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## Office of Equal Opportunity Division Municipal Manager

*Anchorage: Performance. Value. Results.*

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### Purpose

Assure and monitor compliance with Title VII of the Civil Rights Act of 1964 relating to equal opportunity, Title VII and Disadvantaged Business Enterprise program (DBE).

### Direct Services

Office of Equal Opportunity (OEO) is responsible for:

- Training
- Investigations
- Contract Compliance
- Disadvantage Business Enterprise Program (DBE)

### Accomplishment Goals

- Reduce the number of complaints that charge discriminatory practices through a pro-active training program.

### Performance Measures

Progress in achieving goals shall be measured by:

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| <b>Measure #3: Increase employee equal opportunity training classes and participation by 5% annually.</b> |
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| Employee Equal Opportunity Compliance Training |         |         |         |      |
|--|---------|---------|---------|------|
| 2014   | Q1      | Q2      | Q3      | Q4   |
| Training Sessions                              | 1       | 1       |         |      |
| Attendance                                     | 21      | 15      |         |      |
|  |         |         |         |      |
| 2013   | Q1      | Q2      | Q3      | Q4   |
| Training Sessions                              | 1       | 0       | 0       | 1    |
| Attendance                                     | 20      | 0       | 0       | 9    |
| Training Change                                | 0.0%    | 0.0%    | 0.0%    | 1.0% |
| Attendance Change                              | 5.0%    | 0.0%    | 0.0%    | 9.0% |
|  |         |         |         |      |
| 2012   | Q1      | Q2      | Q3      | Q4   |
| Training Sessions                              | 3       | 8       | 5       | 0    |
| Attendance                                     | 18      | 74      | 53      | 0    |
| Training Change                                | -100.0% | -100.0% | -100.0% | 1.0% |
| Attendance Change                              | -99.7%  | -100.0% | -100.0% | 9.0% |
| Attendance Change                              | -99.7%  | -100.0% | -100.0% | 9.0% |

2014 (0% of complaints resulted in substantiated findings of discrimination)

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**Performance Measure Methodology Sheet**  
**Office of Equal Opportunity**  
**Municipal Manager**

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| <b>Measure #3: Increase employee equal opportunity training classes and participation by 5% annually.</b> |
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**Type**

Effectiveness

**Accomplishment Goal Supported**

Regular training sessions to help reduce liability and eliminate discriminatory practices

**Definition**

OEO shall maintain statistics regarding the number of training sessions it conducts, the number of participants, and the corresponding fluctuation in the number of harassment and discrimination complaints filed.

**Data Collection Method**

The calculation shall be performed by maintaining statistics regarding the number of people participating in harassment and discrimination trainings, and the number of complaints filed with OEO. These statistics shall be tracked to determine whether an increase in the number of training participants and the number of trainings correlates with a decrease in the number of complaints.

**Frequency**

The measurement shall be reported bi-annually or as requested by the department.

**Measured By**

OEO shall monthly input into an Excel spreadsheet statistics regarding the number of employee trainings and the number of harassment and discrimination complaints filed. OEO shall track the ratio of trainings/participants to the number of complaints filed.

**Reporting**

OEO shall create and maintain bi-annual and annual reports in Excel format from the data received. The information shall be displayed numerically.

**Used By**

OEO shall use the gathered information to determine whether its trainings have successfully reduced the number of complaints. The information shall be compiled into a report, which shall be presented to the Mayor at staff meetings and the public via the municipal website.