

**CLERK'S OFFICE**  
**APPROVED**  
Date: 1-8-02

Submitted by: Chairman of the Assembly at the  
Request of the Mayor and  
Assemblymember Tesche  
Prepared by: Office of Planning, Development and  
Public Works  
For reading: January 8, 2002

ANCHORAGE, ALASKA  
AR No. 2001-295(S)

1  
2 A RESOLUTION OF THE ANCHORAGE MUNICIPAL ASSEMBLY EMPANELING A  
3 SPECIAL CITIZENS TASK FORCE TO REVIEW THE ADMINISTRATION AND  
4 ENFORCEMENT OF MUNICIPAL BUILDING, FIRE, AND LIFE SAFETY CODES.  
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6  
7 WHEREAS, through the administration and enforcement of its building, fire, and life safety  
8 codes, the Municipality of Anchorage regulates private development as necessary to ensure  
9 a safe and livable city for its residents and visitors; and  
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11 WHEREAS, the day-to-day administration and application of these codes can impose  
12 significant costs and time constraints upon developers of new construction projects,  
13 commercial homebuilders, and even the private citizen engaged in home remodeling; and  
14

15 WHEREAS, previous studies of the Public Works and Planning Departments have focused  
16 on improving the administration and enforcement of municipal building, fire, and life safety  
17 codes, and have recommended changes in both the organization, customer service  
18 administration, and enforcement within these departments; and  
19

20 WHEREAS, in September 2000, the Assembly approved a substantial reorganization to  
21 consolidate like functions, improve customer service, and streamline the development  
22 process by creating the Office of Planning, Development, and Public Works; and  
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24 WHEREAS, the Administration has completed the initial phase of the reorganization and  
25 conducted an audit focused on the quality of customer service at the Permit Center which  
26 identified specific recommendations for additional customer service improvements; and  
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28 WHEREAS, both citizens and the development community recognize the need for changes  
29 that improve both the process and technology application involving the building, fire, and life  
30 safety codes and administration; and  
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32 WHEREAS, to optimize public safety and, at the same time promote reasonable, cost  
33 effective private development activities within Anchorage, it is the intention of the  
34 Administration and Assembly to establish a special task force to review how well the  
35 Municipality is administering and enforcing our building, fire, and life safety codes in

1 connection with both commercial and residential development activities and to provide  
2 recommendations for further customer service process improvements.

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4 Now therefore, the Anchorage Assembly resolves:

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6 **Section 1.** Purpose.

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8 This resolution allows for the appointment of a Special Task Force on  
9 Development comprised of distinguished citizens, and professionals from within the  
10 development community, to review and assess the day-to-day administration and  
11 enforcement of the Municipality's existing building, fire, and life safety codes and to make  
12 recommendations to the Administration and Assembly. These recommendations will address  
13 improvements in administrative practices, organization and allocation of staff resources to  
14 this function, supervision and oversight, utilization of appropriate technology, and the  
15 customer service orientation of agencies responsible for code administration and  
16 enforcement. The Special Task Force on Development is charged to undertake a  
17 "capabilities-based" approach in evaluating the building, fire, and life safety code  
18 administration and enforcement by defining the public objectives and customer needs. This  
19 will include recommendations on how best the Municipality of Anchorage can meet these  
20 objectives. Capabilities-based approach refers to assessing the resources and processes  
21 necessary to meet both the customers expectations and public safety requirements.

22  
23 **Section 2.** Appointment and Composition.

24  
25 Within thirty (30) days of passage of this resolution, a Special Task Force on  
26 Development shall be appointed, consisting of not more than sixteen (16) members. The task  
27 force shall be constituted to undertake the tasks outlined in Section 1 above. Eight members  
28 of the task force shall be appointed by the Mayor and eight members appointed by the  
29 Assembly. Total task force composition will include no more than four municipal  
30 employees; no more than four members from the professional development  
31 community/organizations; no more than four members from citizens organizations, such as  
32 community councils and public interest groups; and no more than four members from  
33 municipal boards and commissions. This is designed to ensure that a broad cross-section of  
34 the community participates on the task force and that no single interest dominates the  
35 process. The task force shall appoint its own Presiding Officer.

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37 **Section 3.** Work Product.

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39 Within one hundred and twenty (120) days of their appointment, the task force  
40 shall submit its written assessment of the current status of the day-to-day administration and  
41 enforcement of municipal building, fire, and life safety codes, with specific recommendations

1 for improvements or changes in the areas described in Section 1 of this resolution.  
2 Recommendations shall be developed by consensus.


3  
4 **Section 4.** Staff Support.

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6 The Office of Planning, Development, and Public Works shall provide staff  
7 support services as required by the Task Force.

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9 **Section 5.** Effective Date.

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11 This resolution shall be effective upon passage and approval.

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13 PASSED AND APPROVED by the Anchorage Assembly this 8<sup>th</sup> day of  
14 January, 2002.

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17 \_\_\_\_\_  
Chair of the Assembly

18 ATTEST:

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21 \_\_\_\_\_  
Municipal Clerk

**MUNICIPALITY OF ANCHORAGE**  
**ASSEMBLY MEMORANDUM**  
**No. AM 61-2002**

**Meeting Date: January 8, 2002**

**FROM:** Mayor

**SUBJECT:** Resolution No. AR 2001-295 (S), Regarding Empanelling a Special Task Force to Review the Administration and Enforcement of Municipal Building, Fire, and Life Safety Codes.

Assemblymember Tesche has introduced a resolution to establish a special task force to review the administration and enforcement of current municipal building, fire, and life safety codes. The Administration concurs with the intent of Mr. Tesche's effort, but suggests a few refinements and modifications to the original version, which we believe will strengthen the process.

