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# Traffic Department

*Anchorage: Performance. Value. Results.*

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## **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 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 and permit submittals.
- Traffic operation improvements that maximize transportation safety and system efficiency.

## **Performance Measures**

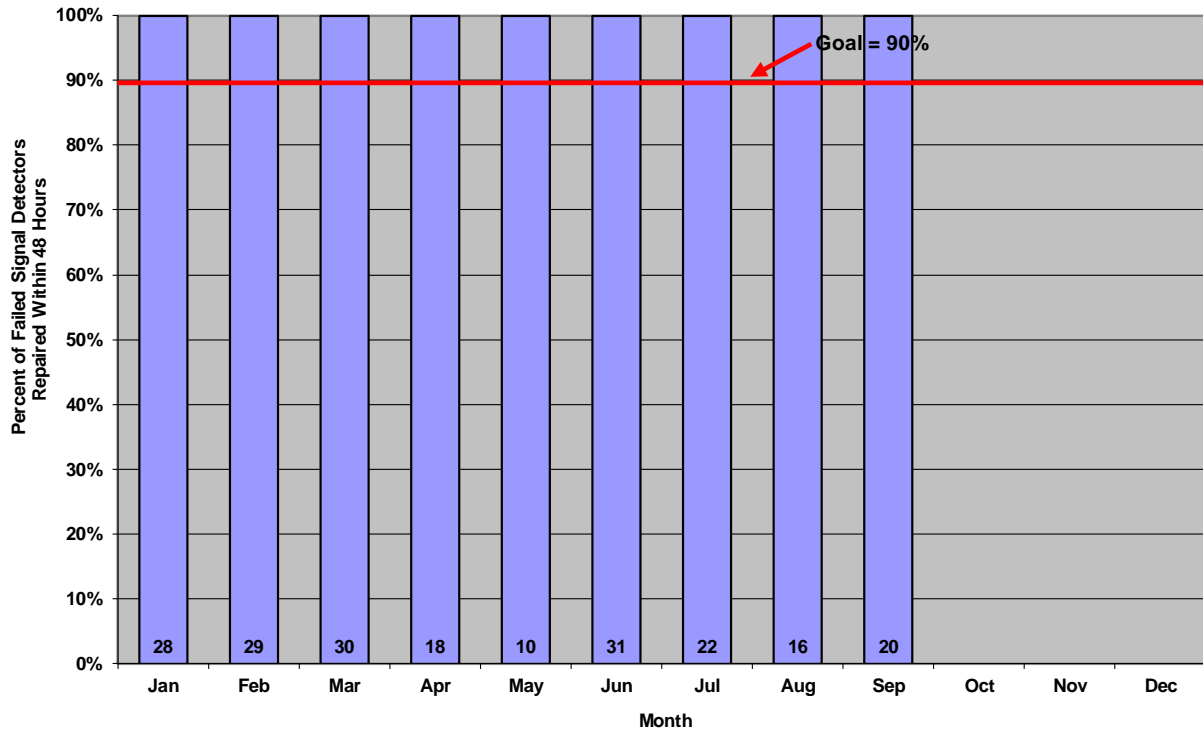
Progress in achieving goals shall be measured by:

- Percent of failed signal detectors repaired within 48 hours of notification.
- Percent of damaged stop Signs repaired/replaced within 2 hours of notification.
- Percent of building permits reviewed within 10 working days of submittal.

