
Maintenance and Operations Division Public Works Department

"Anchorage: Performance. Value. Results."

Purpose

Protect, maintain, and improve Municipal roads and drainage systems through organized efforts and effective use of resources.

Core Services

- Snow and ice removal
- Pothole repair
- Storm drain structure maintenance

Accomplishment Goals

- Complete declared plow-outs within 72 hours of a snowfall four inches or more within Anchorage Roads and Drainage Service Area (ARDSA)
- Repair reported potholes within 24 hours within ARDSA
- Annually inspect and clean "as required" all storm drain structures per Alaska Pollution Discharge Elimination System (APDES) Phase II permit within ARDSA

Performance Measures

Progress in achieving goals shall be measured by:

- Complete declared plow-outs within 72 hours within ARDSA
- Repair reported potholes within 24 hours within ARDSA
- Year-to-date percentage of storm drain structures inspected and cleaned as required within ARDSA.

Explanatory Information

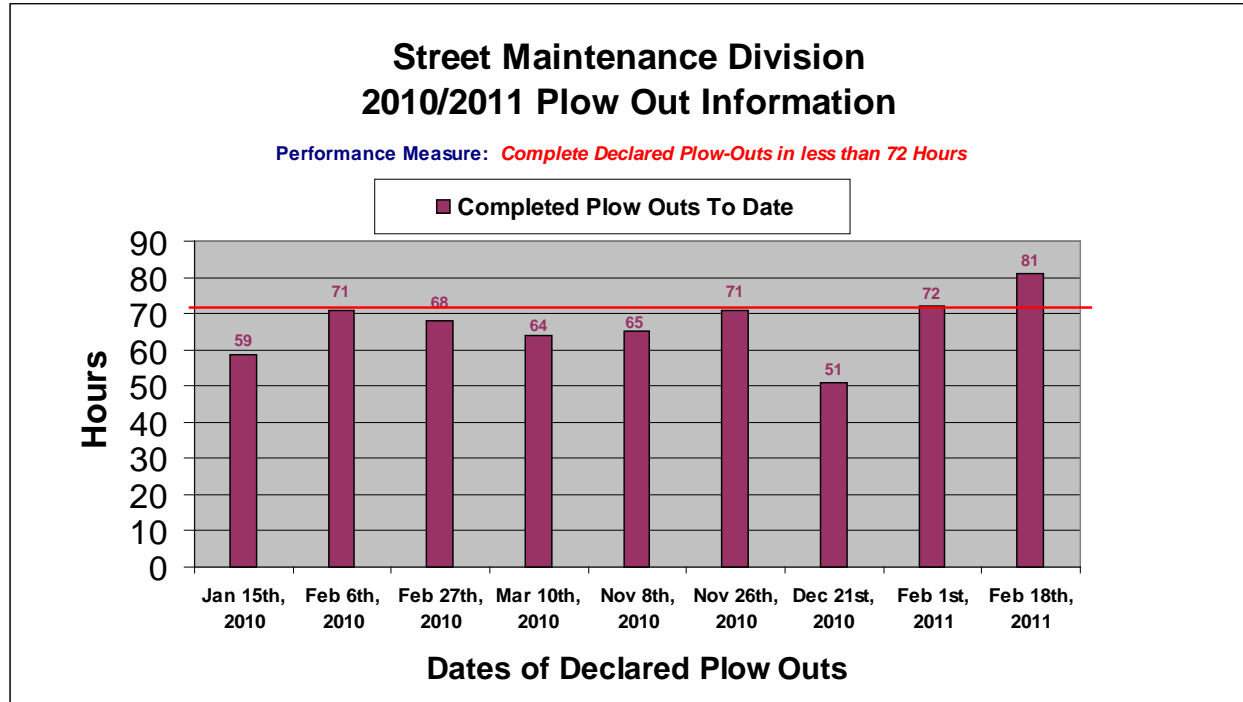
Tracking information for these measures began January 1, 2010

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Measure #1: Complete declared plow-outs within 72 hours within ARDSA



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Measure #1 Methodology Sheet

Measure #1: Complete declared plow-outs within 72 hours within Anchorage Roads and Drainage Service Area (ARDSA).
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Type:

Effectiveness

Accomplishment Goal Supported:

Complete declared plow-outs within 72 hours of a snowfall four inches or more within ARDSA. Goal is 100% of the time.

Definition:

This measure reports the amount of time taken to complete each declared plow-out.

Data Collection Method:

The data will be collected by recording start and completion times for each declared plow-out.

Frequency:

Monthly

Measured By:

The data will be collected and maintained by the Street Maintenance Control Center in an Excel spreadsheet table. The table will show actual hours to complete each plow-out in relation to the 72-hour completion goal.

Reporting:

The data will be collected and maintained by the Street Maintenance Control Center in an Excel spreadsheet and will display the information both numerically and graphically. A status report will be generated monthly during the winter season.

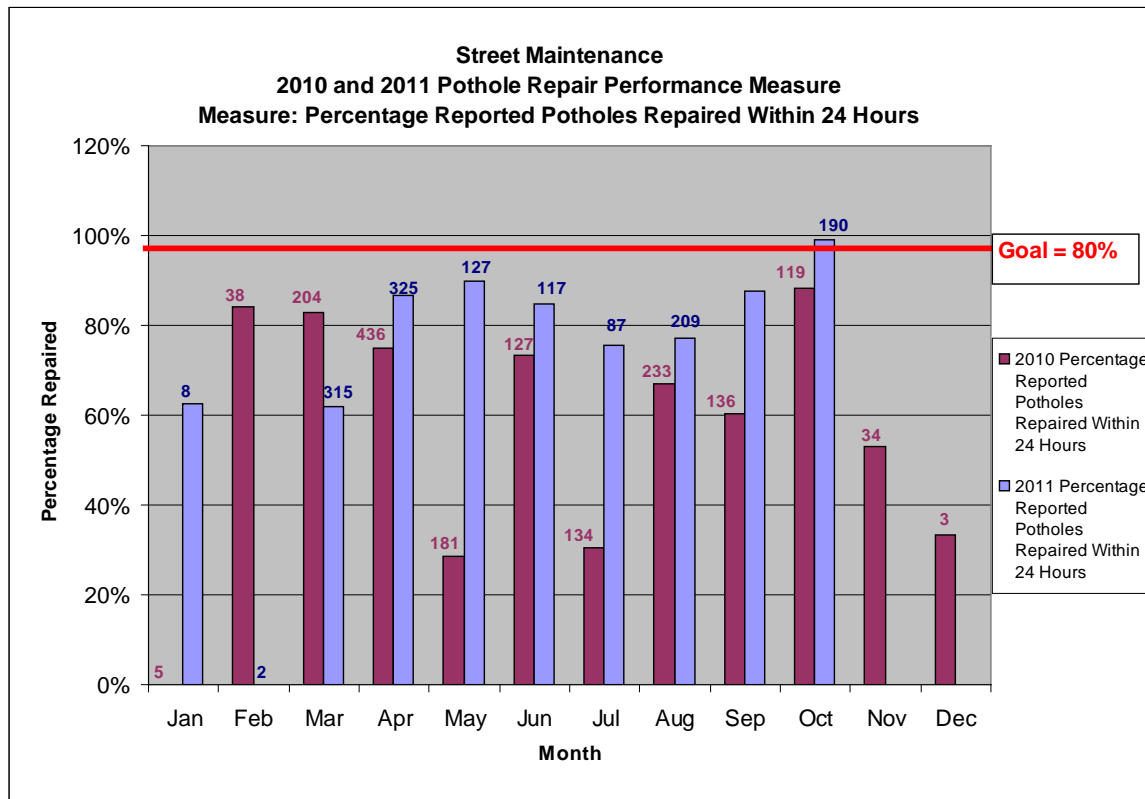
Used By:

Management will use this data to evaluate the effectiveness of snow removal practices in relation to the stated 72-hour plow-out goal. Additionally, the impact of various staffing, equipment, material, and funding changes will be monitored and measured to determine impact on achievement of the stated goal.

