

ASSEMBLY MEMBER BRAWLEY

Common Constituent Communications

WWW.MUNI.ORG/ASSEMBLY



We get a lot of e-mails. They tend to be on a few themes:

- Street maintenance (including potholes)
- Traffic calming
- Tax questions
- Public safety issues
- Building safety and nuisance properties
- Development or permitting issues
- Parks, trails, or recreation facility issues

Street Maintenance

“I’m having issues with a specific street in my neighborhood.”

- Drainage related, like ice over a stormwater drain? Gravel or debris in the road? Call (907) 343-8277 and report it to a dispatcher.
- Is it a bigger problem, like a crumbling road section or potential construction project? Talk with the CIP Coordinator (Chelsea Ward-Waller) or PM&E.
- Snow Removal? Visit the [Snow Hub](#) for resources and updates.



Potholes

“What can I do about this pothole at (location)?”

Call the MOA's pothole hotline at 343-MEND (6363), or use the online tool ANCWorks to report the location.

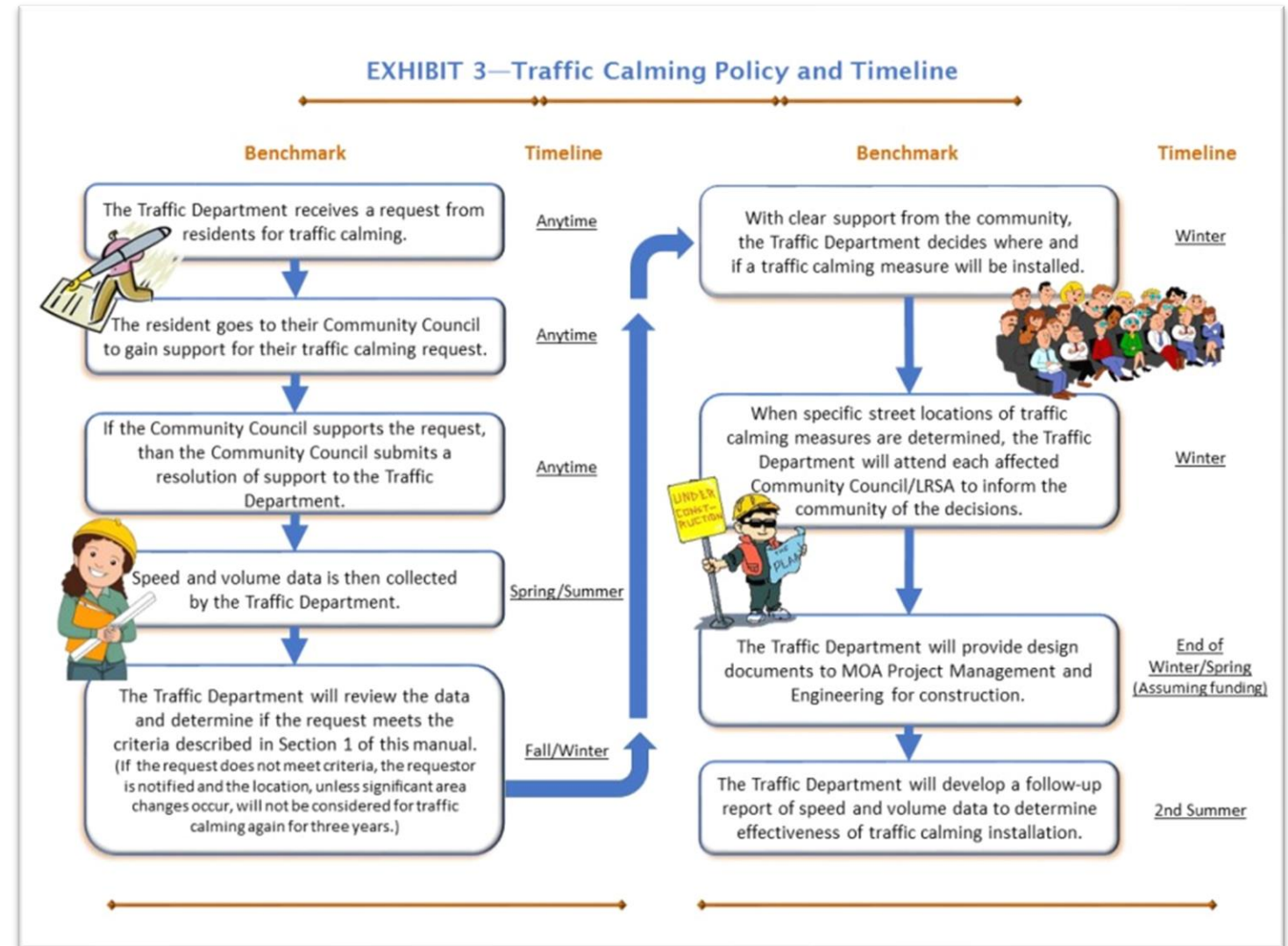
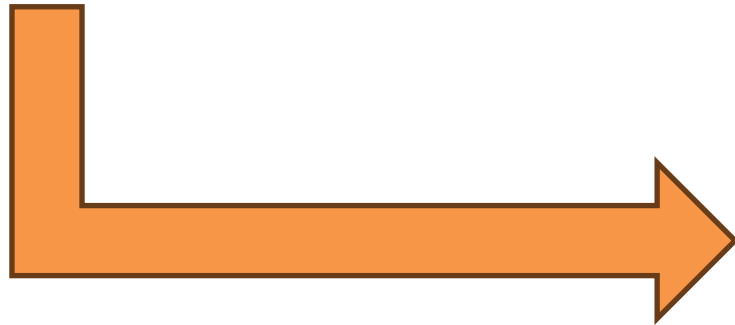


