

ANCHORAGE'S MUNICIPAL OMBUDSMAN



YOUR INDEPENDENT VOICE FOR FAIRNESS

ANCHORAGE'S OMBUDSMAN



WHAT IS AN OMBUDSMAN?

Ombudsman is a Swedish term, meaning "*protector or defender of citizen's rights.*"

- The Municipal Charter provides for a Legislative Ombudsman (Article 4.07)
- The Ombudsman is empowered and governed by A.M.C. 2.60

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The Ombudsman's office:

- Is an impartial and independent agency
- Is a Legislative office
- Maintains Confidentiality
- Provides services **free** of charge!

*The Ombudsman and staff may not participate in or donate to Municipal candidates and campaigns

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The Ombudsman's office investigates departments, employees or agents of the Municipality of Anchorage.

- This includes Anchorage Fire and Police departments and;
- Anchorage School District



*Complaints and concerns may result from the action, or lack of action, of an MOA or ASD employee

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In an investigation the Ombudsman may:

- Enter (without notice) the premises of a department during normal business hours
- Review any relevant municipal documents
- Take testimony which they deem relevant to an investigation.
- Issue a subpoena to gather information

*** *Impeding an investigation carries a fine of up to \$500!***

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After an investigation the Ombudsman may:

- Bring the matter to the attention of a department head, the municipal manager, the mayor, the assembly or the public.
- Recommend changes to Municipal Code and policies and procedures
- Require a department to notify them when action is taken on their recommendations

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- Ombudsman must consult with a department or person before offering a report or recommendation critical of that department or person
- Municipal Departments and the School District are not required to follow the Ombudsman's recommendations, but usually do

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The Ombudsman may initiate an investigation if they believe the issues are:

- Unreasonable, unfair, oppressive, arbitrary, capricious, an abuse of discretion, or unnecessarily discriminatory even though in accordance with law
- Contrary to law or otherwise erroneous
- Based on improper or irrelevant grounds, or a mistake of fact
- Unsupported by an adequate statement or reason
- Performed in an inefficient or discourteous manner

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The Ombudsman may decline or cease investigation when :

- There is an adequate remedy already in place
- The complaint is trivial, made in bad faith or untimely.
- The ombudsman's office has insufficient resources to investigate
- The complainant declines a fair and reasonable resolution
- The complainant does not have standing

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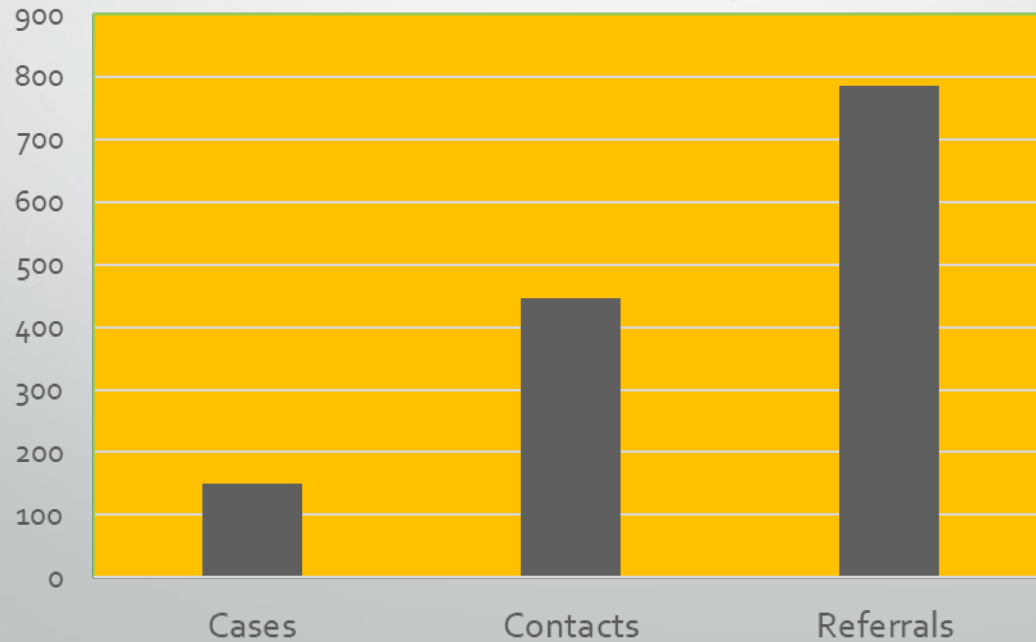
The Ombudsman does not investigate:

