Traffic Engineering Department
Anchorage: Performance. Value. Results.

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.
- Oversee the Municipality's Vision Zero transportation safety program.

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 serviced within 2 working days 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 serviced by the next working day after notification.

Type

Safety

Accomplishment Goal Supported

Maintain traffic signal efficiency, safety, and roadway capacity by ensuring that traffic signal operations are functioning properly by the next working day 90% of the time.

Definition

This measure reports the number of failed signal detectors and the number of working days it takes to service them from the time the Traffic Engineering Department is notified. It also reports the percentage that are serviced by the next working day after 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 in the first working day, the second working day, and after the second working day will be recorded.

Reporting

The data collected by the Traffic Engineer will be displayed both numerically and graphically. A status report will be generated quarterly and will show data for each month.

Used By

This information will be used by Traffic Engineering 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.

Measure #1: Percent of failed signal detectors serviced by the next working day after notification.

2024

Signal Detectors Serviced by Next Working Day
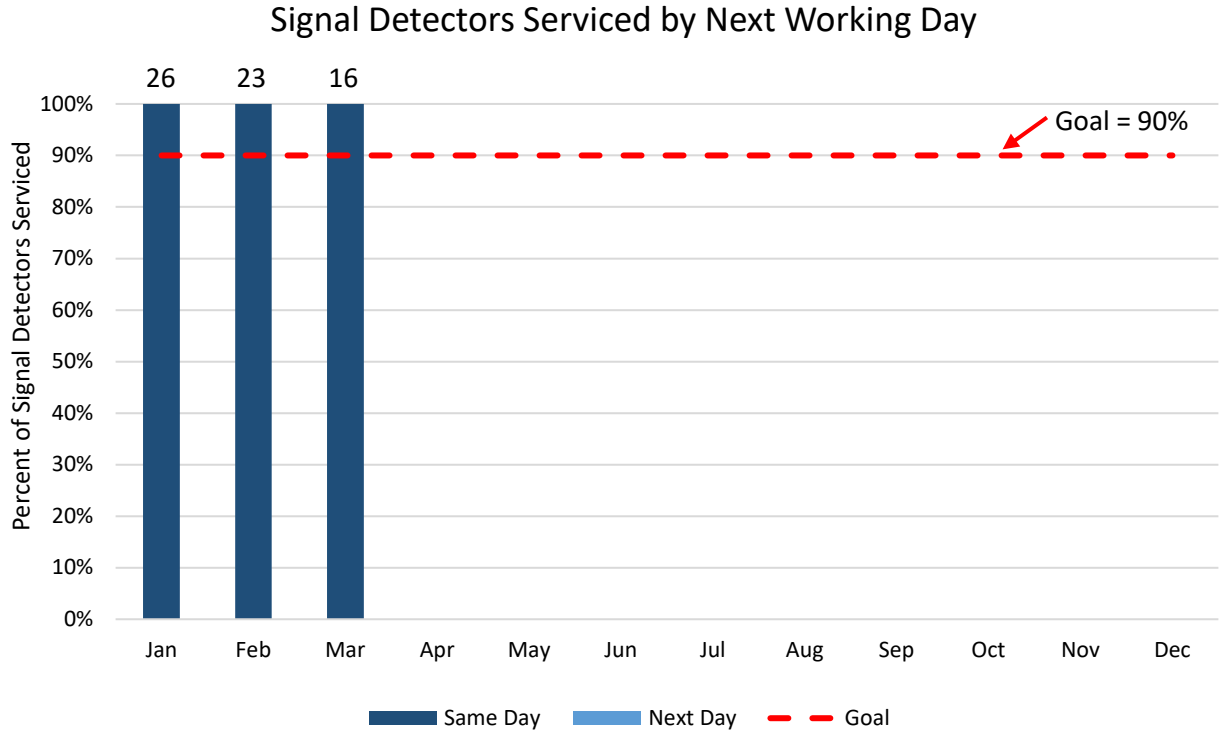
Monthly Signal Detector Servicing	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Number of Failed Signal Detectors	26	23	16									
Average Days* to Service Signal Detectors	0.0	0.0	0.0									
Maximum Days* to Complete Review	0	0	0									
Percent Serviced by Next Working Day	100%	100%	100%									

Note: 0 = Same Day

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

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 number of stop signs repaired/replaced and the amount of time it takes to get them repaired/replaced from the time the Traffic Engineering Department is notified. It also reports the number that are repaired/replaced within 2 hours of notification.

Data Collection Method

The data will be collected by tracking the date and time of each notification as well as the date and time when the repair/replacement is completed.

Frequency

Monthly

Measured By

The data will be collected and maintained by the Foreman of the Paint and Sign Section in an Excel spreadsheet and will include the date/time of the notification and completion for each repair/replacement. The spreadsheet will calculate the length of time to complete each repair/replacement and the percentage of signs repaired/replaced based on 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 quarterly and will show data for each month.

Used By

This information will be used by Traffic Engineering 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.

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

2024

Damaged Stop Signs Repaired/Replaced within 2 Hours of Notification

Monthly Stop Sign Repair/Replacement	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Number of Damaged Stop Signs Notified	4	7	7									
Average Minutes to Repair/Replace	70.8	68.0	52.1									
Percent Repaired/ Replaced within 2 Hours	100%	100%	100%									

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Measure #3: Percent of building permits reviewed within 10 working days of receipt.

Type

Efficiency

Accomplishment Goal Supported

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

Definition

This measure reports the number of building permit reviews completed by the Traffic Safety Division and the amount of time it takes for the reviews. It also reports the percentage reviewed within 10 working days of receipt by Traffic Engineering.

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 Engineering Department in an Excel spreadsheet and will include the dates the review is opened and completed. The spreadsheet will calculate the number of days for each review and 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 quarterly and will show data for each month.

Used By

This information will be used by Traffic Engineering 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.

Measure #3: Percent of building permits reviewed within 10 working days of receipt.

2024

Building Permits Reviewed within 10 Working Days

Monthly Permit Review Information	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Number of Permits Reviewed	7	23	50									
Average Days to Complete Review	1.6	1.4	1.0									
Maximum Days to Complete Review	3	3	3									
Percent Reviewed within 10 Working Days	100%	100%	100%									