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**Emergency Management Division**  
**Municipal Manager Department**  
*Anchorage: Performance. Value. Results.*

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**Purpose**

Protect life and property and to ensure the safety, health and welfare of the citizens of Anchorage.

**Direct Services**

- Lead agency for the MOA's emergency preparedness and planning activities.
- Provide community education and public outreach programs to help citizens prepare for emergencies and disasters.

**Accomplishment Goals**

- Improve MOA's emergency preparedness by completing revisions to the Emergency Operations Plan.
- Improve the Emergency Operations Center's response effectiveness by developing EOC Standard Operating Procedures (EOC SOP).
- Ensure community education and public outreach programs are effective in preparing citizens for emergencies and disasters.

**Performance Measures**

Progress in achieving goals shall be measured by:

<b><u>Measure #1:</u> Percent complete of the MOA's Emergency Operations Plan (EOP) revision.</b>
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As of December 31, 2011 the plan is 20% complete  
As of June 30, 2011 the plan is 10% complete  
As of August, 31, 2010 plan is 8% complete.  
As of September 30, 2011 the plan is 20% complete

<b><u>Measure #2:</u> Percent complete of the EOC Standard Operating Procedures.</b>
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As of June 30, 2011 procedures are 100% complete  
As of August 31, 2010 procedures are 24% complete  
As of June 30, 2011 procedures are 100% complete

<b><u>Measure #3:</u> Percent increase in individual preparedness after participation in each community preparedness activity or training event.</b>
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See the following pages

# *Performance, Value, and Results Report for the Office of Emergency Management*

## *October 2011*

<i>Presentation Topic</i>	<i>Group</i>	<i>Date</i>	<i>Location</i>	<i>Attendance</i>	<i>PVR Test Done?</i>
CPR	General Public	10/8 /2011	EMI	9	<input type="checkbox"/>
Intro To Emergency Management and the EOC	Charter College Emergency Management Class	10/13/2011	EOC	6	<input type="checkbox"/>
Brown Bag: Evacuation	ML&P Finance Section	10/18/2011	ML&P Finance Office	18	<input type="checkbox"/>
Emergency Watch information	Bev Hiatt Neighborhood & Dawn Brantley Neighb	10/18/2011	Dawn Brantley's House	13	<input type="checkbox"/>
Brown Bag: Severe Winter Weather	General Public	10/21/2011	EOC	22	<input type="checkbox"/>
CPR	General Public	10/25/2011	EMI	9	<input type="checkbox"/>
<b>Total # educated this month</b>				77	

## *November 2011*

<i>Presentation Topic</i>	<i>Group</i>	<i>Date</i>	<i>Location</i>	<i>Attendance</i>	<i>PVR Test Done?</i>
Citizen Police Academy - Emergency Watch	Citizen Police Academy	11/2 /2011	EOC	39	<input type="checkbox"/>
Vulnerable Populations Emergency Preparedness	Access Alaska Staff	11/4 /2011	Access Alaska	12	<input type="checkbox"/>
Emergency Watch First Meeting	Yvonne Begley Neighborhood, Fairview	11/8 /2011	Fairview Elementary	1	<input type="checkbox"/>
General Personal Emergency Preparedness	Anchorage Chapter of Nat'l Women in Constructi	11/9 /2011	Anchorage Office	13	<input type="checkbox"/>
CPR	General Public	11/12/2011	EMI	10	<input type="checkbox"/>
CPR	General Public	11/15/2011	EMI	8	<input type="checkbox"/>
General Personal Emergency Preparedness	Rogers Park Community Council	11/15/2011	Rogers Park Elementary Schoo	42	<input type="checkbox"/>
Emergency Watch information	General Public	11/16/2011	Adventist Church, ER	2	<input type="checkbox"/>
Brown Bag: Shelter In Place	NANA Management Services Staff	11/17/2011	NANA	38	<input type="checkbox"/>
Earthquake Preparedness	Nunaka Valley Staff & Teachers	11/17/2011	Nunaka Valley Elementary	41	<input type="checkbox"/>
Emergency Watch First Meeting	Ruth DeGraff's Neighborhood, ER	11/19/2011	DeGraff House, Eagle River	16	<input type="checkbox"/>
<b>Total # educated this month</b>				222	

