

# ANNUAL REPORT 2025

OFFICE OF THE MUNICIPAL CLERK



PREPARED BY:  
JAMIE HEINZ, MMC



## A WORD FROM THE CLERK

On behalf of the Municipal Clerk's Office, I am pleased to present this Annual Report, which reflects the work, responsibilities, and accomplishments of our office over the past year. As the official record keeper for the municipality's legislative branch, the Clerk's Office plays a vital role in supporting transparent governance, fair elections, and accessible Assembly records. This report is intended to provide residents, elected and appointed officials, and stakeholders with an overview of our duties prescribed by municipal code and the services we provide to the community. Throughout the year, the Clerk's Office remained committed to accuracy, efficiency, and public service. Our staff supported the legislative process, administered elections, and maintained official records. In addition to our core responsibilities, we continued to improve internal processes and customer service, maintaining the integrity of municipal operations. I would like to extend my appreciation to our dedicated staff, elected officials, and community partners for their cooperation and support throughout the year. It is through this collaboration that the Clerk's Office is able to effectively serve the public and uphold the principles of open and accountable government. We are proud of the work accomplished this year and remain committed to serving our community with professionalism and integrity in the year ahead.

A handwritten signature in blue ink that reads "Jamie Heinz". The signature is written in a cursive, flowing style.

**JAMIE HEINZ, MMC**  
MUNICIPAL CLERK

### VISION

To promote an efficient, transparent, and inclusive local government by providing exemplary administrative support, safeguarding public records, and facilitating community engagement.

### MISSION

Mission Statement  
The Anchorage Municipal Clerk's Office serves as a liaison for local government in accordance with Municipal Code by: implementing Assembly meetings; processing business licenses; conducting fair Municipal elections; providing budgetary assistance; and managing legislative records.

# WHO WE ARE AND WHAT WE DO

## Municipal Clerk

Jamie Heinz, MMC has served as Municipal Clerk since June 2023 and is a Master Municipal Clerk. She has served on the executive board of the Alaska Association of Municipal Clerks for seven years, most recently as Secretary.

## Agenda Team

The agenda team is comprised of Jasmine Acres, Deputy Municipal Clerk, Karissa Sleppy, Agenda Coordinator, Travis Turner, Agenda Assistant and Minutes Clerk, Angel Gonzales, Records Clerk, and Cristin Curley-Chavez, Administrative Specialist. The agenda team produces all assembly regular and special meeting agendas, packets, and minutes, finalizes and files all legislation, and responds to legislative branch public record requests.

## Legislative Finance

The Legislative Finance team is comprised of Matt Farina, Assembly Program & Budget Analyst, and Anne Stanislawski, Executive Assistant. The legislative finance team coordinates all budgeting, purchasing, and invoice payment functions for the branch, to include travel for Assembly members.

## Election Team

The election team is comprised of Liz Edwards, Election Administrator, Amy Solberg, Deputy Election Administrator, and Krista Walsh, Election Operations and Communications Assistant. The election team is responsible for conducting all regular and special elections in accordance with Anchorage Municipal Code Title 2 and Title 28.

## Licensing

The licensing team is comprised of Mandy Honest, Business License Official and Liza Spano, Business License Assistant & Scheduling Clerk. The licensing team is responsible for coordinating reviews of marijuana and alcohol licenses pursuant to Alaska Statute Title 4 and is also responsible for marijuana and other business licensing pursuant to Anchorage Municipal Code Title 10. Liza also schedules and publicly notices all Assembly regular and special meetings, work sessions, and committee meetings as well as all boards and commissions that the Clerk's Office staffs.

## Training

The Clerk's Office added a training function in 2025. This function is staffed by Jeff Frizzell, Legislative Specialist. Jeff produces and conducts all training for staff, to include election workers, and also conducts certain trainings for board and commission members. He will also be taking on certain trainings for Assembly members in 2026. Jeff also assists the election team with certain functions during election season.

## Everyone

Everyone in the Clerk's Office is responsible for staffing an Assembly Committee or a Board or Commission assigned to the Municipal Clerk's Office in the Anchorage Municipal Code.

