

Submitted by: ASSEMBLY MEMBER OSSIANDER
ASSEMBLY ACTING-CHAIR DRUMMOND
Prepared by: Assembly Counsel
For reading: April 14, 2009

See AO 2009-50(S)

**ANCHORAGE, ALASKA
AO NO. 2009-50**

AN ORDINANCE OF THE ANCHORAGE MUNICIPAL ASSEMBLY AMENDING ANCHORAGE CODE CHAPTER 2.60, OFFICE OF THE OMBUDSMAN.

THE ANCHORAGE ASSEMBLY ORDAINS:

Section 1. Anchorage Municipal Code section 2.60.120 Investigation of complaints, is hereby amended by adding a new subsection to read as follows (*except for reordering of subsections by the Code Revisor to accommodate the new subsection, the remainder of the section is not affected and therefore not set out*):

2.60.120 Investigation of complaints.

A. Upon initial review of a complaint by the ombudsman, the ombudsman shall notify the complainant in writing to confirm whether the complaint will be accepted for further action by the ombudsman, or declined. Absent unusual circumstances, initial review by the ombudsman and confirmation to the complainant shall be completed no later than 20 calendar days of receipt of the complaint. If a complaint will be formally investigated by the ombudsman, notice to the complainant shall include the anticipated timeline in writing, subject to adjustment by the ombudsman as necessitated by the course of the investigation. If the ombudsman is unable to perform initial review of a complaint within 20 calendar days of receipt, the ombudsman shall notify the complainant in writing of the nature of the unusual circumstances, and the date initial review by the ombudsman will be completed. If initial review of a complaint cannot be initiated within 30 calendar days of receipt, the ombudsman will also notify the presiding chair of the assembly in writing, specifying the date initial review by the ombudsman will be completed.

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(AO No. 77-94)

Section 2. Anchorage Municipal Code section 2.60.160 Reports, is hereby amended to read as follows:

2.60.160 Reports.

A. The ombudsman shall submit to the assembly a quarterly written report of [HIS] activities [AT LEAST ONCE A YEAR] and an annual summary. Quarterly reports shall be delivered to the municipal clerk no later than April

1 30, July 30, October 31, and January 31 for the preceding quarter, with the
2 annual summary included with the January 31 report. The annual summary
3 shall include comparative data from prior years for which data is available.
4 The quarterly reports and the annual summary shall include a separate
5 section of Anchorage School District data. The municipal clerk will distribute
6 the reports to the Assembly and the School Board.

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8 B. Reports shall include the number and nature of complaints or referrals
9 received during the reporting period, the number of investigations undertaken
10 by the ombudsman, the ongoing status or date of closure, the length of time
11 the investigation is in open status, the municipal department or Anchorage
12 School District office participating in resolution, the resolution recommended
13 by the ombudsman, whether the recommendation has been accepted, any
14 recommendations for preventive action to be taken by the Assembly or the
15 School Board, and other information at the request of a member of the
16 Assembly, or requested by the Anchorage School Board. Reports may
17 include additional information at the discretion of the ombudsman.

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19 C. Reports shall be in generic form and the ombudsman may protect the
20 confidentiality of complainant identities as described in 2.60.120.C.

21
22 (AO No. 77-94)

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24 **Section 3.** This ordinance shall become effective immediately upon its passage and
25 approval by the Assembly.

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27
28 PASSED AND APPROVED by the Anchorage Assembly this _____day of
29 _____, 2009.

30
31 _____
32 Chair

33 ATTEST:

34 _____
35 Municipal Clerk