Traffic 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:

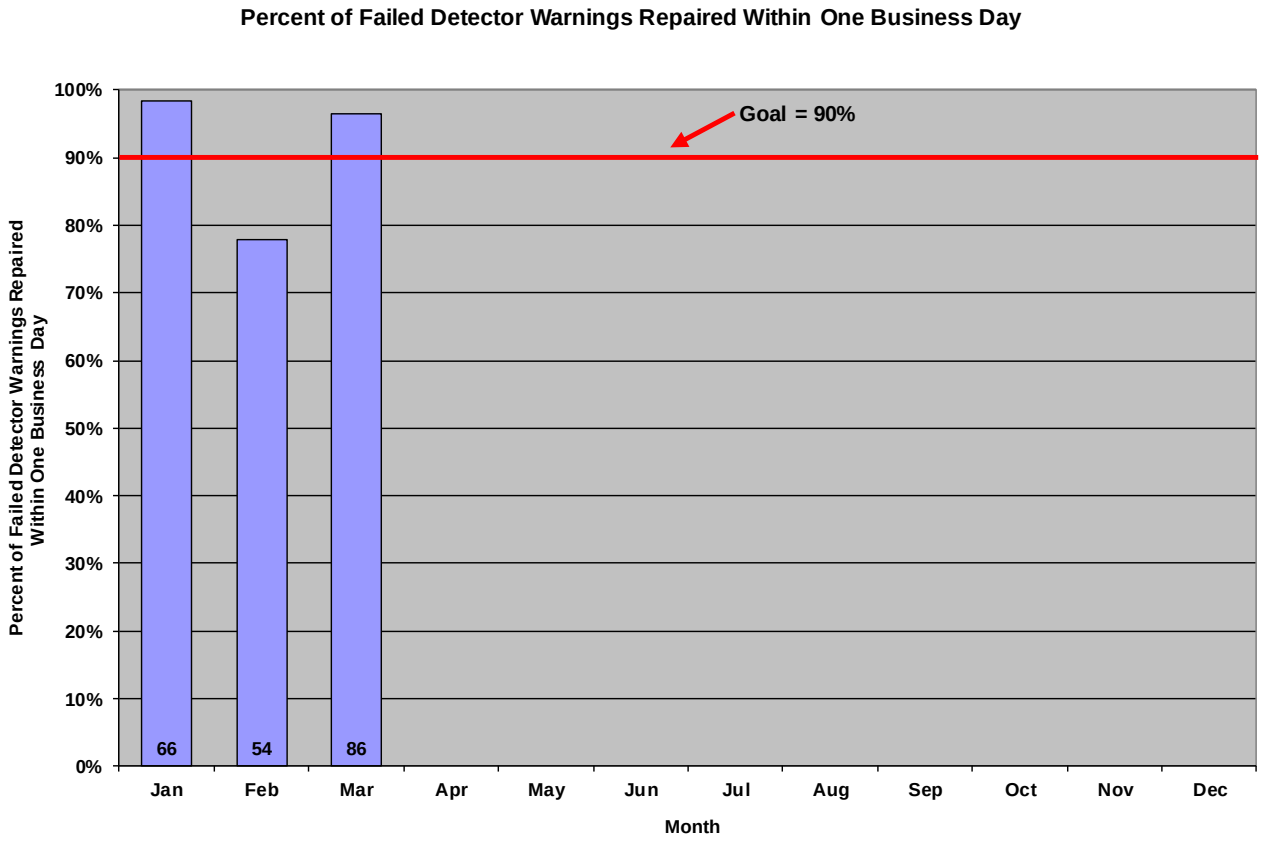
- Percent of failed detector warnings repaired within one business.
- Percent of damaged stop Signs repaired/replaced within 2 hours of notification
- Percent of community inquiries investigated and responded to within five working days

Explanatory Information

- Tracking information for these measures began January 1, 2011.