# MANAGE & MAINTAIN ASSEMBLY RECORDS

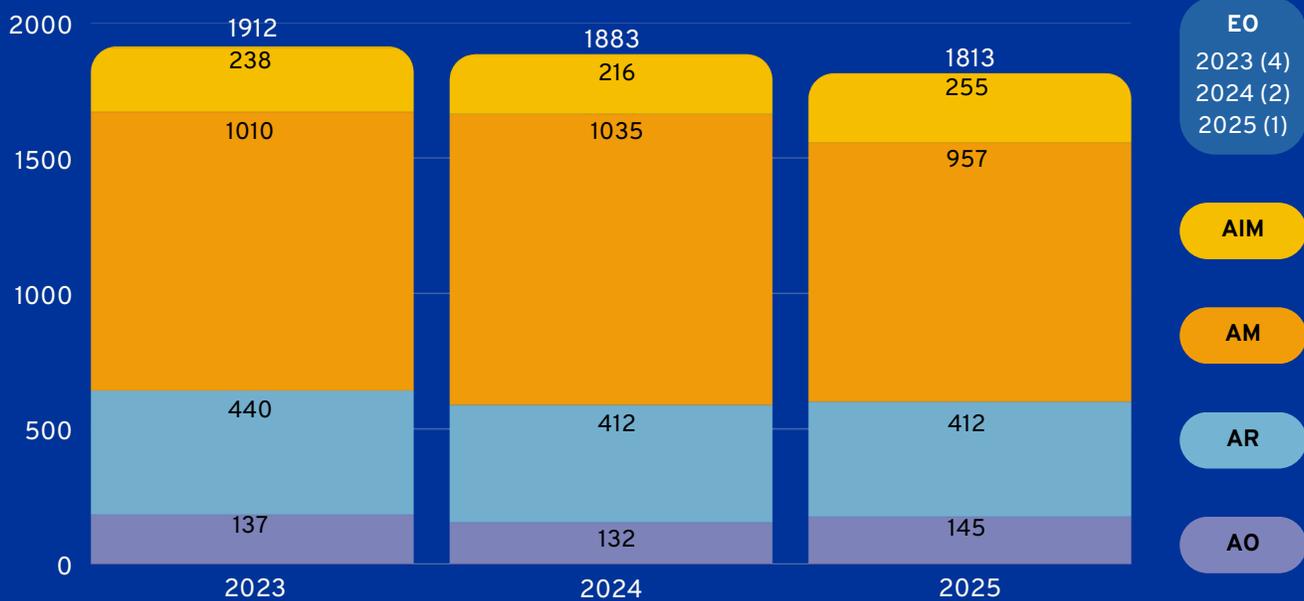
The Clerk’s Office manages and preserves all official Assembly records, including ordinances (annual municipal and school district budgets and amendments, mill levies, ballot propositions, and municipal code changes), resolutions (advancing municipal initiatives and appropriations authorizing expenditures), contract memoranda, and legislation confirming appointments to Boards and Commissions. The Office also prepares and maintains Assembly agendas and minutes and administers public records requests for the Assembly Branch.

The Clerk’s Office processed 1,912 pieces of legislation in 2023, 1,883 in 2024, and 1,813 in 2025. Each item requires at least six separate actions, including downloading materials from the agenda system, uploading and publishing documents, recording final outcomes, preparing permanent record copies, and posting materials to the public portal.

In 2025, the Office began tracking key performance measures for processing timelines and public access. Notably, legislation is now processed within three days of the Assembly meeting—reduced from three weeks in 2023 and five days in 2024. Results for 2025 are as follows:

- 59% of all legislation processed by Friday (three days after the meeting)
- 87% of amended legislation processed within 10 days
- 100% of laid-on-the-table materials posted the day after the meeting

## RECORD MANAGEMENT BY THE NUMBERS



- EO**  
2023 (4)  
2024 (2)  
2025 (1)
- AIM**
- AM**
- AR**
- AO**

EO - EMERGENCY ORDINANCE, AR - ASSEMBLY RESOLUTION, AM - ASSEMBLY MEMORANDUM, AIM - ASSEMBLY INFORMATIONAL MEMORANDUM, AO - ASSEMBLY ORDINANCE

# RECORD REQUESTS

In 2023 we processed 39 record requests:

- 18 were fulfilled within 2-days
- 6 were fulfilled within 10-days
- 5 were fulfilled within 30-days
- 2 were fulfilled in a timeframe longer than 30-days
- 8 were closed due to no response to clarification or non-payment of fees.