Speeding and Traffic Calming

“People are driving too fast on my street! What can we do?”

Traffic Calming has a process:

<https://www.muni.org/Departments/traffic/pages/trafficcalming.aspx>



Taxes

“How do I address a tax related matter?”

You can contact the Municipal Tax Office at (907) 343-6650 or visit the [Treasury website](#) (Property taxes, Fines, Program Taxes).

MUNICIPALITY OF ANCHORAGE

2025 REAL PROPERTY TAX

NOTICES TO BE MAILED BY JUNE 1

Public Safety

“If I have a public safety issue, who should I contact?”

- Police: Emergency (911) and Non-Emergency (311)
- Fire Department: Emergency (911) and General Contact Info (907-267-4900)
- Health Department: Main Contact (907-343-6718); Visit the [department's website](#) for info on Clinics, Animal Control, Environmental Health, and More

Building Safety and Nuisance Properties

“Who do I call if there is a nuisance property or unsafe building?”

- Call Code Enforcement: 907-343-8301
- Code Enforcement/Abatement deals with *private* property
- You can also report on #ANCWorks, and search for prior reports or violations for that address online.
- If it's a safety issue (criminal activity at the property), contact APD
- MOA maintains a [Vacant & Abandoned Property](#) registry, and Foreclosures registry

Development and Permitting

“I’m thinking of doing (XYZ improvement) to my home. Where should I start?”

(or) “Help, I’m having problems with my permits!”

- For people starting new projects, recommend contacting Planning and/or Building Services, they can talk through options.
- You may get questions about permit delays or disputes...
 - Ask for information: what is the issue?
 - Connect with staff to hear their perspective: what is the issue?
 - Be mindful about getting in the middle of active permit applications

Parks & Facilities

“What do I do if I have a park or recreation facilities question?”

