

**ANCHORAGE, ALASKA  
AO No. 2024-25**

**AN ORDINANCE OF THE ANCHORAGE MUNICIPAL ASSEMBLY AMENDING ANCHORAGE MUNICIPAL CODE CHAPTER 2.60 TO UPDATE PROVISIONS FOR THE OFFICE OF THE OMBUDSMAN TO PROVIDE CLEAR AUTHORITY TO INVESTIGATE COMPLAINTS WITHIN THE OMBUDSMAN’S JURISDICTION AS ARTICULATED IN CHARTER.**

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**WHEREAS**, the Anchorage Municipal Charter guarantees the people the “right to the assistance of a municipal ombudsman in dealing with grievances and abuses”<sup>1</sup>; and

**WHEREAS**, the jurisdiction of the Ombudsman includes the “acts and omissions of employees and agents of the school district, as well as employees and agents of the municipality”<sup>2</sup>; and

**WHEREAS**, while the provisions of Code governing the ombudsman may properly prescribe the office’s “term, powers and duties,”<sup>3</sup> it in no way can be construed as placing limits upon their jurisdiction; and

**WHEREAS**, the Administration has historically recognized the critical importance of the Office of the Ombudsman as a means of addressing matters of public concern and, through a Mayor’s directive adopting a written policy and procedure as far back as 1997 explicitly instructing municipal employees to report matters of public concern to the Ombudsman particularly if they fear reprisal for doing so<sup>4</sup>; and

**WHEREAS**, the Charter’s intent was to create an office “independent from the Mayor and . . . protected from the legislative body”<sup>5</sup> to ensure the office could be more objective and free from influence from either branch of government; and

**WHEREAS**, the people’s right to the assistance of the Ombudsman can only be ensured so long as the Ombudsman’s independence and freedom from outside influence is preserved; now, therefore,

**THE ANCHORAGE ASSEMBLY ORDAINS:**

**Section 1.** Anchorage Municipal Code section 2.60.020 is hereby amended to read as follows (*the remainder of the section is not affected and therefore not set out*):

**2.60.020 Definitions.**

<sup>1</sup> Anchorage Municipal Charter, Article II, Section (6).

<sup>2</sup> *Id.* at §4.07.

<sup>3</sup> *Id.*

<sup>4</sup> See Policy and Procedure 40-14 (April 8, 1997).

<sup>5</sup> Transcript of Anchorage Charter Commission Meeting, Pg. 57 (702) (March 27, 1975).

1  
2 The following words, terms and phrases, when used in this chapter, shall  
3 have the meanings ascribed to them in this section, except where the context  
4 clearly indicates a different meaning:  
5

6 *Administrative act* means an action, omission, decision,  
7 recommendation, practice, policy, or procedure done or adopted by  
8 an agent of the municipality on its behalf, within the scope of  
9 employment or under the apparent authority of a municipal body,  
10 office, or individual.

11 \*\*\* \*\*

12  
13 (AO No. 77-94; AO No. 89-45; AO No. 92-20; AO No. 2017-40 , § 4, 3-21-  
14 17)  
15

16 **Section 2.** Anchorage Municipal Code section 2.60.110 is hereby amended to  
17 read as follows:  
18

19 **2.60.110 Jurisdiction.**

- 20  
21 A. The ombudsman may investigate the administrative acts of  
22 employees and agents of the municipality.  
23  
24 B. The ombudsman may investigate the administrative act of an  
25 employee or agent of the municipality on the ombudsman's own  
26 motion if the ombudsman reasonably believes that it is an appropriate  
27 subject for review.  
28  
29 C. An appropriate subject for investigation by the ombudsman is an  
30 administrative act which the ombudsman has reason to believe might  
31 be:  
32  
33 1. Contrary to law;  
34  
35 2. Unreasonable, unfair, oppressive, arbitrary, capricious, an  
36 abuse of discretion, an abuse of authority, or unnecessarily  
37 discriminatory even though in accordance with law;  
38  
39 3. Based on a mistake of fact;  
40  
41 4. Based on improper or irrelevant grounds;  
42  
43 5. Unsupported by an adequate statement or reasons;  
44  
45 6. Performed in an inefficient or discourteous manner; [OR]  
46  
47 7. Otherwise erroneous; or  
48  
49 8. A matter of public concern which has failed to be or could not  
50 be addressed by other means.  
51

1 D. The ombudsman shall be barred from inquiry into acts of the Mayor,  
2 the assembly or the school board.

3  
4 E. The ombudsman may decline jurisdiction as described in other  
5 sections of this chapter.