- The Assembly
- The Mayor
- The School Board
- State or Federal Agencies
- Private party disputes
- Tenant/Landlord disputes
- Decisions more than one year old (generally)
- Matters that have been adjudicated, or are being adjudicated by the courts.
- Matters that are non-jurisdictional

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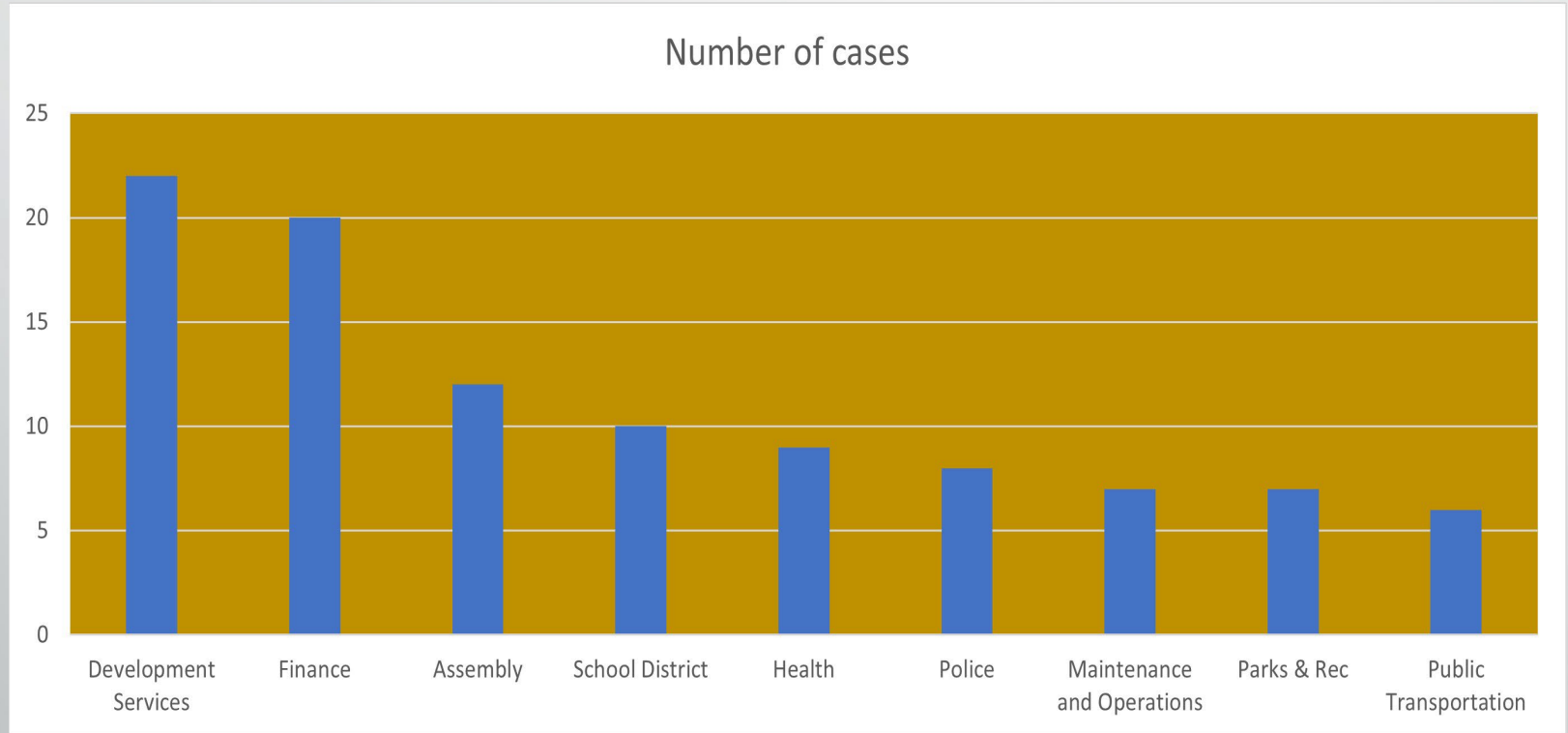
2021 Processing Statistics	From Prior Year	New	Processed or Closed	Remaining Open
Cases	4	150	148	6
Contacts	0	446	446	0
Referrals	0	786	786	0
Total Inquiries	4	1382	1380	6