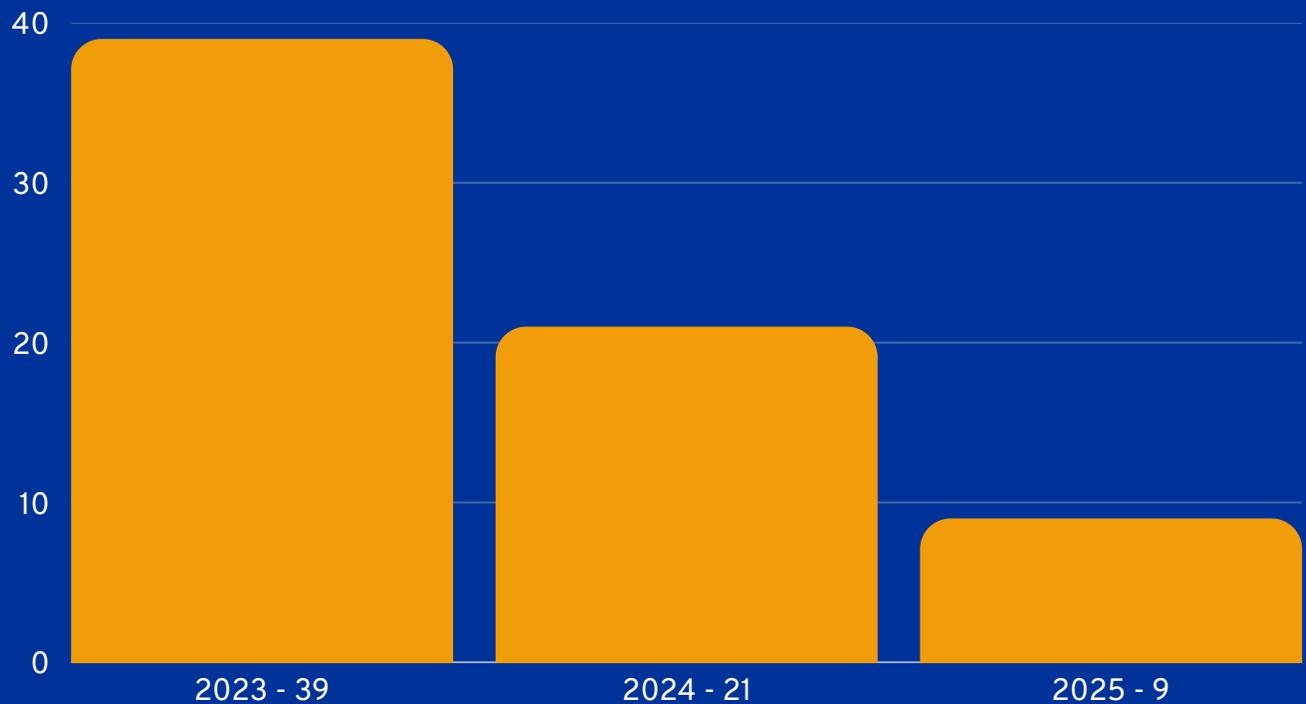
In 2024 we processed 21 record requests:

- 8 were fulfilled within 2-days
- 7 were fulfilled within 10-days
- 6 were fulfilled within 30-days.

In 2025 we processed 9 record requests:

- 5 were fulfilled within 2-days
- 3 were fulfilled within 10-days
- 1 was fulfilled in a timeframe longer than 30-days.

## RECORD REQUESTS YEARLY TOTALS





# ELECTIONS

Prompted by AO 2017-29(S), as amended, the Election Team transitioned to Vote at Home in 2018, fundamentally modernizing the voting process. With signature verification becoming a primary method of voter identification, the team focused on strengthening both security and accessibility. What began as a major operational shift has become a model of continuous improvement.

