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# Transportation Inspection Division Municipal Manager

*Anchorage: Performance. Value. Results.*

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## Mission

To 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 and revoke chauffeur licenses
- Issue and revoke permits for regulated vehicles and dispatch companies
- Inspect regulated vehicles and chauffeurs for ordinance compliance and safety
- Investigate complaints and allegations of wrongdoing
- Provide support to the Transportation Commission in the issuance of permits and licenses. As well as provide support to the Anchorage Assembly in Title 11 affairs.

## Accomplishment Goals

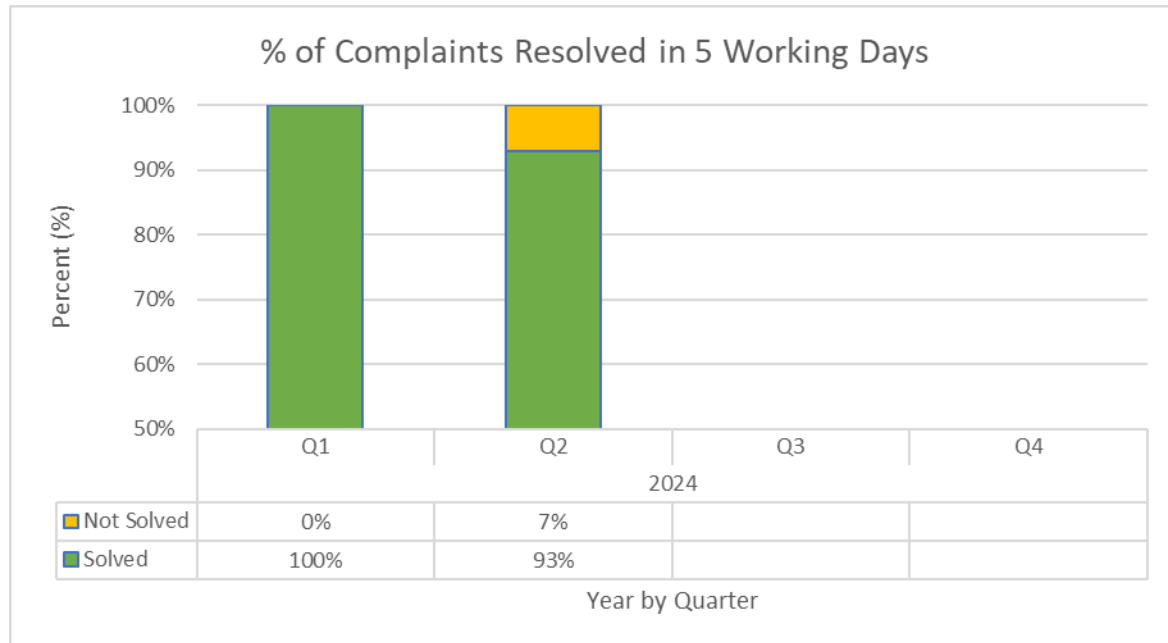
- Protect the safety and welfare of the regulated vehicle customers, licensed chauffeurs, and the citizens of Anchorage.

## Performance Measures

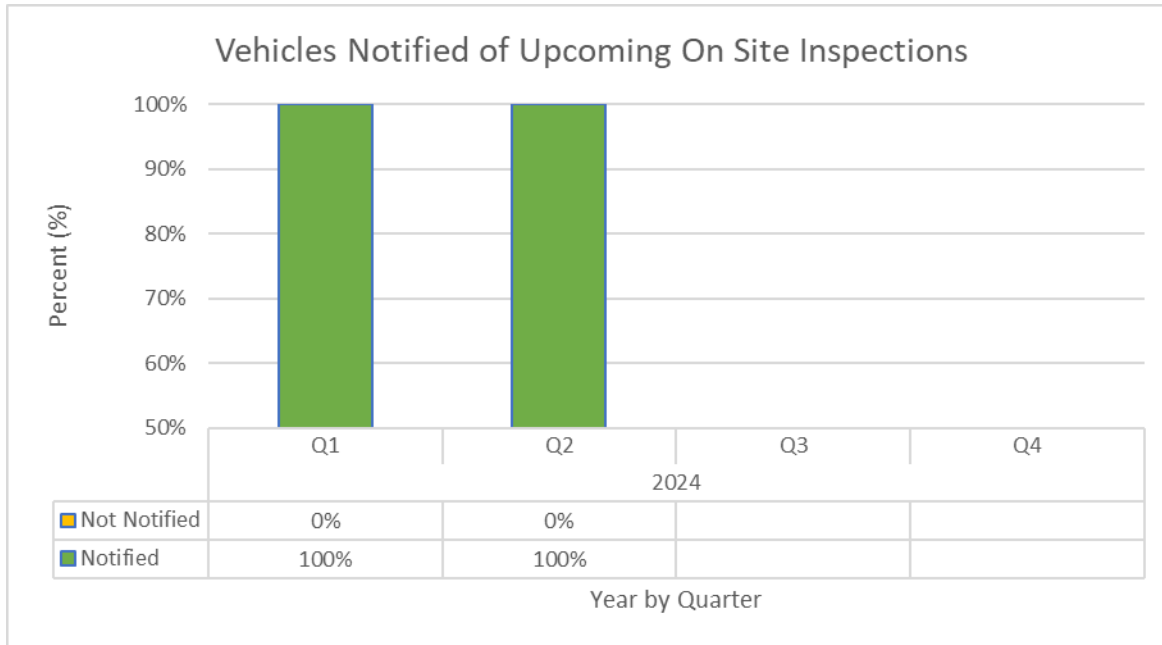
Progress in achieving goals will be measured by:

