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# Transportation Inspection Division Municipal Manager

*Anchorage: Performance. Value. Results.*

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## 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 chauffeur licenses
- Issue permits for regulated vehicles and dispatch companies
- Inspect regulated vehicles and chauffeurs for ordinance compliance
- Investigate complaints and allegations of wrongdoing

## Accomplishment Goals

- Protect the safety and welfare of the regulated vehicle customers
- Promote a service-oriented ethic within the regulated vehicle industry

## Performance Measures

Progress in achieving goals will be measured by:

**Measure #6: Percentage of complaint investigations resolved in five workdays or less. Goal 80%**

Percent of complaints resolved in 5 workdays or less

	Percent Resolved
2018 Q2	67%
2018 Q3	64%
2018 Q4	51%
2019 Q1	73%

**Measure #7: Percent change in the number of unscheduled on-street vehicle and chauffeur inspections. Goal 5% annually.**

Number of unscheduled inspections per Transportation Inspection staff FTE

Year	Number	Number per FTE	Percent Change
2018 Q1	542	271	+21.8%
2018 Q2	73	73	-86.5%
2018 Q3	31	31	-57.5%
2018 Q4	0	0	-100.00%
2019 Q1	0	0	0%