6  
7 (AO No. 77-94; AO No. 91-173(S); AO No. 92-20; AO No. 2015-23(S), § 3,  
8 3-24-15; AO No. 2017-40 , § 4, 3-21-17)

9  
10 **Section 3.** Anchorage Municipal Code section 2.60.125 is hereby amended to  
11 read as follows:

12  
13 **2.60.125 Decline of jurisdiction; cease investigation.**

14  
15 A. The ombudsman may decline review and investigation, or cease  
16 investigation of a complaint, when the ombudsman determines any of  
17 the following in writing:

18  
19 1. The agency action complained about may be more  
20 appropriately resolved by hearing or appeal for which the  
21 complainant may make timely application;

22  
23 2. The complaint relates to an action which the complainant has  
24 known about for more than a year before filing the complaint;

25  
26 3. The complaint involves the grievance of an employee covered  
27 by a collective bargaining agreement, if the agreement provides  
28 a method for settling disputes arising under the agreement.

29  
30 4. The resources of the ombudsman's office are insufficient for  
31 adequate investigation.

32  
33 5. The matter has been brought to the courts for resolution or is  
34 the subject of a criminal investigation or prosecution, and the  
35 ombudsman determines that investigation is not in best  
36 interests of the municipality.

37  
38 B. The ombudsman shall decline to review or investigate, and shall  
39 cease investigation, upon written determination by the ombudsman  
40 that any of the following factors apply:

41  
42 1. The ombudsman lacks jurisdiction;[.]

43  
44 2. The complainant has not given the agency an opportunity to  
45 resolve the complaint;

46  
47 3. Disclosure of the complainant's identity is necessary to enable  
48 investigation of the complaint and the complainant refuses to  
49 allow such disclosure;

50  
51 4. It appears an applicable law or administrative procedure

- 1 provided an adequate remedy which the complainant did not  
 2 pursue, with no reasonable justification for the failure to do so;  
 3  
 4 5. The complaint is presented anonymously and the ombudsman  
 5 does not initiate investigation on the ombudsman's own motion;  
 6  
 7 6. The subject of the complaint was recently investigated, the  
 8 complaint presents no new issue, and the ombudsman believes  
 9 that further investigation would not advance the interests of the  
 10 complainant or a significant public interest;  
 11  
 12 7. The information provided by the complainant provides no  
 13 specific or credible evidence to indicate an investigation is  
 14 warranted; or  
 15  
 16 8. The complainant has no tangible personal stake in the outcome  
 17 and the investigation would not advance a significant public  
 18 interest.];  
 19  
 20 9. THE MATTER HAS BEEN BROUGHT TO THE COURTS FOR  
 21 RESOLUTION OR IS IN LITIGATION.]  
 22

23 (AO No. 2017-40 , § 4, 3-21-17)  
 24

25 **Section 4.** Anchorage Municipal Code section 2.60.165 is hereby amended to  
 26 read as follows:  
 27

28 **2.60.165 Grievance against the ombudsman.**  
 29

30 A. Grounds for grievance against the ombudsman are:

- 31  
 32 1. Objection to a decision to decline or discontinue a review or  
 33 investigation;  
 34  
 35 2. An allegation of undue delay in the review or investigation of a  
 36 complaint;  
 37  
 38 3. A specification of error or omission in the review or investigation  
 39 of a complaint; or  
 40  
 41 4. An allegation of discourteous behavior by a member of the staff  
 42 of the ombudsman's office during the course of an  
 43 investigation.  
 44

45 B. Any person may file a grievance against the ombudsman under this  
 46 section within 45 days of the ombudsman declining, discontinuing or  
 47 closing a review or investigation. The grievance must be filed in writing  
 48 to the ombudsman, stating the grounds for grievance, and identifying  
 49 specifics of the aggrieved person's concerns.  
 50

51 C. The ombudsman will respond in writing to the aggrieved person within

1 15 days after receipt of the grievance. If the information necessary to  
 2 respond to the grievance is not readily available to the ombudsman,  
 3 the period for response may be extended in 15-day intervals at the  
 4 discretion of the ombudsman. Notice of any extension and the  
 5 supporting reason(s) shall be provided in writing to the aggrieved  
 6 person.

7  
 8 D. A copy of the grievance and the ombudsman's response will be  
 9 maintained for five years in a file that is open to public inspection. The  
 10 ombudsman's annual report to the assembly for the year in which the  
 11 grievance was filed will include reference to the grievance.

12  
 13 E. When a grievance is received which involves a complaint that is under  
 14 current review or investigation, or reveals confidential or privileged  
 15 information, the grievance and response will be available for public  
 16 inspection only after the review or investigation is completed, and  
 17 confidential information has been expunged.

18  
 19 F. To the fullest extent provided by state law, a[A] civil action for  
 20 damages may not be brought against the municipality, ombudsman,  
 21 or a member of the ombudsman's staff based upon the exercise or  
 22 performance of or the failure to exercise or perform a discretionary  
 23 function or duty by the office of the ombudsman.

24  
 25 G. Notwithstanding section 1.50.010, the municipality shall defend,  
 26 indemnify, and hold harmless the ombudsman and the ombudsman's  
 27 staff in an individual capacity against any claim filed in a civil or  
 28 administrative action based upon any conduct, act or omission of the  
 29 ombudsman's office. The municipality may only decline  
 30 indemnification of the ombudsman upon concurrence of both the risk  
 31 manager and the assembly counsel.