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Measure #2: Repair reported potholes within 24 hours within ARDSA



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Measure #2 Methodology Sheet

Measure #2:	Repair reported potholes within 24 hours within Anchorage Roads and Drainage Service Area (ARDSA)
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Type:

Effectiveness

Accomplishment Goal Supported:

Repair 80% of reported potholes within 24 hours within ARDSA

Definition:

This measure reports the percentage of reported potholes repaired within 24 hours.

Data Collection Method:

The data will be collected by recording the time of reported potholes and when each reported pothole repair was completed.

Frequency:

Monthly

Measured By:

The data will be collected and maintained by the Street Maintenance Control Center in an Excel spreadsheet table. The table will show the percentage of reported potholes repaired within 24 hours in relation to the stated goal of completing 80% within 24 hours.

Reporting:

The data will be collected and maintained by the Street Maintenance Control Center in an Excel spreadsheet and will display the information both numerically and graphically. A status report will be generated monthly.

Used By:

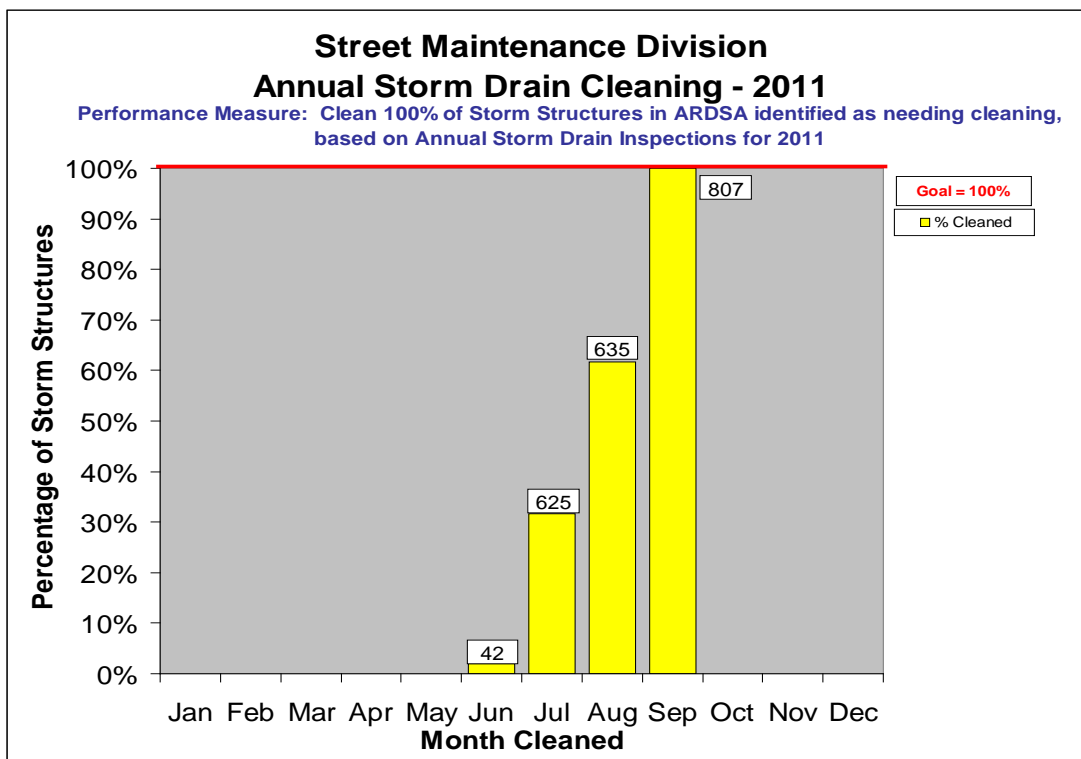
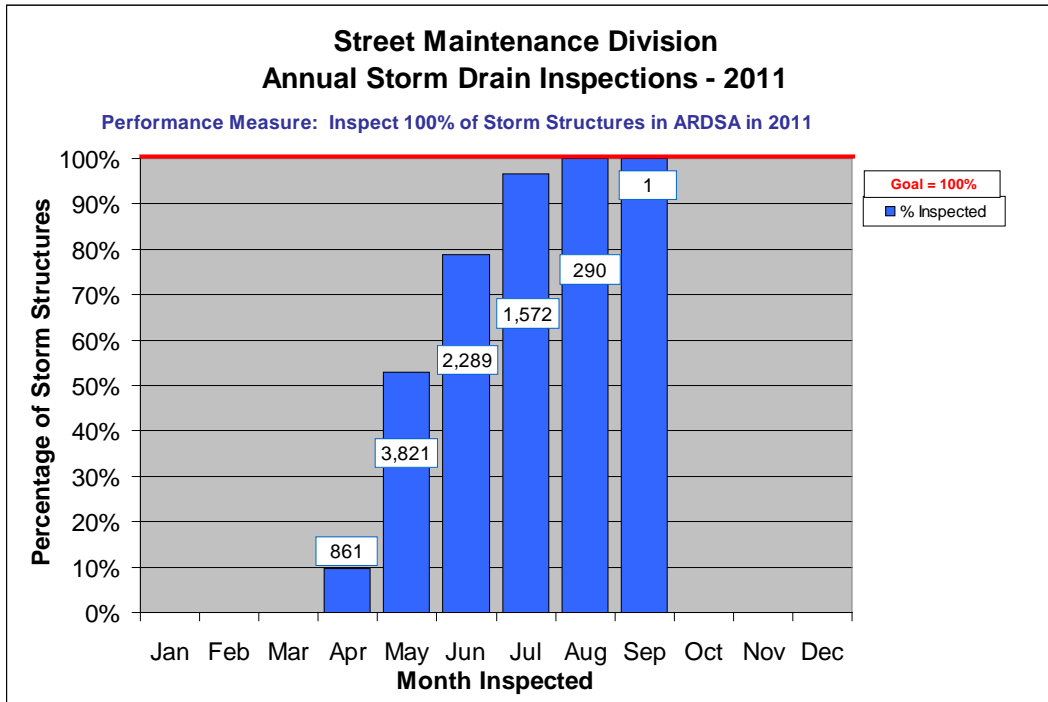
Management will use this data to evaluate the effectiveness of reported pothole repairs in relation to the stated goal of completing 80% within 24 hours. Additionally, the impact of various staffing, equipment, material, and funding changes will be monitored and measured to determine impact on achievement of the stated goal.

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Measure #3: Year-to-date percentage of storm drain structures inspected and cleaned as required within ARDSA.



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Measure #3 Methodology Sheet

Measure #3: Year-to-date percentage of storm drain structures inspected and cleaned as required within ARDSA.
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Type:

Effectiveness

Accomplishment Goal Supported:

Annually inspect and clean "as required" all storm drain structures per APDES permit within ARDSA. Goal is mandated at 100%.

Definition:

This measure reports annual progress on the total number of storm drains requiring inspection and cleaning.

Data Collection Method:

The data will be collected by recording year-to-date progress of required annual storm drain structures inspected and cleaned.

Frequency:

Monthly

Measured By:

The data will be collected and maintained by the Street Maintenance Control Center in an Excel spreadsheet table. The table will show year-to-date progress on the annual number of storm drain structures requiring inspection and cleaning.

Reporting:

The data will be collected and maintained by the Street Maintenance Control Center in an Excel spreadsheet and will display the information both numerically and graphically. A status report will be generated monthly.

Used By:

Management will use this data to evaluate the effectiveness of current practices for storm drain structure inspections and cleaning as required by the APDES permit. Additionally, the impact of various staffing, equipment, material, and funding changes will be monitored and measured to determine impact on achievement of the stated goal.

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Communications Section

Purpose

Operate and maintain emergency and general voice and data wireless systems for all Municipal general government agencies with a priority on first responders and 911 Dispatch Centers.