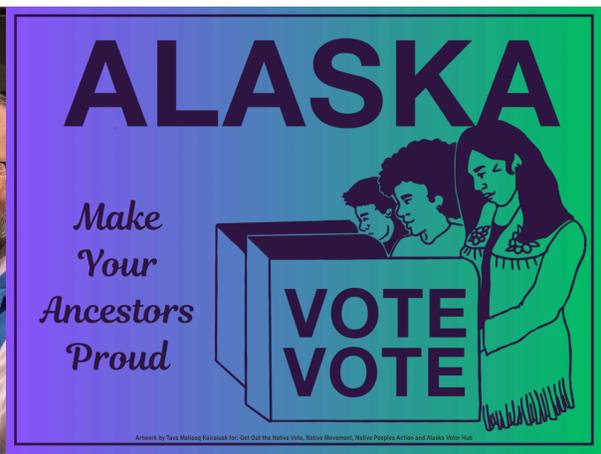
To enhance transparency and voter confidence, the team implemented BallotTrax. This system provides real-time notifications from ballot mail-out through receipt and signature verification. Voters now have clear visibility into where their ballot is in the process.

Recognizing that signature verification plays a central role, the team launched TXT2Cure. This tool allows voters to resolve signature discrepancies quickly and securely using their phones. By removing the barrier of mailing cure letters back and forth, this tool significantly improved accessibility to the cure process.

To expand access for voters unable to receive a ballot by mail or print a ballot and affidavit from email, the team deployed OmniBallot. This secure document portal enables eligible voters vote online when necessary. The solution maintains rigorous security standards while increasing flexibility.

Behind the scenes, the team built a comprehensive signature database using signatures received from the state, prioritizing wet signatures whenever possible. This proactive approach has improved verification accuracy across elections. As a result, ballot rejections have decreased and processing efficiency has increased.

We are proud of these enhancements and will be focusing on outreach and education in the future.



# ELECTIONS BY THE NUMBERS

Year	Total Voters	Voter Turnout	Voter Turnout %	Rejected Ballots
2018	218,388	79,295	36.31%	671
2019	227,210	65,400	28.65%	822
2020	232,009	71,382	30.77%	977
2021	236,619	75,441	31.88%	1,412
2022	235,882	70,639	29.95%	1,269
2023	235,546	65,853	27.96%	863
2024	237,360	72,250	30.44%	1,087
2025	238,209	60,455	25.38%	793