*December 2011*

<i><b>Presentation Topic</b></i>	<i><b>Group</b></i>	<i><b>Date</b></i>	<i><b>Location</b></i>	<i><b>Attendance</b></i>	<i><b>PVR Test Done?</b></i>
Brown Bag: OEM & EOC	General Public	12/2 /2011	EOC	6	<input type="checkbox"/>
CPR	General Public	12/5 /2011	EMI	8	<input type="checkbox"/>
General Personal Emergency Preparedness	Spenard Community Council	12/7 /2011	Spenard Recreation Center	16	<input type="checkbox"/>
Brown Bag: Vulnerable Populations	General Public	12/9 /2011	EOC	18	<input type="checkbox"/>
<b>Total # educated this month</b>				48	

**Total # educated for this report period**

347

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**Performance Measure Methodology Sheet**  
**Emergency Management Division**  
**Municipal Manager Department**

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<b>Measure #1: Percent complete of the MOA's Emergency Operations Plan</b>
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**Type**

Effectiveness

**Accomplishment Goal Supported**

Improve MOA's Emergency Preparedness by completing revisions to the Emergency Operations Plan.

**Definition**

This measure reports the number of EOP Annex revisions that have been completed. The revision process incorporates a review of current State and Federal guidelines, and Municipal Code into a draft document that is reviewed by lead and supporting agency stakeholders in the MOA's Emergency Operations Plan.

**Data Collection Method**

EOP Revision Status Report: This report will list each EOP chapter or Annex and the current completion status. The report will reflect five categories of completion: State / Federal guidelines review completion, draft document development, lead / supporting agency review, incorporation of feedback, and final.

**Frequency**

The measure will be reported at close of business on the last work day at the end of each quarter.

**Measured By**

Plans & Policy Manager

**Reporting**

The Plans & Policy Manager will prepare the report in a word document that will display the information in a table matrix format.

**Used By**

The director will use the report to monitor and gauge the progress of plan development and drafting. The report will be presented to the Municipal Manager monthly and be available via the Municipal website.

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**Performance Measure Methodology Sheet**  
**Emergency Management Division**  
**Municipal Manager Department**

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<b>Measure #2: Percent complete of the MOA's Standard Operating Procedures for the Emergency Operations Center</b>
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**Type**

Effectiveness

**Accomplishment Goal Supported**

Improve the Emergency Operations Center Response effectiveness by completing and implementing Standard Operating Procedures.

**Definition**

This measure reports the number of SOP chapters that have been completed. The SOP development process incorporates a review of best practices of current Federal, State, and similar sized municipal EOC Standard Operating Procedures. The best practices will be incorporated into a draft document that will be reviewed by the appropriate supporting municipal agency.

**Data Collection Method**

SOP Development Status Report. This report will list each SOP chapter or Annex and the current completion status. The report will reflect five categories of completion: initial draft, edit, review, incorporation of feedback, and final.

**Frequency**

The measure will be reported at close of business on the last work day at the end of each quarter.

**Measured By**

Training & Exercise Manager

**Reporting**

The Training & exercise Manager will prepare the report in a word document that will display the information in a table matrix format.

**Used By**

The director will use the report to monitor and gauge the progress for the development of the Standard Operating Procedures. The report will be presented to the Municipal Manager monthly and be available via the Municipal website.

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**Performance Measure Methodology Sheet**  
**Office of Emergency Management**  
**Municipal Manager**

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<b>Measure #3: Increase in community emergency preparedness</b>
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**Type**

Effectiveness

**Accomplishment Goal Supported**

Provide community education and public outreach programs to prepare citizens for emergencies and disasters.

**Definition**

This measure reports the number and type of emergency preparedness community outreach events conducted monthly.

**Data Collection Method**

Community Emergency Preparedness Training Measure. This measure consists of a running monthly tally of emergency preparedness presentations conducted quarterly. The goal is to increase the overall Emergency Preparedness level of Anchorage Citizens annually through community outreach and education programs designed specifically for a requesting organization or the general public.

**Frequency**

The measure will be reported by the close of business the first work day following the training event.

**Measured By**

Public Information & Community Outreach Coordinator

**Reporting**

The Public Information & Community Outreach Coordinator will prepare a report in a table format that displays the date, time, organization trained, type of training, and the number trained.

**Used By**

The director will use the report to monitor and gauge the progress of community outreach training. The report will be presented to the Municipal Manager quarterly and be available via the Municipal website.