Direct Services

- Install, maintain, and repair wireless communication systems to maximize responder safety and efficient use of personnel and resources
- Provide technical expertise in the procurement and inventory management of electronic equipment to ensure compatibility and asset accountability
- Provide design and project management for communications system upgrades and acquisitions
- Maintain oversight of Federal Communications Commission (FCC)-related licensing to ensure compliance of federal rules and regulations
- Install, maintain, and repair biomedical equipment as used by Police and Fire responders to ensure functionality and reliability of life saving devices
- Install & maintain WiFi hot spot equipment within most municipal buildings

Accomplishment Goals

- Minimize downtime of Fire, Police and General Government personnel
- 100% of Fire & Medic apparatus have working, certified electronic defibrillators
- Support the efficient, safe operations of emergency services by providing expeditious maintenance of public safety radio equipment
- 98% of police-assigned automatic electronic defibrillators are certified and operable on any given day

Performance Measures

Progress in achieving goals shall be measured by:

- % of on-duty Police/Fire equipment failures repaired or exchanged and returned to service within one hour, M/F 8 to 5
- % of scheduled preventative maintenance performed to manufacturer's specification on Electronic defibrillators
- % of unscheduled repairs to Public Safety core service equipment/systems completed and returned to service within two hours, seven days a week, 24 hours a day

Explanatory Information

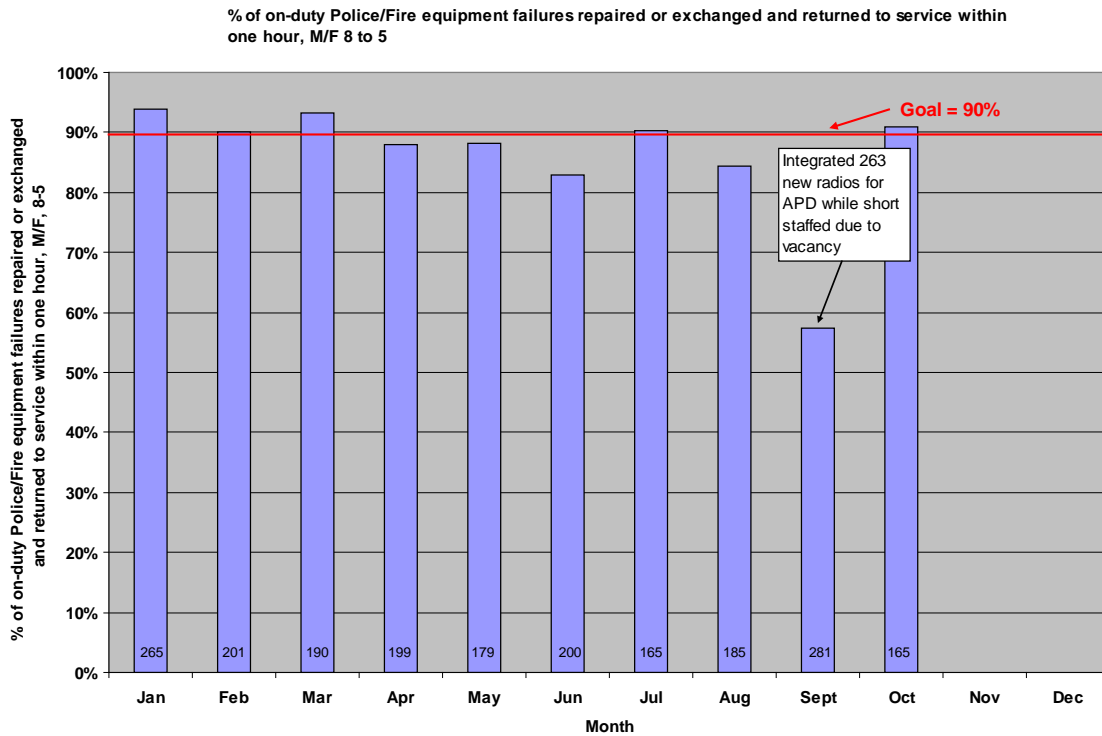
- Tracking information for these measures began January 1, 2011.

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Measure #4: % of on-duty Police/Fire equipment failures repaired or exchanged and returned to service within one hour, M/F 8 to 5



Prior year information not available.

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Measure #4 Methodology Sheet

Measure #4: % of on-duty Police/Fire equipment failures repaired or exchanged and returned to service within one hour, M/F 8 to 5
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Type:

Effectiveness

Accomplishment Goal Supported:

Minimize downtime of Fire, Police and General Government personnel. Goal is 90%.

Definition:

This measure reports the percentage of Police/Fire electronics communications related equipment is repaired and/or exchanged and placed back into service within one hour of receipt, Monday through Friday between the hours of 8 AM – 5 PM.

Data Collection Method:

The data will be collected through work orders (shop tickets, requests) generated by electronic technicians and customers, and the date/time the equipment is exchanged or returned to service.

Frequency:

Monthly

Measured By:

The data will be collected and maintained by the Communications Superintendent in an Excel spreadsheet table. The table will calculate the percentage of Police/Fire equipment repaired and returned to service within one hour.

Reporting:

The data collected in the Excel spreadsheet table by the Communications Superintendent will display the information both numerically and graphically. A status report will be generated monthly.

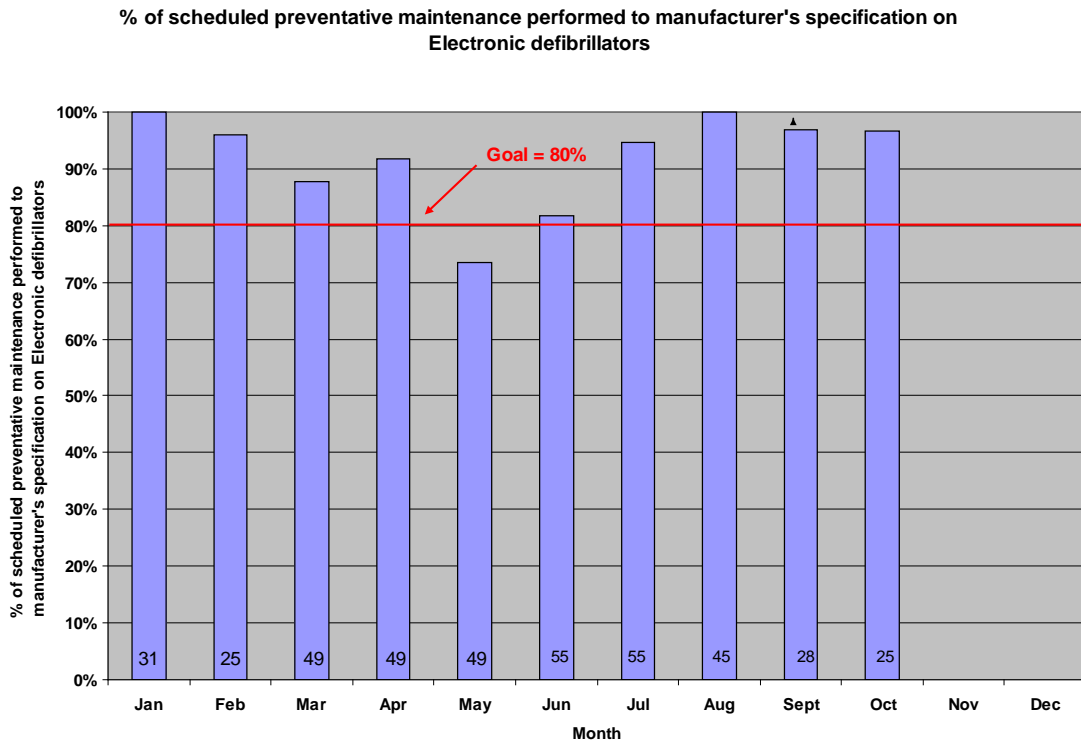
Used By:

This information will be used by PW to evaluate the annual department/division budget and all involved personnel for tracking purposes, resource management, and decision making at all levels. The information will help the Superintendent assess the adequacy of staffing levels in the communications bay area that services essential public safety equipment.

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Measure #5: % of scheduled preventative maintenance performed to manufacturer's specification on Electronic defibrillators



Prior year information not available.

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Measure #5 Methodology Sheet

Measure #5: % of scheduled preventative maintenance performed to manufacturer’s specification on Electronic defibrillators

Type:

Efficiency

Accomplishment Goal Supported:

80% of Fire & Medic apparatus have working, certified electronic defibrillators

Definition:

This measure reports the percentage of scheduled preventative maintenance performed on electronic defibrillators to ensure the apparatuses are maintained at a level certified by the manufacturer.

Data Collection Method:

The data will be collected through work orders (shop tickets, requests) generated by electronic technicians and the electronics foreman.