2021 Case Summary



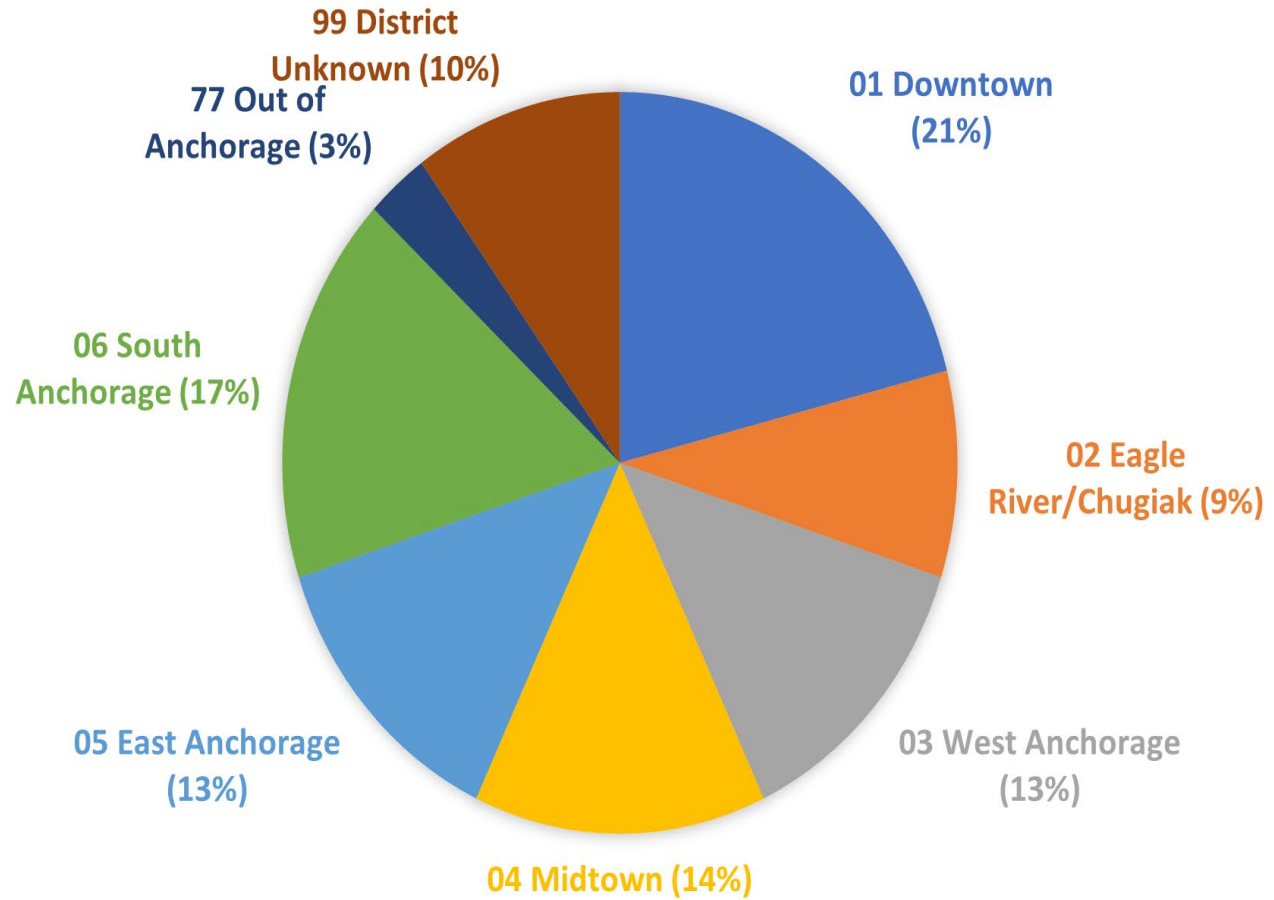
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2021 top Ombudsman Cases by Department