**Measure #1: Percent of failed signal detectors repaired within 48 hours of notification**

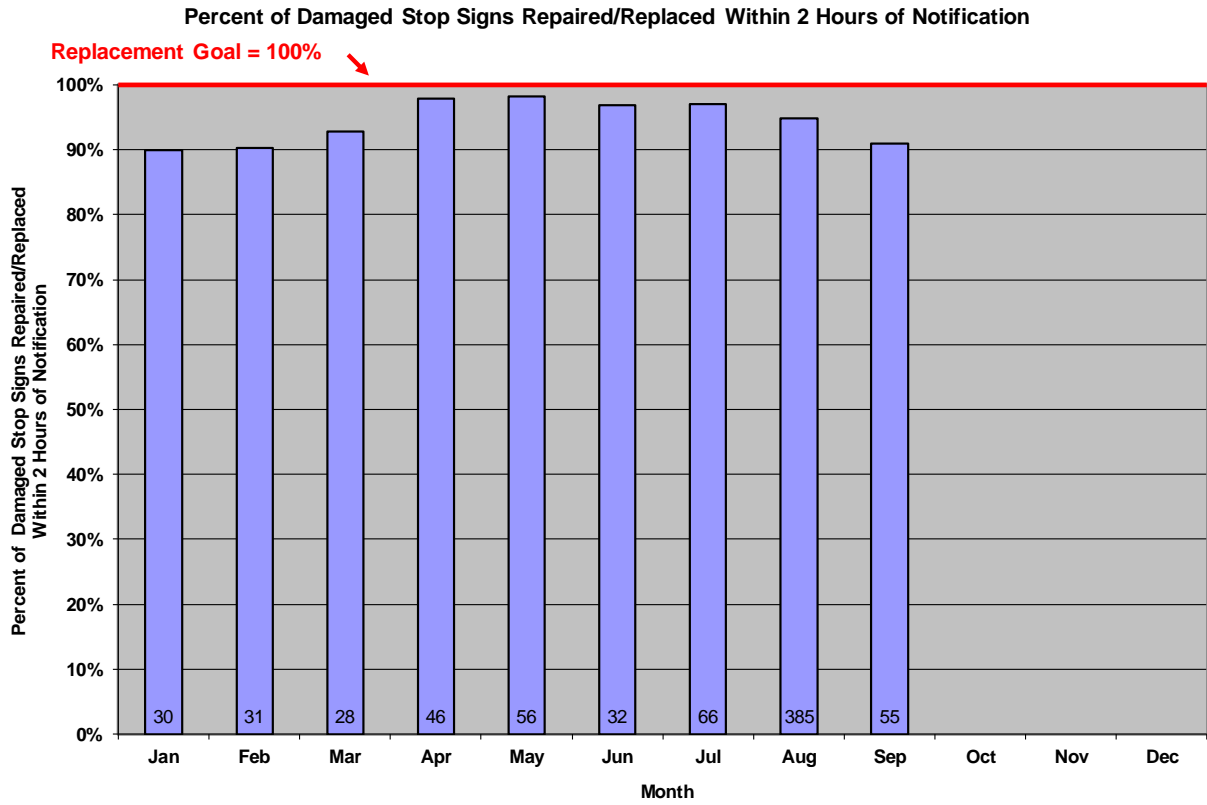
2019

Percent of Failed Signal Detectors Repaired Within 48 Hours



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

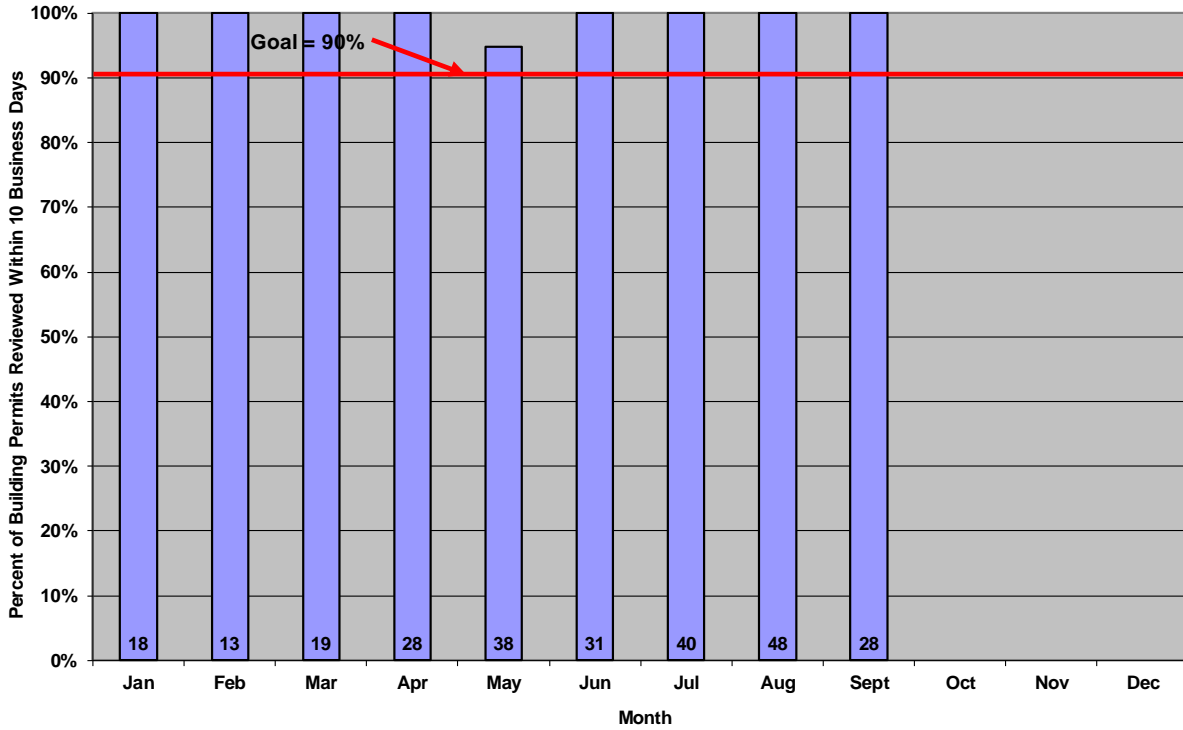
2019



**Measure #3: Percent of building permits reviewed within 10 working days of submittal**

2019

Percent of Building Permits Reviewed Within 10 Business Days



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<b>Measure #1: Percent of failed signal detectors repaired within 48 hours of notification</b>
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**Type:**

Safety

**Accomplishment Goal Supported:**

Maintain traffic signal efficiency and roadway capacity by ensuring that traffic signals operations are functioning properly within 48 hours 90% of the time.

**Definition:**

This measure reports the percentage of failed signal detectors that are repaired within 48 hours of notification of failure.

**Data Collection Method:**

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

**Frequency:**

Monthly

**Measured By:**

The data will be collected and maintained by the Electronics Foreman of the Signal Electronics Section in an Excel spreadsheet. The total number of failed signal detector reports and the number of repairs that are performed within 48 hours 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 Traffic 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 Electronics Section to maintain efficient and effective repair of the traffic signal system.

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<b>Measure #2: Percent of damaged stop Signs repaired/replaced within 2 hours of notification</b>
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**Type:**

Safety and 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 Department is notified.

**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 Foreman of the Paint and Sign Section 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 Traffic 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 Paint and Sign Section to provide timely repairs.

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<b>Measure #3: Percent of building permits reviewed within 10 working days of submittal</b>
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**Type:**

Efficiency

**Accomplishment Goal Supported:**

Ensures timely reviews and/or approvals of building permits 90% of the time.

**Definition:**

This measure reports the percentage of building permit reviews completed by the Traffic Safety Division within 10 working days of submittal.

**Data Collection Method:**

The data will be tracked using the Infor/Hanson permitting system.

**Frequency:**

Monthly

**Measured By:**

The data will be collected and maintained by the administrative staff of the Traffic Department in an Excel spreadsheet. The spreadsheet will calculate the percentage of building permits that were reviewed within 10 working days.

**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 Traffic 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 Safety Division to provide timely reviews of building permits.

**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.