Frequency:

Monthly

Measured By:

The data will be collected from the electronics foreman and maintained by the Communications Superintendent in an Excel spreadsheet table. The table will calculate the percentage of defibrillators on which pre-scheduled preventative maintenance was performed.

Reporting:

The data collected in the Excel spreadsheet table by the Communications Superintendent will display the information both numerically and graphically. A status report will be generated monthly.

Used By:

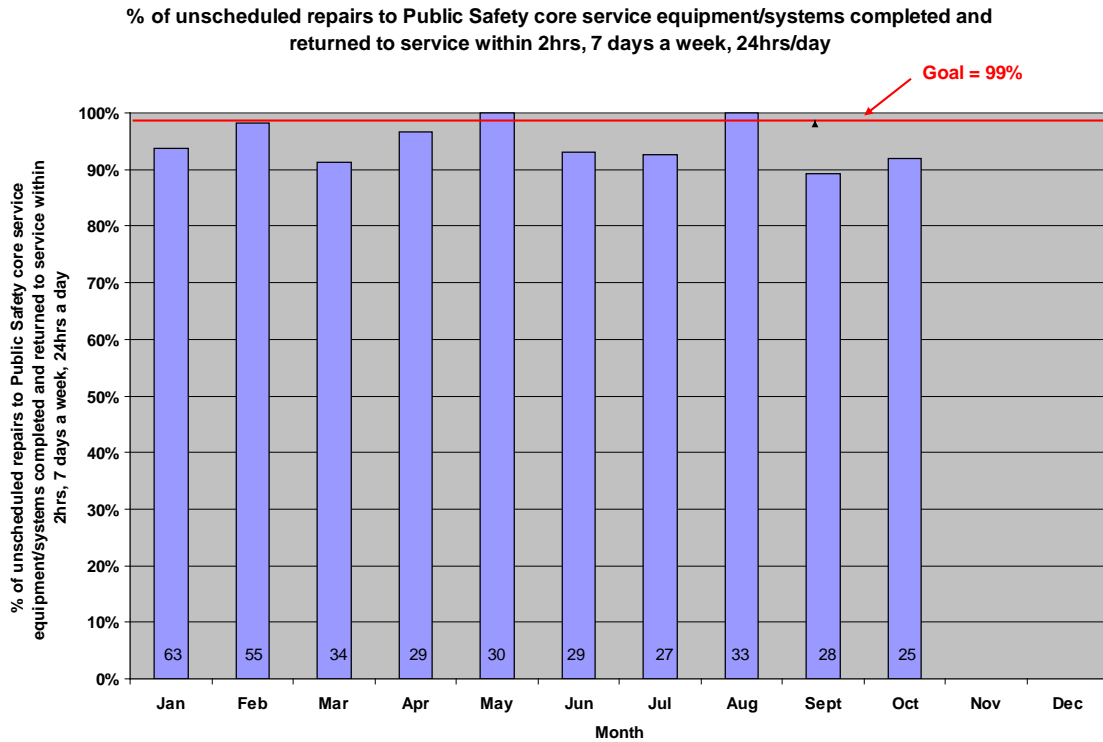
The information will help the Superintendent schedule the necessary pro-active maintenance on electronic defibrillators in order to ensure the equipment is kept at the certification level and to minimize future repair requests thereby affecting continued operational efficiency of the departments serviced.

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Measure #6: % of unscheduled repairs to Public Safety core service equipment/systems completed and returned to service within two hours, seven days a week, 24 hours a day



Prior year information not available.

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Measure #6 Methodology Sheet

Measure #6: % of unscheduled repairs to Public Safety core service equipment/systems completed and returned to service within two hours, seven days a week, 24 hours a day

Type:

Efficiency

Accomplishment Goal Supported:

Support the efficient, safe operations of emergency services by providing expeditious maintenance of public safety radio equipment. Goal is 99%.

Definition:

This measure reports the percentage of core service equipment/systems such as Police/Fire/911 Dispatch centers, and voice and wireless data for all MOA agencies repaired by an on-call technician after hours or on the weekends, or during the normal work day, and returned to service with two hours of receipt, seven days a week, 24 hours a day.

Data Collection Method:

The data will be collected through work orders (shop tickets, requests) generated by electronic technicians and customers.

Frequency:

Monthly

Measured By:

The data will be collected and maintained by the Communications Superintendent in an Excel spreadsheet table. The table will calculate the percentage of equipment repaired and returned to service within two hours.

Reporting:

The data collected in the Excel spreadsheet table by the Communications Superintendent will display the information both numerically and graphically. A status report will be generated monthly

Used By:

This information will be used by OMB as related to the annual department/division budget and all involved personnel for tracking purposes, resource management, and decision making at all levels. The information will help the Superintendent assess the adequacy of staffing levels during the normal work week and on-call staffing during the weekends that service essential public safety equipment needed for continued public safety operations.

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Fleet Maintenance Section

Purpose

Preserve, maintain, and manage Municipal general government vehicles and equipment.

Core Services

- Year-round maintenance of Municipal general government vehicles and equipment

Accomplishment Goals

- Improve overall vehicle in-commission rate for all customers
- Reduce fleet vehicle maintenance costs while providing safe, operable vehicles

Performance Measures

Progress in achieving goals shall be measured by:

- Percent of police cruisers, general government, and heavy equipment vehicles in commission
- Percent of vehicles beyond depreciated life still in use for police cruisers, general government, and heavy equipment
- % of unscheduled repairs to Public Safety core service equipment/systems completed and returned to service within two hours, seven days a week, 24 hours a day

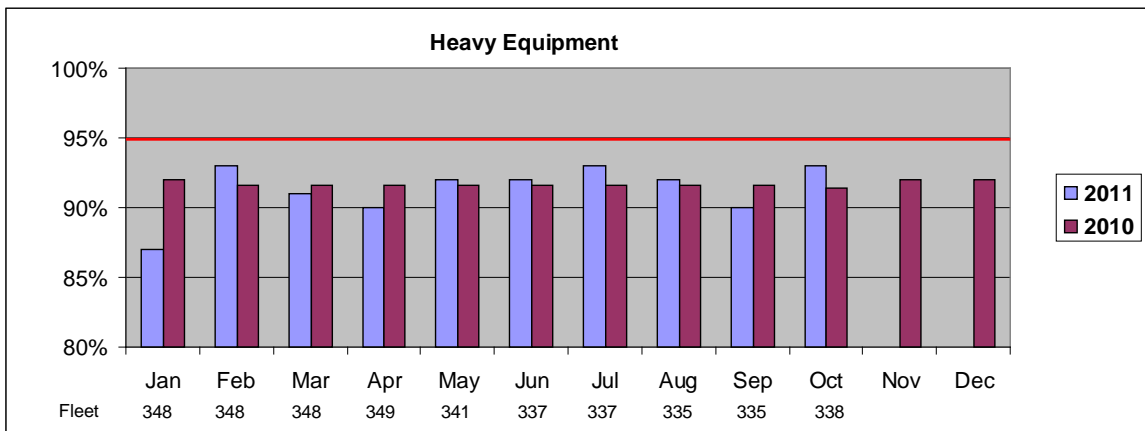
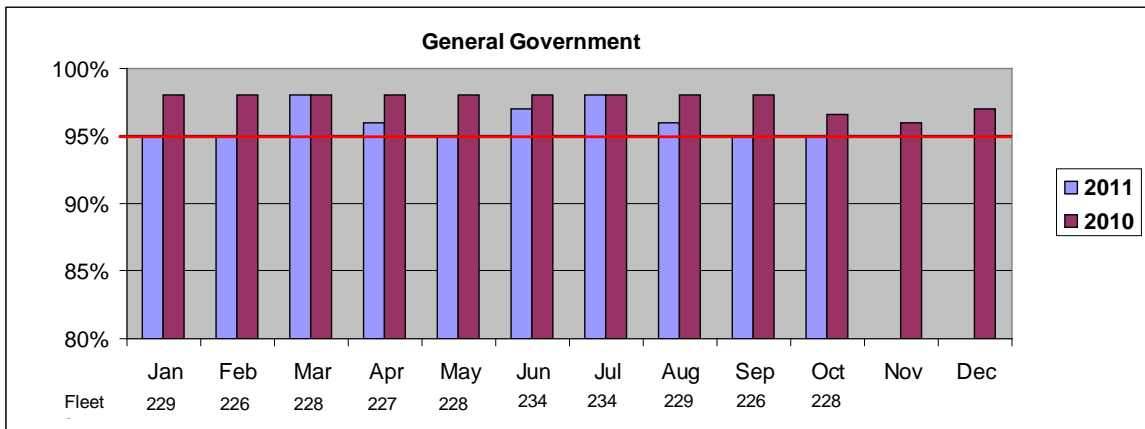
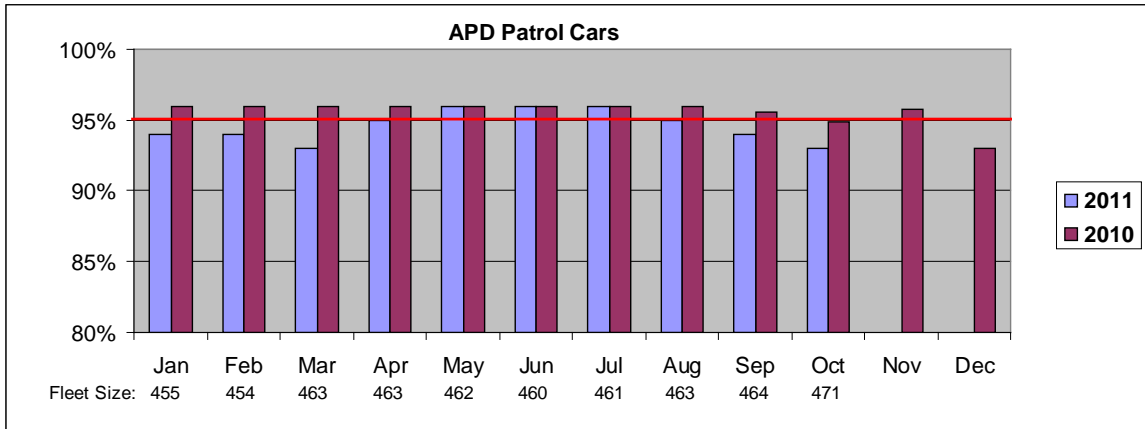
Explanatory Information