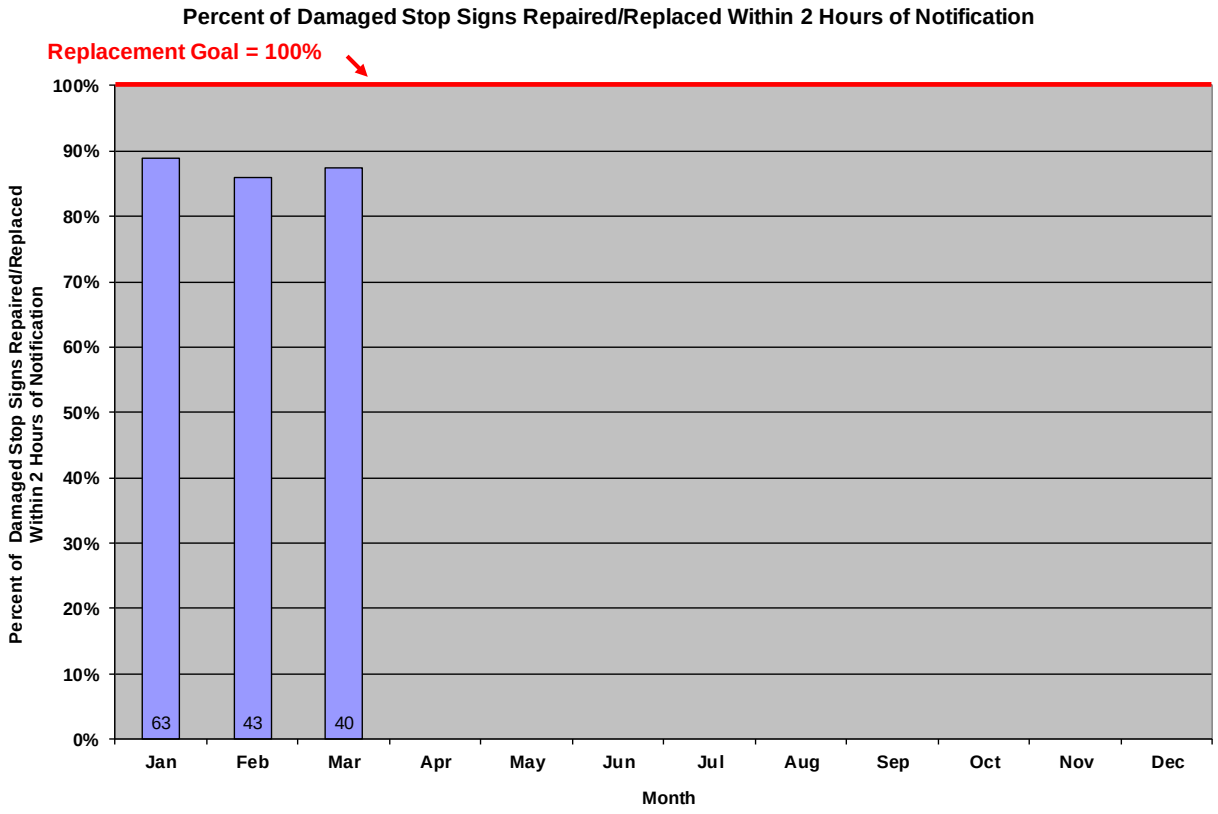
Measure #1: Percent of failed detector warnings repaired within one business day

