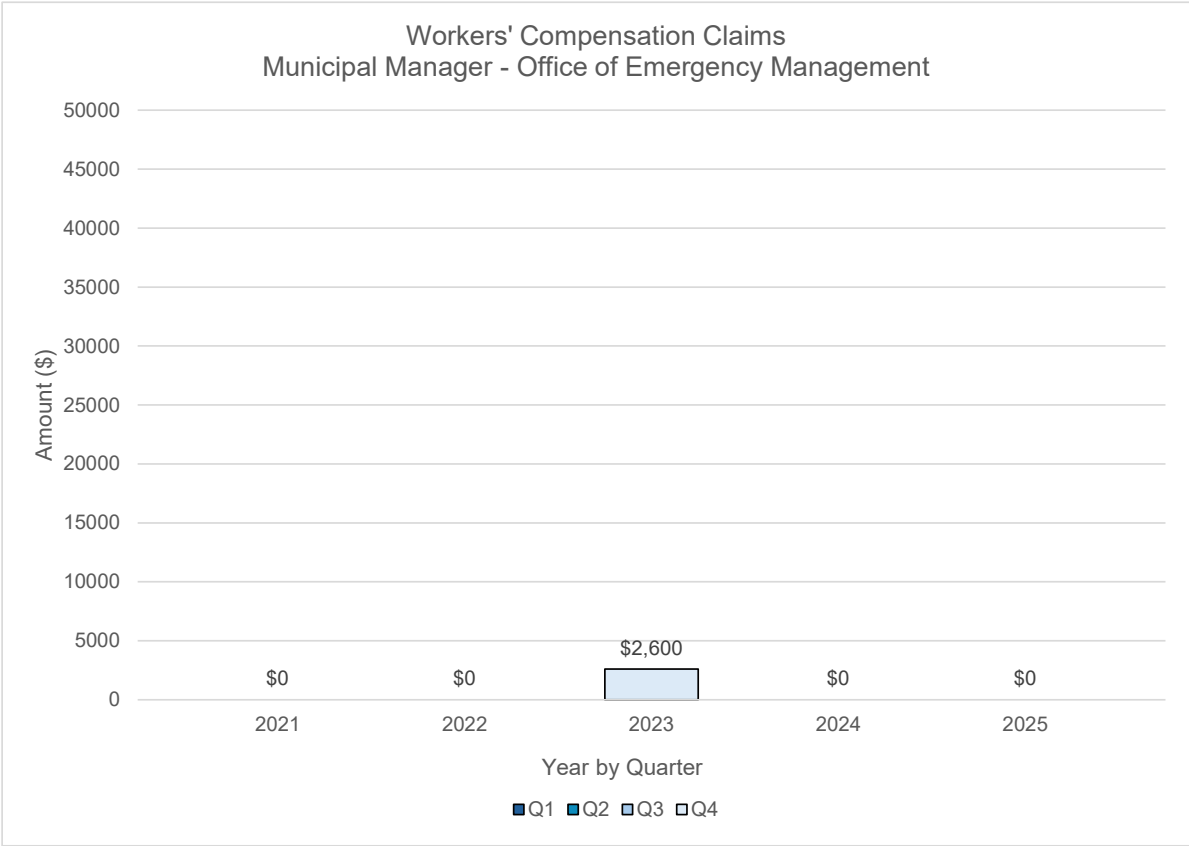
Results are tracked by monitoring monthly reports issued by the Risk Management Division.



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.



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.