- Tracking information for these measures began January 1, 2010.

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Measure #7: % of police cruisers, general government, and heavy equipment vehicles in commission



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Measure #7 Methodology Sheet

Measure #7: Maintain a minimum vehicle in-commission rate of 95% for police patrol vehicles, general government vehicles, and heavy equipment vehicles

Type:

Effectiveness

Accomplishment Goal Supported:

Improve overall vehicle in-commission rate for all customers serviced. Goal is 95%.

Definition:

This measure reports the monthly vehicle in-commission percentage for police patrol vehicles and general government vehicles in relation to the stated goal for each category.

Data Collection Method:

Pertinent data will be downloaded from the Fleet Maintenance asset management system into an Excel spreadsheet table once a month. The information will include the current number of vehicles currently out of commission for repairs and/or service in relation to the total number to assigned vehicles.

Frequency:

Monthly

Measured By:

The data will be collected and maintained by Fleet Maintenance in an Excel spreadsheet table. The table will show the monthly vehicle in-commission percentage for police patrol vehicles and general government vehicles in relation to the stated goal. We will compare this to national averages and industry standards.

Reporting:

The data will be collected and maintained by Fleet Maintenance in an Excel spreadsheet and will display the information both numerically and graphically. A status report will be generated monthly.

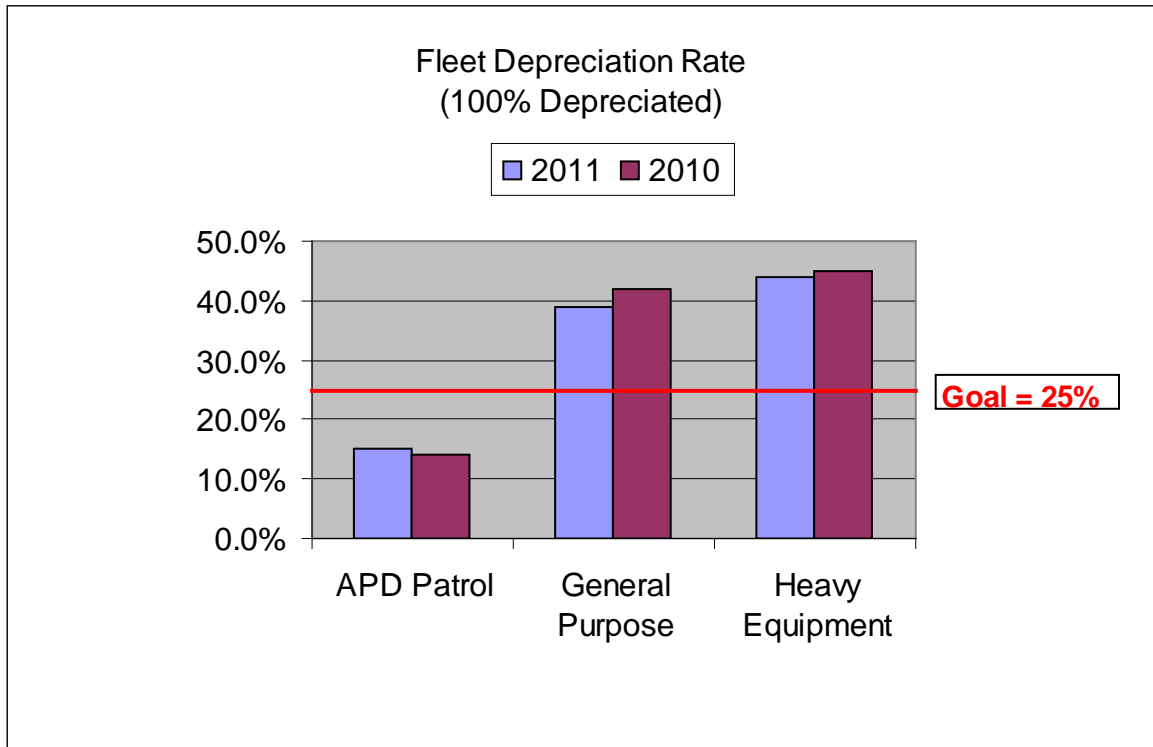
Used By:

Management will use this data to evaluate the overall effectiveness of current Fleet Maintenance practices for providing safe operational vehicles to its customers. Additionally, the impact of various staffing, equipment, material, and funding changes will be monitored and measured to determine impact on achievement of the stated goal. It will be compared to National averages and industry standards once we collect enough data.

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Measure #8: Percent of vehicles beyond depreciated life still in use for police cruisers, general government, and heavy equipment



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Measure #8 Methodology Sheet

Measure #8: Percent of vehicles beyond depreciated life still in use for police cruisers, general government, and heavy equipment
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Type:

Effectiveness

Accomplishment Goal Supported:

Reduce fleet vehicle maintenance costs while providing safe, operable vehicles. Goal is less than 25%.

Definition:

This measure reports the current percentage of vehicles that are fully depreciated and still in service for police patrol vehicles and general government vehicles with a goal of no more than 25% of the overall fleet in each category.

Data Collection Method:

Pertinent data will be downloaded from the Fleet Maintenance asset management system into an Excel spreadsheet table quarterly. The information will include the current number of vehicles fully depreciated and still in service in relation to the overall number of assigned vehicles for each category.

Frequency:

Quarterly

Measured By:

The data will be collected and maintained by Fleet Maintenance in an Excel spreadsheet table. The table will provide a snapshot of the current percentage of fully depreciated vehicles still in services for police patrol vehicles and general government vehicles in relation to the stated goal.

Reporting:

The data will be collected and maintained by Fleet Maintenance in an Excel spreadsheet and will display the information both numerically and graphically. A status report will be generated monthly.

Used By:

Management will use this data to evaluate the overall effectiveness of current Fleet Maintenance practices for providing safe operational vehicles to its customers. Additionally, the impact of vehicle replacement schedules, inflation, vehicle assignments, and rental rates will be monitored and measured to determine impact on achievement of the stated goal.