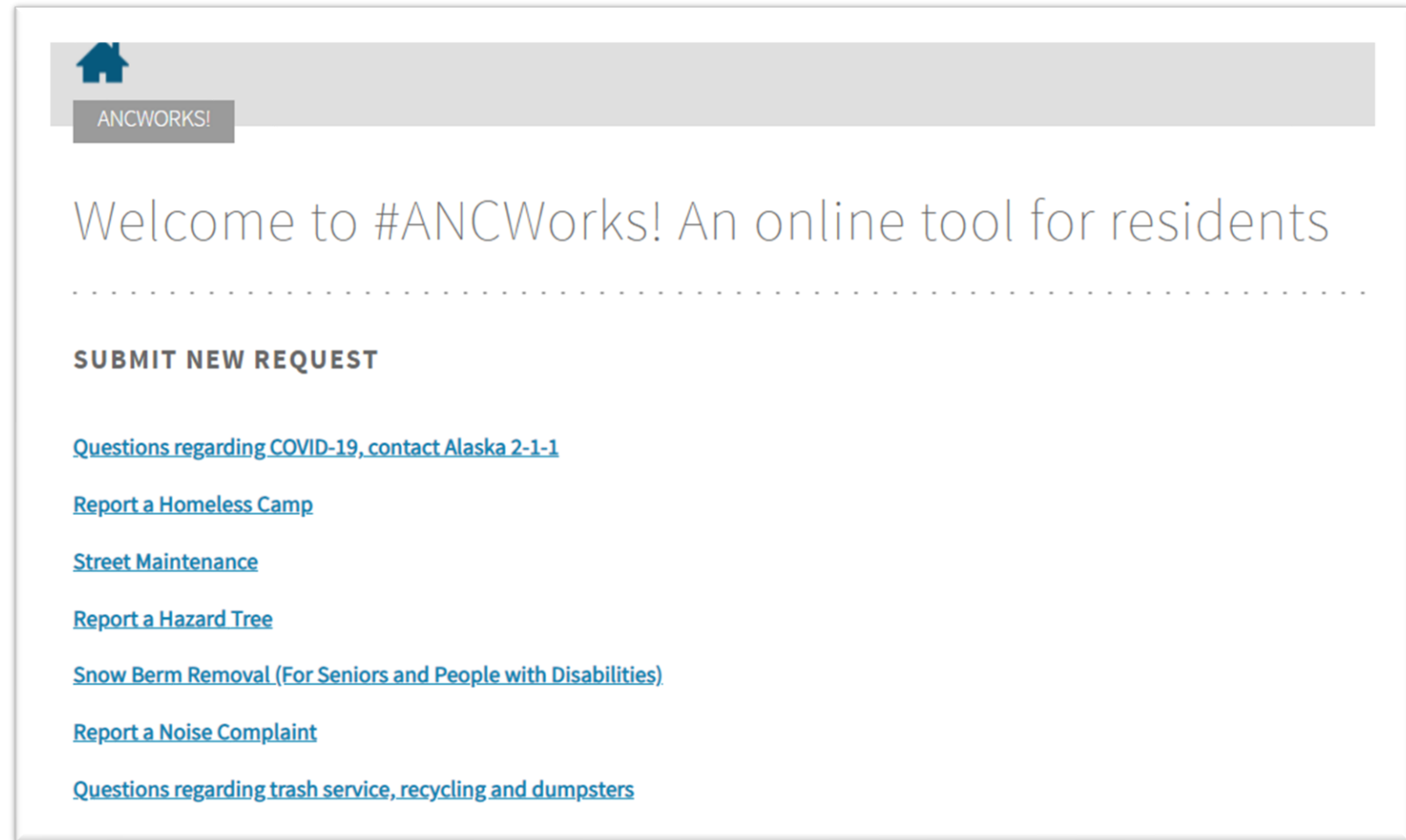
- Call Anchorage Parks and Recreation at 907-343-PLAY (7529)
- MOA manages facilities like recreation centers, Kincaid & Russian Jack chalets, Mann Leiser greenhouse, school pools, Anch. Cemetery
- Ideas for park improvements?
 - Check the CIP list: many parks are programmed for future work
 - Contact Anchorage Park Foundation: neighbors can pursue small-scale projects through Community Challenge Grants!
- Park Maintenance? Email at parksrecmaintenance@muni.org

(To the public) When in doubt, check out #ANCWorks!

<https://www.muni.org/anchorageworks/CRM/ServiceRequest/ServiceRequestCategory>



Button on Muni home page



WWW.MUNI.ORG/ASSEMBLY

(To Assembly members) When in doubt, start with questions!

- Contact department directors, or a key staff person who is point of contact on that issue
- Consider when to connect constituent directly with staff, and when to gather information or context first!
- If it's a legal issue, ask Assembly Counsel or Dept. of Law
- If it's about active litigation against the MOA, ask advice if/how to engage before responding