32  
 33 (AO No. 2017-40, § 4, 3-21-17; AO No. 2023-27 , § 1, 3-21-23)

34  
 35 **Section 5.** This ordinance shall be effective immediately upon passage and  
 36 approval by the Assembly.

37  
 38 PASSED AND APPROVED by the Anchorage Assembly this 5th day of March,  
 39 2024.

40  
 41  
 42  
 43  
 44 ATTEST:

*Christopher Constant*  
 \_\_\_\_\_  
 Chair

45  
 46  
 47 *Jamie Stern*  
 48 \_\_\_\_\_  
 49 Municipal Clerk  
 50



# MUNICIPALITY OF ANCHORAGE ASSEMBLY MEMORANDUM

No. AM 203-2024

Meeting Date: February 23, 2024

1 **From: Assembly Chair Constant**

2  
3 **Subject: AO 2024-25 – AN ORDINANCE OF THE ANCHORAGE MUNICIPAL**  
4 **ASSEMBLY AMENDING ANCHORAGE MUNICIPAL CODE**  
5 **CHAPTER 2.60 TO UPDATE PROVISIONS FOR THE OFFICE OF**  
6 **THE OMBUDSMAN TO PROVIDE CLEAR AUTHORITY TO**  
7 **INVESTIGATE COMPLAINTS WITHIN THE OMBUDSMAN’S**  
8 **JURISDICTION AS ARTICULATED IN CHARTER.**

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9  
10 The proposed ordinance makes several changes to the Anchorage Municipal Code  
11 to clarify the independence and authority of the Ombudsman as established in the  
12 municipal charter.

13  
14 Specifically:

- 15  
16 • Amending the definition of “administrative act” in section 2.60.020 to clarify  
17 that it is not limited to the formal acts and policies of Municipal agencies, but  
18 rather any act or omission done by any employee, agent, or agency of the  
19 municipality under its apparent authority. This amendment is in keeping with  
20 the jurisdiction of the ombudsman as established with broad language in  
21 Charter to investigate the “acts and omissions of employees and agents of  
22 the school district, as well as employees and agents of the municipality.”  
23
- 24 • Amending section 2.60.110 to bring unity to the Code, Charter and the  
25 Administration’s Policies & Procedures. Specifically, the proposed ordinance  
26 amends the Ombudsman’s jurisdiction to investigate both “employees and  
27 agents” to mirror the language of the charter. Additionally, the proposed  
28 ordinance clarifies that the Ombudsman has authority to investigate abuses  
29 of authority as well as any other matters of public concern which have failed  
30 to be addressed through other means. This change is intended to align this  
31 particular section of Code and P&P 40-14, which instructs Municipal  
32 employees specifically to report any matter of public concern to the  
33 Ombudsman.  
34
- 35 • Amending section 2.60.125 to allow the Ombudsman to investigate matters  
36 that may be involved in litigation, at their discretion. The provision of code  
37 forbidding the Ombudsman from investigating matters “brought to the court  
38 for resolution or in litigation” (subsection 2.60.125B.9) is a relatively new  
39 limitation which was placed on the Ombudsman’s office in 2017. The  
40 ordinance that introduced this language, AO 2017-40, was a large AO that  
41 was part of an even larger effort by the Assembly to overhaul Title 2. This  
42 particular portion was designed to bring all of the rules governing the  
43 Ombudsman’s office (both in code and regulation) in one place. However,  
44 the prohibition on the Ombudsman investigating matters that were the

1 subject of litigation existed nowhere previously. This change was introduced  
2 at the request of the Ombudsman and was intended to be placed in  
3 subsection 2.60.125A. The request was made so that the Ombudsman would  
4 have the discretion to decline investigation of matters that may be the subject  
5 of a criminal prosecution or instances where a complainant may have already  
6 sought relief through the courts. It was not intended to forbid investigation of  
7 any matter that may be tangentially involved in some other matter pending  
8 litigation. This change brings the code into closer alignment with the  
9 Ombudsman's original request and removes an artificially imposed limitation  
10 on the people's right to the assistance of the Ombudsman.

- 11  
12 • Amending section 2.60.165 to address concerns raised by the department of  
13 law regarding the Ombudsman's immunity to civil suit under AS 09.65.070(d)  
14 by tying the language of this section of code closer to the language of the  
15 Alaska statute. Further the proposed AO adds a new subsection intended to  
16 further solidify the independence of the Ombudsman's office by indemnifying  
17 it by code, as opposed to leaving the decision at the discretion of the Risk  
18 Manager.

19  
20 **I request your support for the ordinance.**

21  
22 Prepared by: Assembly Counsel's Office

23  
24 Respectfully submitted: Christopher Constant, Assembly Chair  
25 District 1 - North Anchorage