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Facility Maintenance Section

Purpose

Preserve, maintain, and improve Municipal facilities

Core Services

- Maintenance of Municipal general government facilities

Accomplishment Goals

- Improve response times to prioritized work order requests

Performance Measures

Progress in achieving goals shall be measured by:

- Percent of Priority 1 (emergency) work orders completed within 24 hours
- Percent of Priority 2 (urgent) work orders completed within seven days
- Percent of Priority 3 (priority) work orders completed within one month

Explanatory Information

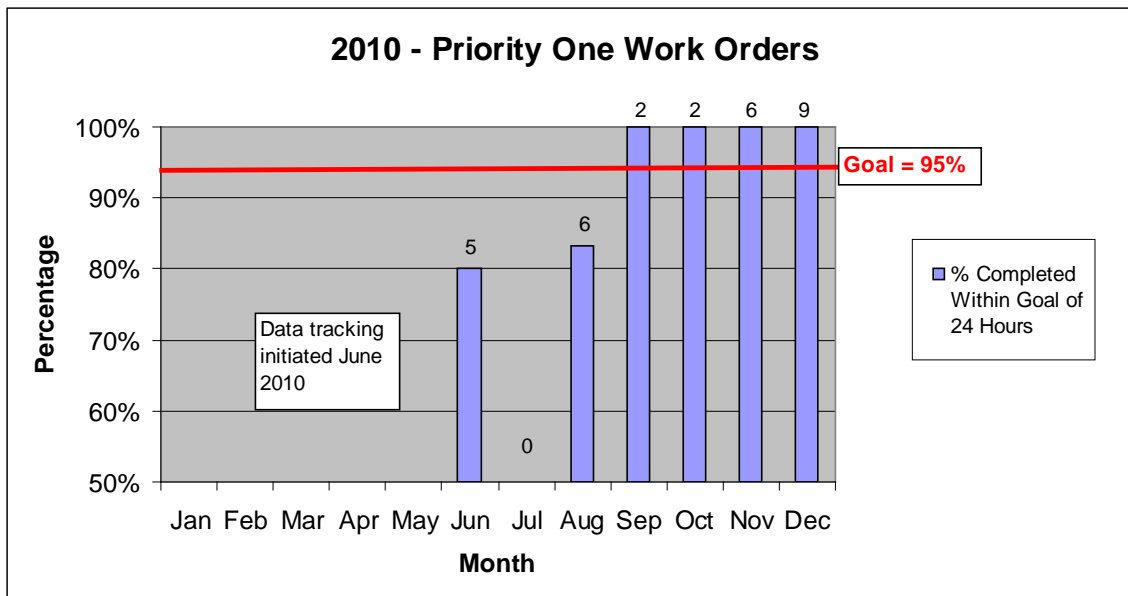
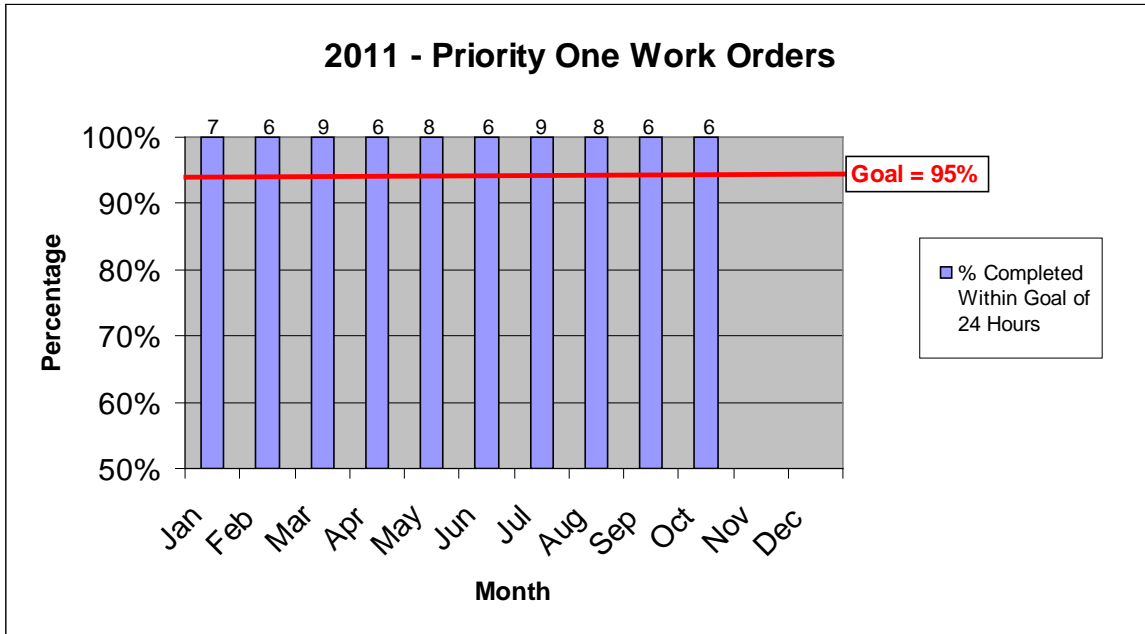
- Tracking information for these measures began June 1, 2010.

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Measure #9: % of Priority 1 (emergency) work orders completed within 24 hours

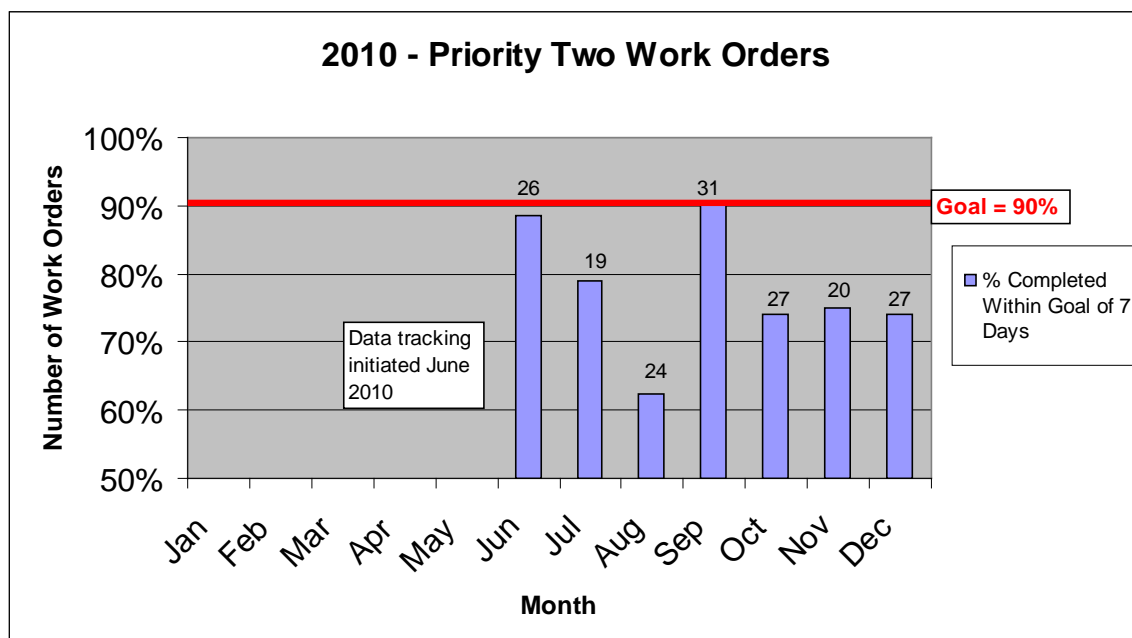
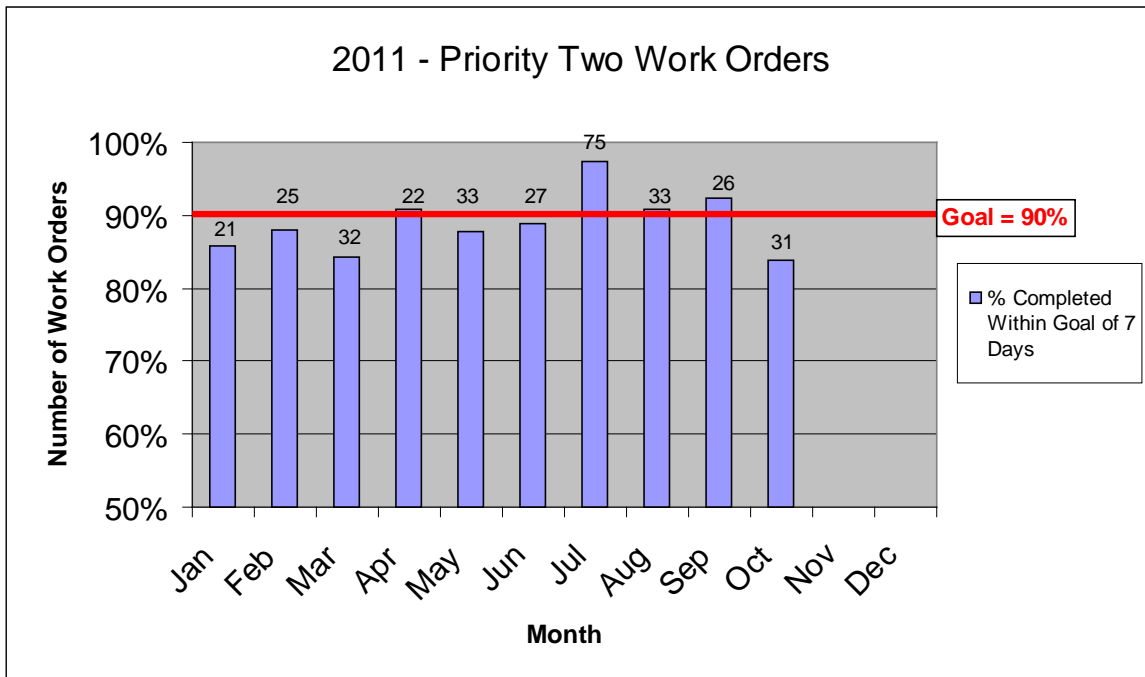


