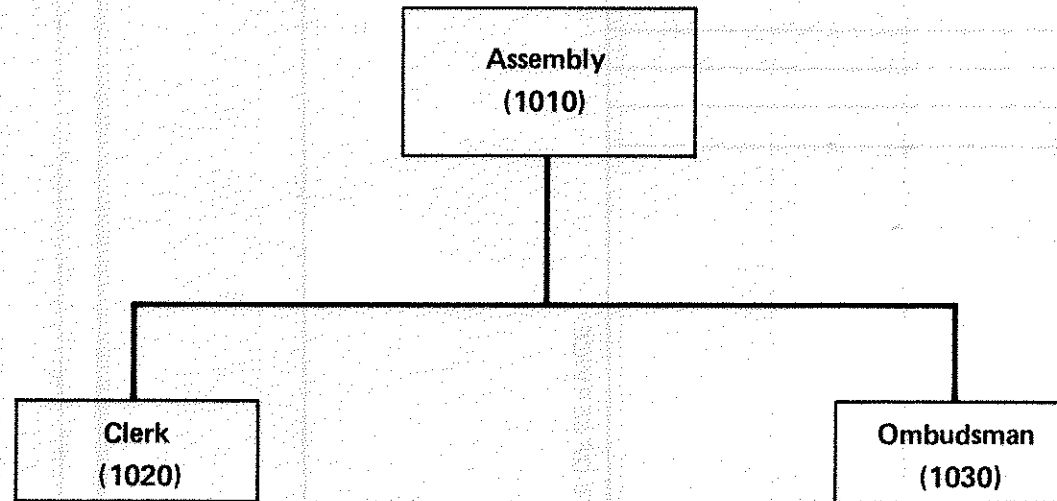


ORGANIZATION CHART

Assembly



MUNICIPALITY OF ANCHORAGE

Work Program Statement For 1979

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DEPT. Assembly	Unit No. 1000	DIV. Clerk	Unit No. 1020	SEC.	Unit No.		
OBJECTIVES		PERFORMANCE INDICATORS					
		DESCRIPTION	Work- load	Effi- ciency	Effec- tiveness	1978	1979
None Submitted.							
EVIDENCE DEMONSTRATING THE NEED FOR THIS LEVEL OF SERVICE:							
CHANGES FROM CURRENT OPERATIONS:							
SUMMARY OF PLAN FOR ACCOMPLISHING OBJECTIVES:							

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DEPT. Assembly	Unit No. 1000	DIV. Ombudsman	Unit No. 1030	SEC.	Unit No.
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OBJECTIVES	DESCRIPTION	PERFORMANCE INDICATORS			1978	1979
		Work-load	Efficiency	Effectiveness		
Conduct research, and resolve complaints and inquiries within an average of eight days	Number of Complaints and inquiries	*			1,110	1,221
	Number of days taken to resolve.		*		10.7	8
	Public satisfaction			*		
	Number of informational calls.	*			1,028	1,131

EVIDENCE DEMONSTRATING THE NEED FOR THIS LEVEL OF SERVICE:

- 72.9% of voters desired an ombudsman, February 11, 1975
- 80% of the general public desired an ombudsman, Rowan Group, Charter Commission, 1975.
- AO 77-94 and Charter mandate an ombudsman.
- 1,992 citizen complaints/information requests recorded in 1977.
- Ombudsman response time deterioriated from 8.2 days in 1975 to 10.7 days in 1977.

CHANGES FROM CURRENT OPERATIONS:

The reassignment of secretarial duties and the purchase of a dictation/transcription unit.

SUMMARY OF PLAN FOR ACCOMPLISHING OBJECTIVES:

The ombudsman and ombudsman assistant (administrative officer) will research, and resolve complaints and inquiries. The part-time senior office associate will provide secretarial support. The addition of a dictation/transcription unit will ensure a quicker response time to citizens' complaints and inquiries.