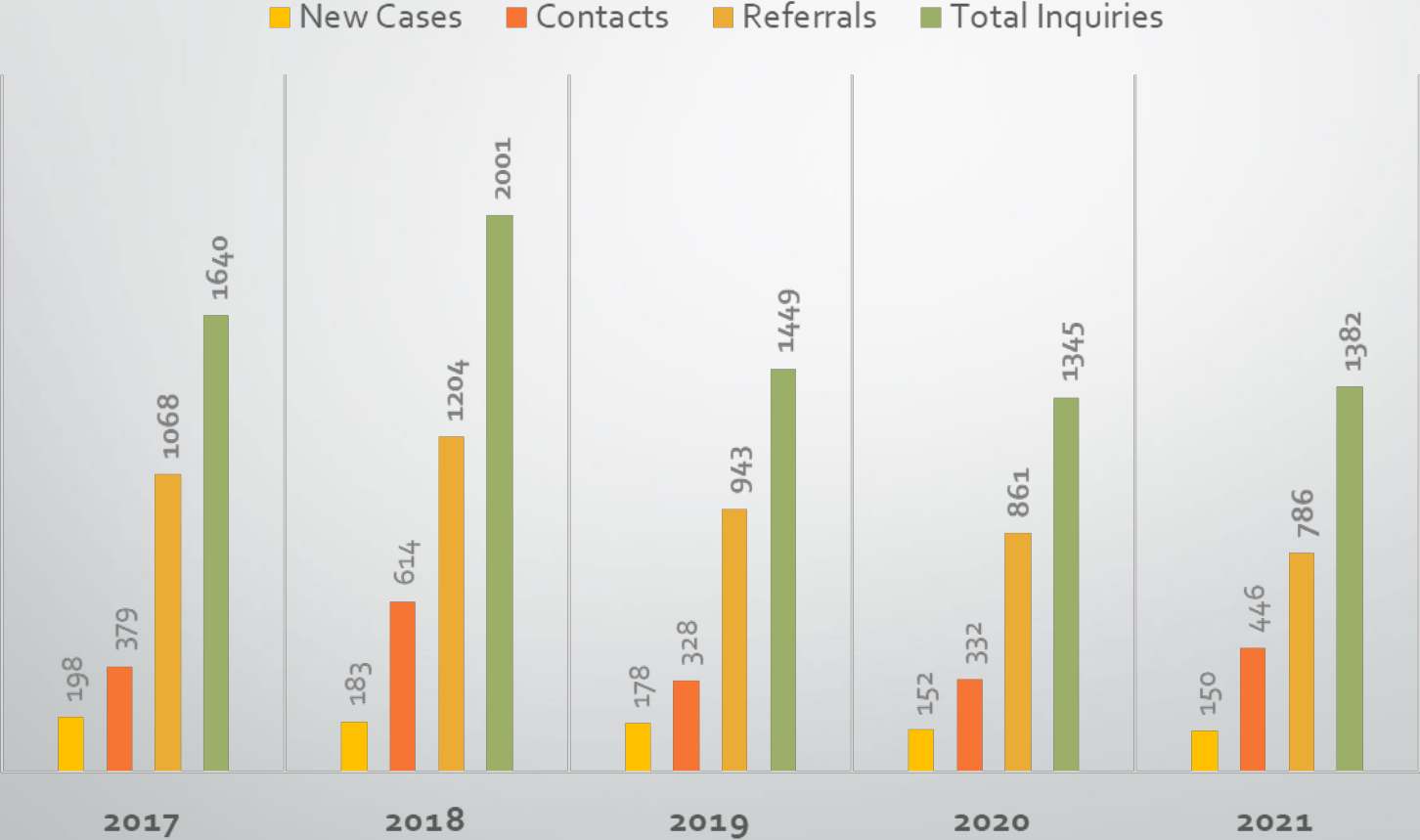
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CASES BY ASSEMBLY DISTRICT



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OVER THE YEARS



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The Anchorage Municipal Ombudsman's Office serves as an information resource for residents and visitors.

Public Outreach:

- Muni.org
- City View public portal
- Office Brochure
- Online complaint form
- Business cards
- Community councils and community organizations

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The Anchorage Municipal Ombudsman's Office
is located on the first floor of City Hall,
632 W. 6th Avenue, Suite 100.

Contact Us:

- Phone: 907-343-4461
- Mail: PO Box 196650, Anchorage, 99519-6650
- Email: ombud@muni.org
- Online complaint form: www.muni.org/cityviewportal

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QUESTIONS?

Thank you for your time.

Darrel

May

Heather