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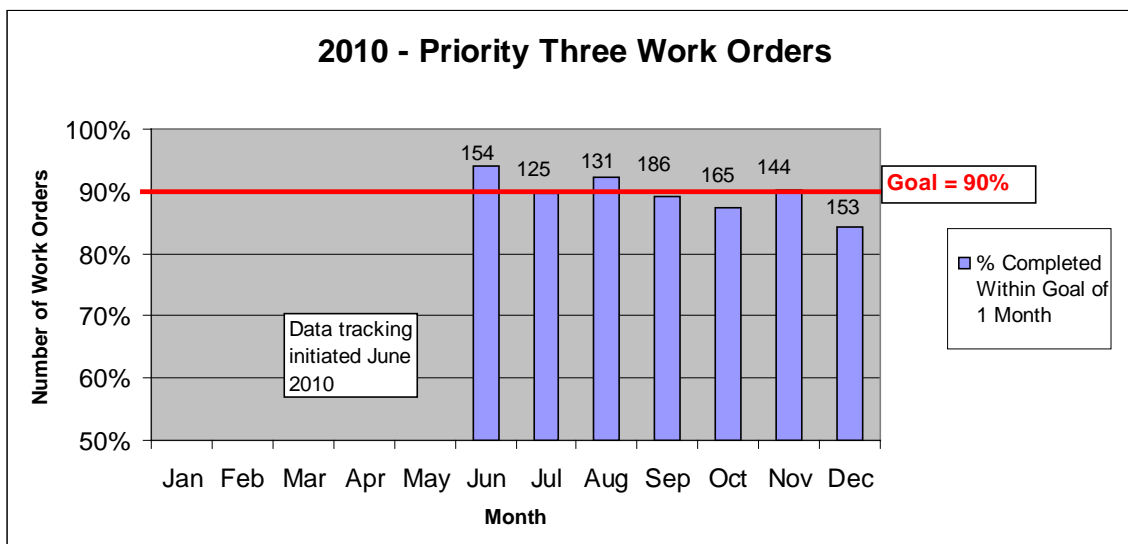
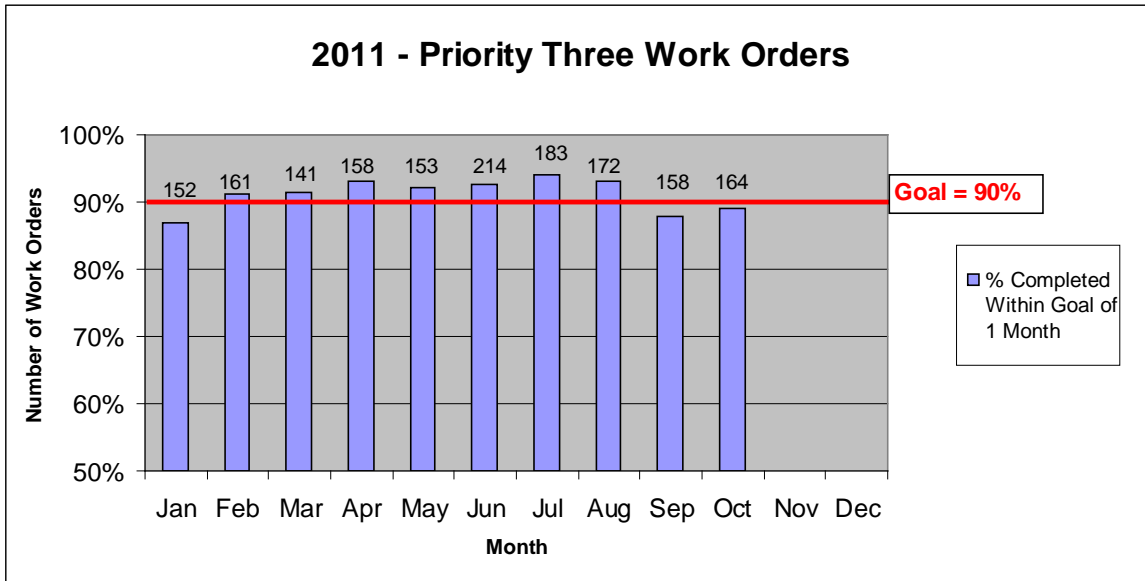
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Measure #10: % of Priority 2 (urgent) work orders completed within seven days



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Measure #11: % of Priority 3 (priority) work orders completed within one month



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Measure #9, #10 & #11 Methodology Sheet

Measure #9 , #10, & #11: Complete 95% of Priority 1 (emergency) work orders within 24 hours; complete 90% of Priority 2 (urgent) work orders within 7 days; and complete 90% of Priority 3 (priority) work orders within 1 month

Type:

Effectiveness

Accomplishment Goal Supported:

Improve response times to prioritized work order requests

Definition:

This measure reports the percentage of Priority 1, 2, and 3 work orders completed on time. The goal for Priority 1 work orders is 95% completed within 24 hours; the goal for Priority 2 work orders is 90% completed within 7 days' and the goal for Priority 3 work orders is 90% completed within 1 month.

Data Collection Method:

On a monthly basis, pertinent data will be downloaded from the Facility Maintenance asset management system into an Excel spreadsheet table. The information will include the number and time and date of reported Priority 1, 2, and 3 work orders and time and date they were completed.

Frequency:

Monthly

Measured By:

The data will be collected and maintained by Facility Maintenance in an Excel spreadsheet table. The table will provide the monthly percentage of Priority 1, 2, and 3 work orders completed within the stated timeframe for each category.

Reporting:

The data will be collected and maintained by Facility Maintenance in an Excel spreadsheet and will display the information both numerically and graphically. A status report will be generated monthly.

Used By:

Management will use this data to evaluate the overall effectiveness of current Facility Maintenance practices for assigning and completing priority work order requests. Additionally, the impact of various staffing, equipment, material, and funding changes will be monitored and measured to determine impact on achievement of the stated goal.

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Capital Projects Section

Purpose

Manage, design, and construct Municipal facility renovations and new construction projects that meet the needs of requesting departments within the available funding.