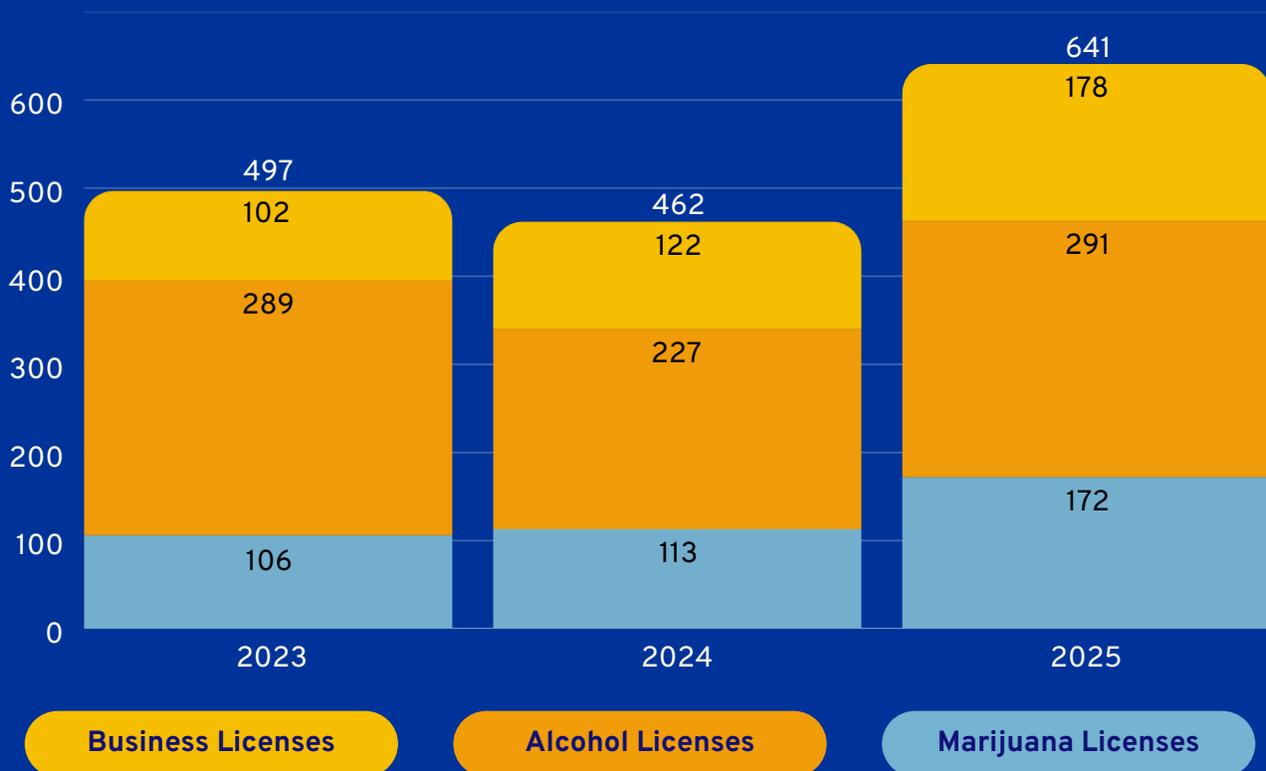
# BUSINESS LICENSING

Our office administers certain Business Licensing Programs for the municipality, ensuring that a range of local industries operate safely, legally, and in alignment with community standards. We oversee the licensing and regulatory process for marijuana establishments, roving vendors, tow operators, private detective agencies, pawn brokers, carnivals, and other regulated businesses—providing clear guidance to applicants while safeguarding public interests.

In addition, we manage the municipal review process for alcohol licenses issued by the Alcohol and Marijuana Control Office (AMCO) pursuant to Alaska Statutes Title 4. Through interdepartmental coordination and public engagement, our team helps ensure that licensed establishments meet all local requirements before operating in our community.

Over the past three years, the licensing team has seen steady activity across all license types. In 2023, the team processed 106 marijuana licenses, 102 business licenses, and 289 alcohol licenses. In 2024, those numbers shifted slightly to 113 marijuana, 122 business, and 227 alcohol licenses. By 2025, activity increased significantly, with 172 marijuana licenses, 178 business licenses, and 291 alcohol licenses processed.

## BUSINESS LICENSING BY THE NUMBERS



# LEGISLATIVE FINANCE

The Legislative Finance Team serves as the fiscal backbone of the branch. The team coordinates all budgeting, purchasing, and invoice payment functions, maintaining required internal controls while delivering timely, accurate financial services across the branch. From monitoring the annual budget to processing vendor payments and overseeing procurement activities, the team ensures operational compliance. In addition, the Legislative Finance Team manages travel arrangements for Assembly Members, supporting their work statewide and nationally.

Beyond operational responsibilities, the team plays a critical advisory role in reviewing programs and budgets, conducting in-depth policy and fiscal analysis to inform decision-making. The Legislative Finance Team provides fiscal stewardship and strengthens the branch's ability to serve the public effectively.

# TRAINING

In 2025, the Clerk's Office added a dedicated training component to support election training and enhance orientation for board, commission, and elected officials. This role is staffed by one individual who:

- Develops and conducts training for election workers.
- Provides training sessions on Open Meetings Act and Robert's Rules for board and commission members.
- Will begin delivering similar trainings for Assembly members in 2026.
- Assists the election team with specific tasks during election season.

This reflects our ongoing commitment to strengthening governance knowledge across municipal leadership.



# OFFICE OF THE MUNICIPAL CLERK

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Clerk's Office: [wwmasmc@anchorageak.gov](mailto:wwmasmc@anchorageak.gov)

Business Licenses: [MuniLicenses@anchorageak.gov](mailto:MuniLicenses@anchorageak.gov)

Elections: [Elections@anchorageak.gov](mailto:Elections@anchorageak.gov) or 907-243-VOTE (8683)

Mailing address: P.O. Box 196650, Anchorage, AK 99519-6650

Municipal Clerk's Office  
632 W 6th Ave., Ste. 250  
Anchorage, AK 99501  
Tuesday - Friday  
9:00 a.m. to 3:00 p.m.  
except Municipal holidays

MOA Election Center  
619 E Ship Creek Ave., Ste. 100, Door D  
Anchorage, AK 99501  
Monday - Friday  
8:00 a.m. to 5:00 p.m.  
may be closed on some Municipal holidays