The Administration has initiated an aggressive program to refine and improve customer service in the Planning and Development Departments this past year. Actions include:

1. Visits to three other jurisdictions to see, first hand, successful programs.
2. Development of a single vision statement: "Building a Better Community, Through Innovation, Technology and Customer Service" in September.
3. Customer training for Development Services Department employees this past summer.
4. An Administration decision in November 2001 to establish a single one-stop public counter for planning and development.
5. An Internal Audit of Development Services, requested by the Executive Director, completed in December 2001, focused on customer service and the administration of codes.
6. Improved relations with represented employee organizations and development community organizations to seek mutually acceptable changes to the current administrative process.
7. Initiated an aggressive e-government program, designed to revamp the current system and make e-government more user friendly and citizen accessible in 2002.
8. Completion of a comprehensive code review, with recommendations submitted to the Building Board and shortly to be forwarded to the Assembly for approval.

However, with all these pro-active efforts, the Administration concurs further improvements are necessary to develop a seamless customer service environment when dealing with building, fire, and life safety issues within the planning and development area. The Special Task Force on Development is an ideal means to achieve these goals.

The original version identifies a panel that consists of 16 members. The Administration concurs, but recommends the composition of the panel be specifically delineated in the Resolution to ensure a broad cross-section of the community participates and that no single interest dominates the outcome. The substitute version identifies "no more than" membership limits on the four primary groups (development

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community, municipal staff, citizen members of Boards and Commissions, and citizen organizations) with direct interest on our building, fire, and life safety codes.

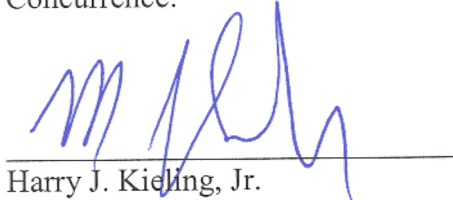
The original Resolution directed the panel complete its work within 90 days. Based on the significant task being asked of this panel, to evaluate the complete customer service, administration, and enforcement spectrum of the building, fire, and life safety aspects of Development Services, a longer time is recommended to ensure the task force product is thorough. The substitute version recommends 120 days to complete the assignment and report back to the Assembly and Administration. The substitute version also specifically states a written report will be prepared.

The Administration recommends the Task Force mission be defined in greater detail to include a specific requirement to provide recommendations back to the Assembly and Administration. A report simply identifying problems is not sufficient. There have been numerous studies of the current system, which have identified process deficiencies. Recommended solutions that have the consensus of both the customer and service provider, and which are implementable, are what is needed from this Task Force. The substitute Resolution provides such direction. The administration has coordinated this substitute version with Assemblymember Tesche and representatives of the development industry.

**IT IS RECOMMENDED THE ATTACHED SUBSTITUTE RESOLUTION (AR2001-295 (S)) EMPANELING A SPECIAL TASK FORCE TO REVIEW THE ADMINISTRATION AND ENFORCEMENT OF BUILDING, FIRE, AND LIFE SAFETY CODES BE APPROVED.**

Concurrence:

Prepared by:



Harry J. Kieling, Jr.  
Municipal Manager



Craig E. Campbell  
Executive Director

Respectfully submitted,



George P. Wuerch  
Mayor

Municipality of Anchorage  
MUNICIPAL CLERK'S OFFICE  
**Agenda Document Control Sheet**

(SEE REVERSE SIDE FOR FURTHER INFORMATION)

<b>1</b>	<b>SUBJECT OF AGENDA DOCUMENT</b> <b>Empanelling A Special Task Force to Review the</b> Administration and Enforcement of Municipal building, fire, and life safety codes	<b>DATE PREPARED</b> 8-Jan-02	
		Indicate Documents Attached <input type="checkbox"/> AO <input checked="" type="checkbox"/> AR <input checked="" type="checkbox"/> AM <input type="checkbox"/> AIM	
<b>2</b>	<b>DEPARTMENT NAME</b> Office of Planning, Development and Public Works	<b>DIRECTOR'S NAME</b> Craig E. Campbell	
<b>3</b>	<b>THE PERSON THE DOCUMENT WAS ACTUALLY PREPARED BY</b> Craig E. Campbell	<b>HIS/HER PHONE NUMBER</b> 343-8161	
<b>4</b>	<b>COORDINATED WITH AND REVIEWED BY</b>	<b>INITIALS</b>	<b>DATE</b>
X	<b>Mayor</b>		
	Heritage Land Bank		
	Merrill Field Airport		
	Municipal Light & Power		
	Port of Anchorage		
	Solid Waste Services		
	Water & Wastewater Utility		
X	<b>Municipal Manager</b>	m	1/8
	<b>Cultural &amp; Recreational Services</b>		
	Employee Relations		
	Finance, Chief Fiscal Officer		
	Fire		
	Health & Human Services		
	Office of Management and Budget		
	Management Information Services		
	Police		
X	<b>Planning, Development &amp; Public Works</b>	pc	1/8/02
	<b>Development Services</b>		
	Facility Management		
	Planning		
	Project Management & Engineering		
	Street Maintenance		
	Traffic		
	Public Transportation Department		
	Purchasing		
X	<b>Municipal Attorney</b>		
X	<b>Municipal Clerk</b>		
	Other		
<b>5</b>	<b>Special Instructions/Comments</b>		
<b>6</b>	<b>ASSEMBLY HEARING DATE REQUESTED</b>	<b>7</b>	<b>PUBLIC HEARING DATE REQUESTED</b>

M.O.A.  
2002 JAN - 8 PM 2:39  
CLERK'S OFFICE