Core Services

- Project management of Municipal facility renovation and upgrade projects
- Project management of new construction of Municipal facilities

Accomplishment Goals

- Reduce capital projects construction contracts with change orders

Performance Measures

Progress in achieving goals shall be measured by:

- Dollar values of construction contracts with change orders and Dollar values of change order costs compared to original contract cost

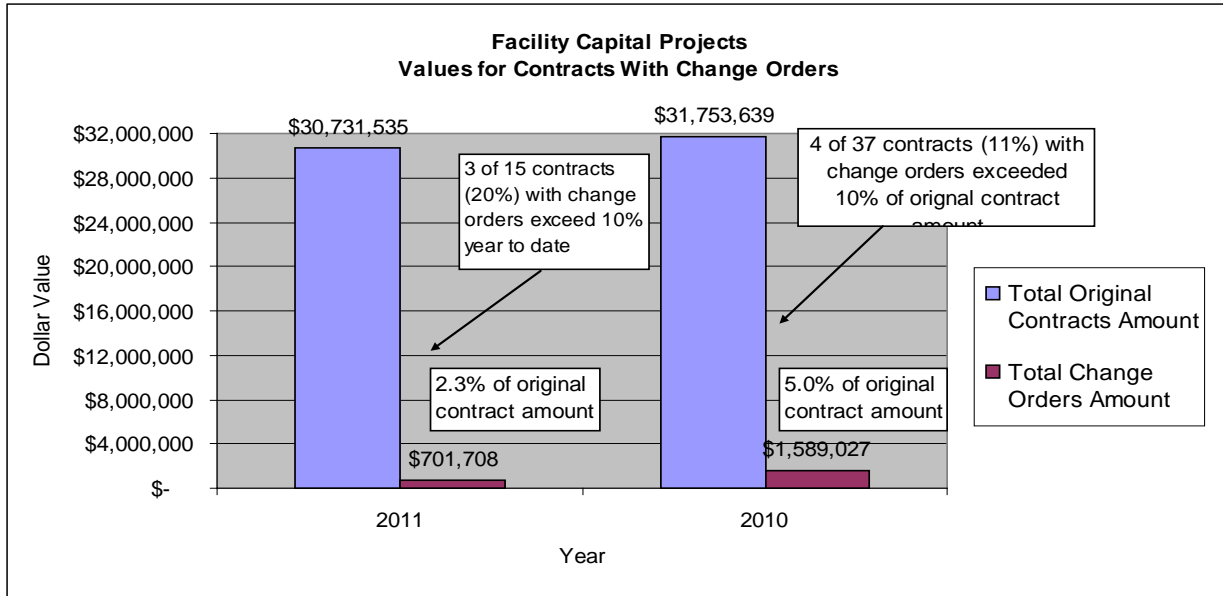
Explanatory Information

- Tracking information for these measures began January 1, 2010.

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Measure #12: Dollar values of construction contracts with change orders, and Dollar values of change order costs compared to original contract cost

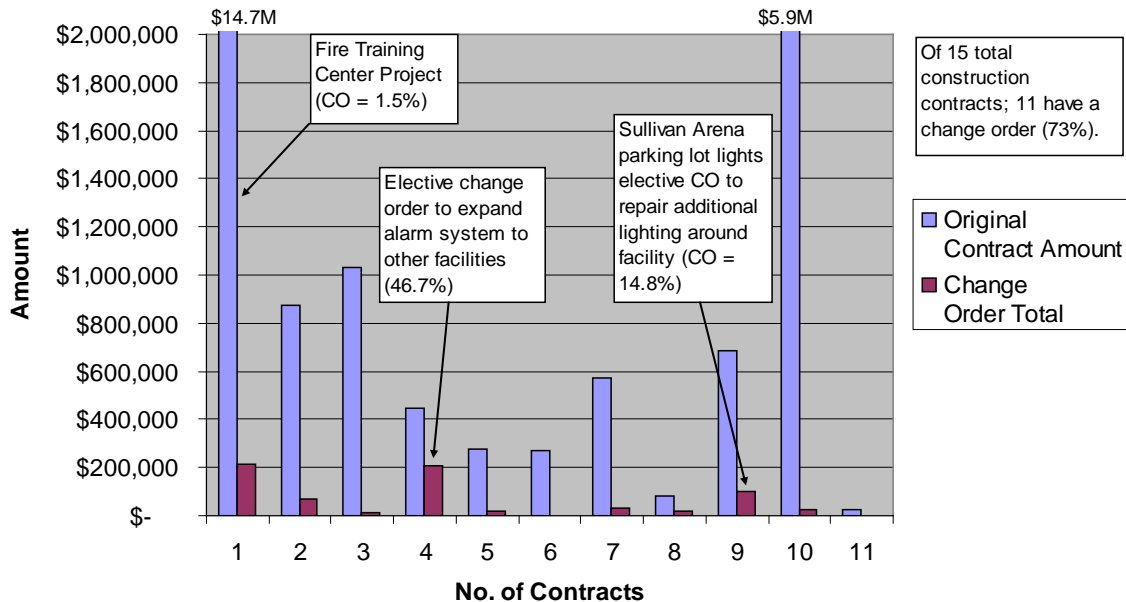


Maintenance and Operations Division

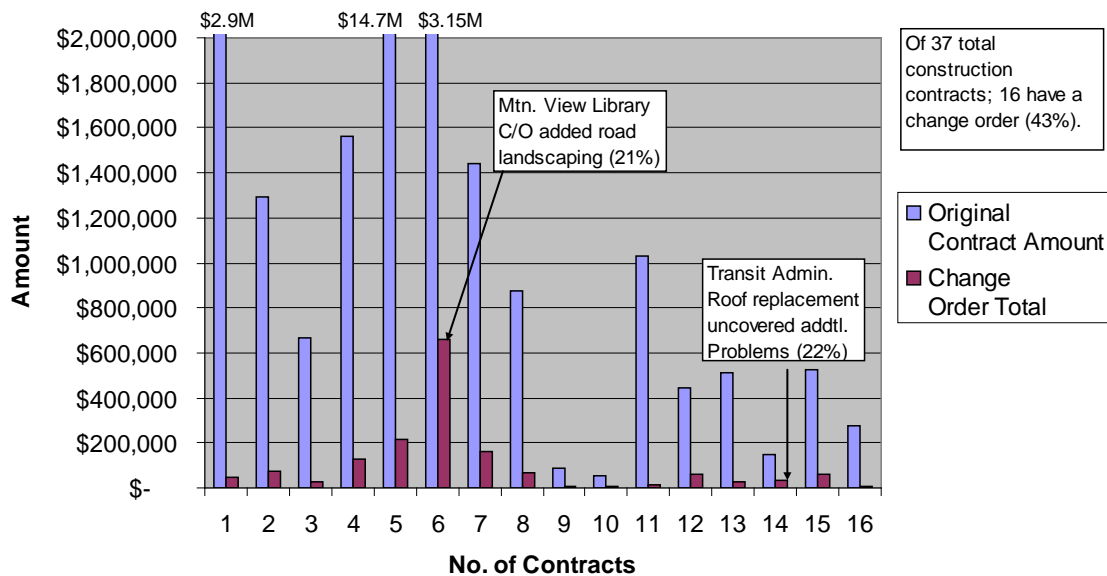
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2011 Facility Capital Projects Contracts with Change Orders



2010 Facility Capital Projects Contracts with Change Orders



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Measure #12 Methodology Sheet

Measure #12: Dollar values of construction contracts with change orders, and Dollar values of change order costs compared to original contract cost
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Type:

Effectiveness

Accomplishment Goal Supported:

Reduce capital project construction projects with change orders. At least 75% of contract change orders for construction projects shall be less than 10% of the total original contract amount

Definition:

This measure reports the monthly percentage of contract change orders that are less than 10% of the original contract amount.

Data Collection Method:

On a monthly basis, information relating to capital construction contract change orders will be recorded by Facility Capital Projects into an Excel spreadsheet table. The information will include the original contract and change order amount to calculate a percentage for each change order.

Frequency:

Monthly

Measured By:

The data will be collected and maintained by Facility Capital Projects in an Excel spreadsheet table. The table will provide the monthly percentage of change orders less than 10% of the original contract amount.

Reporting:

The data will be collected and maintained by Facility Capital Projects in an Excel spreadsheet and will display the information both numerically and graphically. A status report will be generated monthly.

Used By:

Management will use this data to evaluate the overall effectiveness of development and management of facility capital construction contracts. Current project management practices will be monitored and measured to determine impact on achievement of the stated goal. New PVRs will be developed based upon the evaluation of this data.