

CLERK'S OFFICE

APPROVED

Date: 4-9-02
IMMEDIATE RECONSIDERATION
FAILED 4-9-02

Submitted by: Assembly Member
Clementson

Prepared by: Department of Law

For reading: April 9, 2002

ANCHORAGE, ALASKA

AO NO. 2002-56(S)

AN ORDINANCE OF THE ANCHORAGE ASSEMBLY ANCHORAGE MUNICIPAL CODE TITLE 11 BY ADDING A NEW CHAPTER REQUIRING CERTAIN COMMERCIAL PASSENGER AIRLINES OPERATING WITHIN THE MUNICIPALITY OF ANCHORAGE TO KEEP THE PUBLIC INFORMED OF THEIR BEREAVEMENT POLICY AND PROVIDING A PENALTY FOR FAILURE TO COMPLY WITH THE REQUIREMENTS.

WHEREAS, unlike many locales in the lower 48 states, the vast majority of the citizens of Anchorage have immediate family members living outside the State of Alaska; and

WHEREAS, when medical emergencies, life and death situations, or bereavements occur, our citizens often find it necessary to make emergency airline reservations in order to be with their immediate family members; and

WHEREAS, commercial passenger airlines generally do not publish their bereavement policies so that the public has ready access to them; and

WHEREAS, many citizens have found themselves paying full fares, or thousands of dollars, for emergency fares despite the fact that many commercial passenger airlines have corporate bereavement policies in place that would afford special fares in such situations; and

WHEREAS, the citizens of Anchorage would be well served in knowing the bereavement policies of the airlines that they need to do business with during emergency or bereavement situations; and

WHEREAS the airlines, as well, have a right to protect themselves from fraud or abuse by making clear their requirements for proof that an emergency or bereavement situation actually exists; now therefore,

THE ANCHORAGE ASSEMBLY ORDAINS

Section 1. Anchorage Municipal Code Chapter 11, Transportation, is hereby amended to read as follows:

CHAPTER 11.80 AIRLINE BEREAVEMENT POLICY NOTICE

11.80.010 Airline Bereavement Policy Notice.

- A. All commercial passenger airlines operating within the Municipality of Anchorage and providing year-round, interstate airline services, shall publish their Bereavement/Emergency Policies as follows:

The policy shall be published on the first Sunday in January and July of each year in the Outdoor or Travel Section of the local newspaper with the greatest circulation.

2. The publication shall have a title stating the airline's name and the words "Bereavement/Emergency Policy" (ie: ABC Airlines Bereavement/Emergency Policy).
 3. Airlines having no such policy shall publish the title as required in paragraph A.2, but shall then state that the airline provides no bereavement or emergency policy or fares.
 4. At a minimum, the publication shall include any discounts, formulae for fare reductions, eligibility requirements, documentation requirements, and restrictions.
- B. All commercial passenger airlines operating within the Municipality of Anchorage and providing year-round, interstate service shall have posted at all times their Bereavement/Emergency Policy on their corporate internet website. This posting shall be available from the home page and shall, at a minimum, meet the following requirements:
1. The posting shall be entitled " Bereavement/Emergency Policy" and shall include any discounts, formulae for fare reductions, eligibility requirements, documentation requirements, and restrictions.
 2. Airlines having no such policy shall post the title as required in paragraph B.1, but shall then state that the airline provides no bereavement or emergency policy.
- C. The Mayor may publish a list in the Outdoor or Travel Section of the local newspaper with the greatest circulation identifying all commercial passenger airlines operating within the Municipality of Anchorage and providing year-round, interstate service, that fail to comply with this chapter.

Section 2. This ordinance shall become effective June 1, 2002.

PASSED AND APPROVED by the Anchorage Municipal Assembly this 9th day of April, 2002.

Dick Zane
Chairperson of the Assembly

ATTEST:

[Signature]
Municipal Clerk

MUNICIPALITY OF ANCHORAGE

ASSEMBLY MEMORANDUM

No. AM 343-2002

Meeting Date: APRIL 9, 2002

From: Cheryl Clementson

Subject: AO 2002-56(S) – AIRLINE BEREAVEMENT POLICY PUBLICATION

AO 2002-56, if approved, would require all interstate commercial passenger airlines operating on a year-round basis out of Ted Stevens Anchorage International Airport to publish their Bereavement Policy for public access. Currently, citizens must rely on travel agents, if a crisis arises during business hours, or an airline reservation agent to advise them of the availability of bereavement fares. Many residents have endured unbelievable experiences when having to rely on airlines during periods of family crisis. Many have had to pay thousands of dollars for a single ticket and then endure weeks or even months of attempting to persuade airlines to refund a portion of their fares because bereavement fares were not willingly offered and they were unfamiliar with airline bereavement policies at the time of their purchase.


While this is not everyone's experience, no one should have to face additional, excessive financial burdens when dealing with critical life and death situations. **Almost every major airline has a Bereavement Policy; this ordinance would simply make the information available to the public in a timely, preflight circumstance. The ordinance does not attempt to dictate policy, simply to make sure the public has access to it.**

The vast majority of Anchorage's population could find themselves facing the need to leave the state if a family crisis were to occur. It is simply good public policy to make bereavement information available. The public stands to benefit; no one stands to lose if this ordinance is adopted.

AO 2002-56(S) removes the penalty portion of the ordinance. Instead the Mayor may publish the names of airlines that refuse to comply with the intent of this ordinance.

Having recently spent over \$3,350 on my own bereavement airfare (not including my family's airfare), I strongly encourage passage of this ordinance. No one else should have to repeat my experience. Thank you.

Respectfully submitted,


Cheryl Clementson,
Assembly Member

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

Ad 2002-56(5)

(SEE REVERSE SIDE FOR FURTHER INFORMATION)

1	SUBJECT OF AGENDA DOCUMENT Airline Bereavement Policy Publication	DATE PREPARED April 8, 2002	
		Indicate Documents Attached <input checked="" type="checkbox"/> AO <input type="checkbox"/> AR <input checked="" type="checkbox"/> AM <input type="checkbox"/> AIM	
2	DEPARTMENT NAME Assembly	DIRECTOR'S NAME	
3	THE PERSON THE DOCUMENT WAS ACTUALLY PREPARED BY Cheryl Clementson	HIS/HER PHONE NUMBER 343-4750	
4	COORDINATED WITH AND REVIEWED BY	INITIALS	DATE
	Mayor		
	Heritage Land Bank		
	Merrill Field Airport		
	Municipal Light & Power		
	Port of Anchorage		
	Solid Waste Services		
	Water & Wastewater Utility		
	Municipal Manager		
	Cultural & Recreational Services		
	Employee Relations		
	Finance, Chief Fiscal Officer		
	Fire		
	Health & Human Services		
	Office of Management and Budget		
	Management Information Services		
	Police		
	Planning, Development & Public Works		
	Development Services		
	Facility Management		
	Planning		
	Project Management & Engineering		
	Street Maintenance		
	Traffic		
	Public Transportation Department		
	Purchasing		
	Municipal Attorney		
	Municipal Clerk		
	Other		
5	Special Instructions/Comments <div style="text-align: center; font-size: 1.2em;"> <i>13. A. 1. Continued</i> <i>Public Hearing</i> </div>		
6	ASSEMBLY HEARING DATE REQUESTED <div style="text-align: center;"><i>4/9/02</i></div>	7	PUBLIC HEARING DATE REQUESTED <div style="text-align: center;"><i>4/9/02</i></div>

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