2016



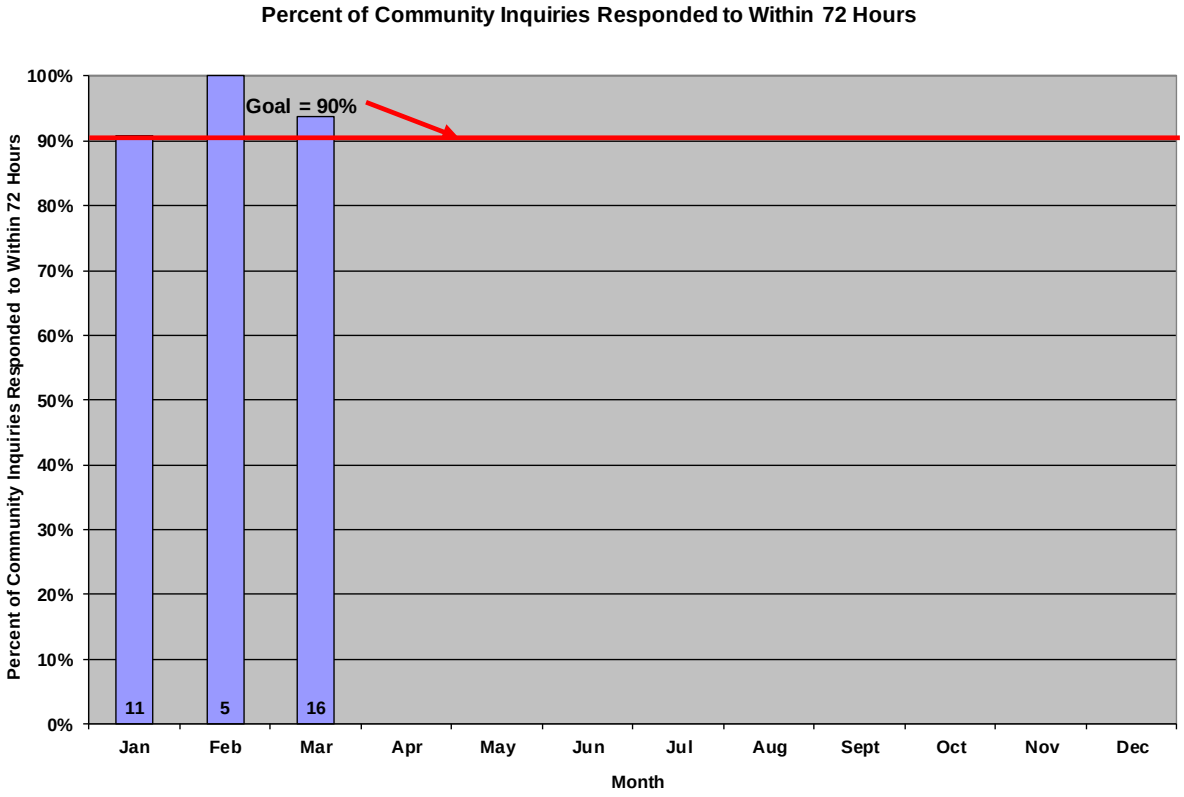
<u>Measure #2:</u> Percent of damaged stop signs repaired/replaced within 2 hours of notification

2016



<u>Measure #3:</u> Percent of community inquiries investigated and responded to within 72 hours

2016



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Measure #1: Percent 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 within one business day 90% of the time

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.

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 PW to evaluate 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.

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Measure #2: Percent of damaged stop Signs repaired/replaced within 2 hours of notification

Type:

Efficiency

Accomplishment Goal Supported:

Ensures punctual responses to damaged stop signs throughout our road system. Goal is 100% of the time.

Definition:

This measure reports the percentage of signs replaced and the amount of time it takes to get them installed from the time the Traffic Division is reported.

Data Collection Method:

The data will be collected spreadsheets and tracking of hours worked by staff.

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 signs repaired/replaced based and the amount of time elapsed from report to completion.

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 PW to evaluate their 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 repairs.

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Measure #3: Percent of community inquiries investigated and responded to within 72 hours

Type:

Efficiency

Accomplishment Goal Supported:

Ensures punctual responses to community inquiries or complaints within 72 hours 90% of the time.

Definition:

This measure reports the percentage of inquiries responded to 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 72 hours.

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 PW to evaluate their 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.