
Transportation Inspection Division Municipal Manager

Anchorage: Performance. Value. Results.

Mission

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 #1: Number of complaints received annually which regard the quality of regulated vehicle service

Number of Quality of Service Complaints

Year	Number	Percent Change
2007	158	
2008	114	-27.8%
2009	110	-3.5%
2010	104	-5.5%

Measure #2: Percentage of complaint investigations resolved in five workdays or less

Percent of complaints resolved in 5 workdays or less

Year	Percent Resolved
2007	55.1%
2008	69.3%
2009	61.8%
2010	83.6%

Measure #3: Percent change in the number of unscheduled on-street vehicle and chauffeur inspections

Number of unscheduled inspections

Year	Number	Percent Change
2007	2736	
2008	2204	-19.4%
2009	1464	-33.5%
2010	1635	+11.7%

Performance Measure Methodology Sheet
Transportation Inspection Division
Municipal Manager

Measure #1: Number of complaints received annually which regard the quality of regulated vehicle service

Type

Effectiveness

Accomplishment Goal Supported

Promote a service-oriented ethic within the regulated vehicle industry

Definition

Complaints reported to Transportation Inspection regarding poor service to the customers are an indicator of the service-oriented ethic in place within the regulated vehicle industry.

Data Collection Method

Tally the number of complaints reported to Transportation Inspection

Frequency

Monthly

Measured By

The division executive assistant will record the number of complaints reported each month and tally the amount of service-related complaints

Reporting

The division executive assistant will create and maintain monthly logs of the number of YTD complaints vs. the prior year

Used By

The division manager will assess whether an increased emphasis on customer service provided to chauffeurs during their initial and refresher training classes is reducing customer complaints which pertain to poor service

Performance Measure Methodology Sheet
Transportation Inspection Division
Municipal Manager

Measure #2: Percent of complaint investigations resolved in five workdays or less
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Type

Effectiveness

Accomplishment Goal Supported

Promote a service-oriented ethic within the regulated vehicle industry

Definition

The public will receive the satisfaction of prompt attention to complaints and members of the industry will receive timely correction of code violations resulting from ignorance and/or wrongdoings. Also, the investigation process provides an opportunity to reiterate to the chauffeur the benefits providing good customer service

Data Collection Method

Track the time period between when a complaint is reported and its resolution

Frequency

Monthly

Measured By

The division executive assistant will record the number of days elapsed between the first report of a complaint and the subsequent resolution

Reporting

The division executive assistant will create and maintain monthly logs of the number of days required to resolve each complaint

Used By

The division manager will assess whether complaints are in accordance with the goal of a five-day resolution

Performance Measure Methodology Sheet
Transportation Inspection Division
Municipal Manager

Measure #3: Percent change in the number of unscheduled on-street vehicle and chauffeur inspections
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Type

Effectiveness

Accomplishment Goal Supported

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

Definition

Increasing the number of unscheduled on-street inspections by Transportation Inspection's Code Enforcement Officers serves a two-fold purpose: (1) chauffeur and vehicle Code violations discovered through the inspections can be acted upon for immediate correction and the on-street presence of Code Enforcement Officers may serve as a deterrent to future violations, and (2) contact with the chauffeurs provides an opportunity to reiterate the benefits to the industry of providing good customer service

Data Collection Method

Code Enforcement Officers will report the number of unscheduled on-street vehicle and chauffeur inspections to the executive assistant

Frequency

Monthly

Measured By

The change in the number of on-street inspections vs. the prior year

Reporting

The division executive assistant will create and maintain monthly logs of the number of on-street inspections vs. the prior year

Used By

The division manager will assess whether the number of unscheduled on-street inspections performed by Transportation Inspection's Code Enforcement Officers conforms to the goal of a 10% increase over the prior year