**Measure #1: Percentage of complaint investigations resolved in five workdays or less.**

Percent of complaints resolved in 5 workdays or less.



**Measure #2: Percent of regulated vehicles notified of upcoming scheduled on-site inspections.**



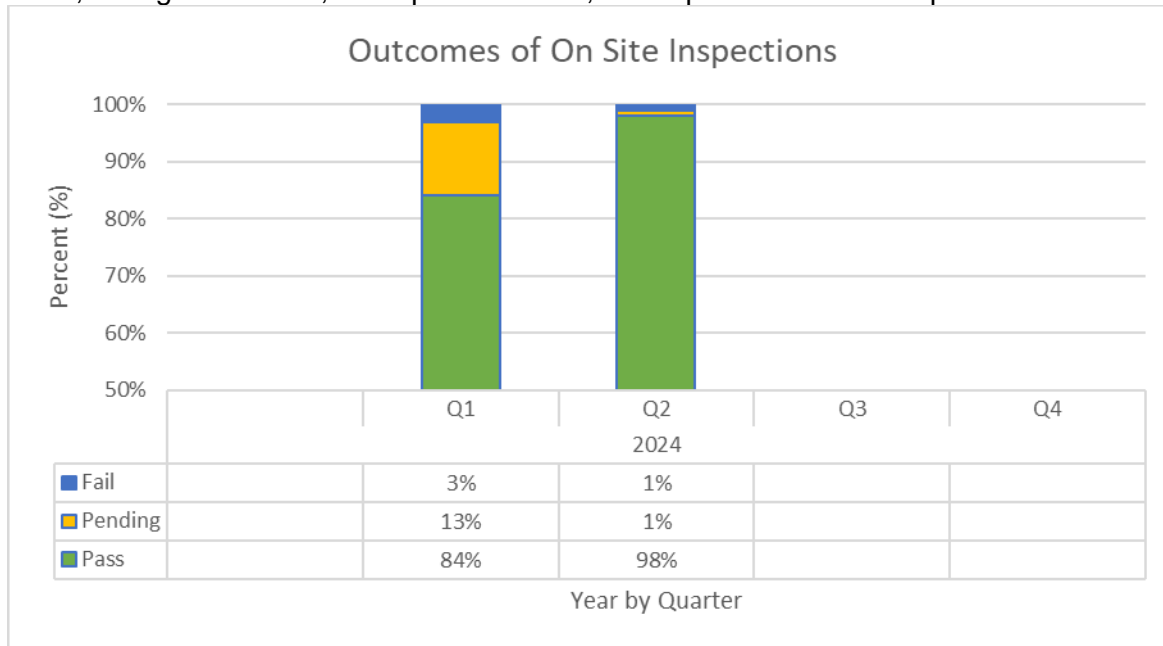
**Informational Statistics**

This is an informational statistic and reflects a “performance measure” for the industry and not based on the division.

The Transportation Inspection division does not control the condition of the regulated vehicle when it is brought for inspection because these are privately owned vehicles. This is informational. These inspections are rated pass, pending, or fail. The inspections that did not pass and only have minor issues are put into a “pending” category with a deadline for completion and repair. An example of the “pending” category with minor issues could be missing a sticker decal, cleanliness, missing chauffeur license holder, minor cracked windshield, etc. The failed inspections have serious mechanical or safety issues and are removed from service until fixed. The vehicles that are removed from service due to failed inspections are mainly the result of accidents. On average the Transportation Inspection division complete approximately 600 vehicle inspections annually.

**Informational Statistic #1: Condition of regulated vehicles for on-site inspection results.**

These inspections include but are not limited to annual and semi-annual inspections, meter seals, change of vehicle, initial post-accident, and repaired accident inspections.



**Informational Statistic #2: Condition of regulated vehicles for the unscheduled off-site inspections.**

Unscheduled off-site inspections occur when personnel from the division conduct an inspection of a permitted vehicle away from the office and in the field.

