

ANCHORAGE EQUAL RIGHTS COMMISSION

AERC

Anchorage Equal Rights Commission
Ensuring Equality



2010 & 2011 ANNUAL REPORT

2010 & 2011 COMMISSION MEMBERS

Herbert J. Turner, 2010-2011 Chair
Arthur C. Yang, 2010-2011 Vice Chair
Darrel Hess, 2011 Secretary
Dawnyale Bundy-Hale, 2010 Secretary
Edith Bailey, Member
John Brower, Member
Robert Churchill, Member
Robert Heffle, Member
Yronelly Sanchez, Member
Shirley Tuzroyluke, Member

2010 & 2011 STAFF MEMBERS

Pamela T. Basler, 2011 Executive Director
Barbara A. Jones, 2010 - 2011 Executive Director
Belinda A. Davis, Senior Investigator
Eric M. McGhee, Senior Investigator
Yvonne M. Gutierrez, Investigator
Annamarie C. Husa, Investigator
Merianne V. Thomas, Docket Clerk

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Dial 711 for Alaska Relay Services
Website: www.muni.org/aerc

MEETING DATES AND LOCATIONS

The AERC Commission regularly meets at 6:00 p.m. on the third Thursday of odd months (except July) in the Mayor's Conference Room, Suite 830 in City Hall. The meetings are listed on the MOA website under Public Notices and on the Mayor's Page at www.muni.org/Departments/Mayor/Boards/events.



**RE: To the Honorable Mayor Dan Sullivan, the Anchorage Assembly
and the Community of Anchorage, Alaska:**

On behalf of the Anchorage Equal Rights Commission (AERC), I am pleased to present AERC's 2010 and 2011 Annual Reports. The reports illustrate the Commission's accomplishments in fulfilling its responsibilities to enforce laws that prohibit discrimination against all residents such as Title 5 of the Anchorage Municipal Code as well as federal laws such as the Americans with Disabilities Act (ADA), as amended, and Title VII of the Civil Rights Act of 1964. The AERC also provides anti-discrimination education to inform those who do business in our community about their legal obligations and how to ensure equal opportunity. The Commission's accomplishments are the result of many hours of hard work by our professional and dedicated staff and by Commission members who volunteer their time in reviewing case appeals and representing the AERC in the community.

In January of 2011, AERC Staff were challenged when AERC Executive Director Barbara Jones took a leave of absence to accept a task from the Anchorage Assembly to restructure the Ombudsman's office. During Ms. Jones' absence, Senior Investigators Belinda Davis and Eric McGhee did an excellent job serving as Acting Executive Director for most of 2011. Thank you both for your outstanding display of leadership during this transition.

In the summer of 2011, the Commission Executive Committee began a search for a new Executive Director/Staff Attorney. It hired Attorney Pamela Basler in October 2011. The AERC is very fortunate to have Ms. Basler take the helm and provide the leadership necessary to carry on the important work of the Commission in achieving our goals to eliminate and prevent discrimination and provide equal opportunity for all persons in Anchorage!

Sincerely,

A handwritten signature in black ink, appearing to read "H. Turner", written in a cursive style.

Herbert J. Turner, Chair

Anchorage Equal Rights Commission



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I. EXECUTIVE SUMMARY

The Anchorage Equal Rights Commission (AERC) was faced with significant challenges in 2010 & 2011. Along with budget cuts in recent years which carried over, AERC staff also faced a staffing shortage. Nevertheless, the workload grew and staff opened a combined 182 new cases and maintained its 2009 average closure rate of 91 cases by closing 85 cases in 2010 and 96 cases in 2011! Investigative staff also negotiated settlements during this reporting period which totaled \$146,819.00 in monetary damages alone! Keep in mind that non-monetary relief is also negotiated in most settlements, which can include training for employers and businesses, providing posters of employee rights for display in common areas so that workers may contact the AERC if they feel their rights are being violated, and changes in employment records to reflect resignation instead of termination or eligibility for rehire.

The AERC co-sponsored several events highlighting national policies to address issues that disproportionately perpetuate poverty in minority communities; White Privilege, racial profiling and race relations. Top-notch speakers and educators included the American Civil Liberties Union National Executive Director Anthony Romero; Author, educator and speaker Tim Wise; Motivational Speaker Brent Scarpo; and representatives from the Community Relations Division of the US Department of Justice.

AERC Staff continues to utilize technology to conduct outreach. Through partnering with the deaf and hard of hearing community, an AERC American Sign Language Video Brochure was produced and is now available on our website via YouTube. Leadership Anchorage Class of 2010 chose to assist the AERC in its Anchorage Teens @ Work Initiative to develop online training for young people which was unveiled on its website and Facebook page in May of 2010. To our friends that volunteered their valuable time and creativity to assist in educating the public about AERC services; your community service is very much appreciated! THANK YOU!!

Finally, the AERC Commissioners have dedicated significant personal time volunteering at events supporting our outreach and educational program goals. Thank you to our generous and amazing Commissioners in 2010 & 2011!



FIVE-YEAR PLAN FOR 2007-2011

DOCUMENT CONTROL

Prepared by

Commission Members

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John Brower, Vice-Chair 2005-2006
Rosalie Sandoval, Member
Susan Brady, Member
Mike Gutierrez, Member
Herbert J. Turner, Member
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Mission

The Anchorage Equal Rights Commission enforces the municipal and other anti-discrimination laws on behalf of all citizens and visitors to Anchorage. The Commission also provides anti-discrimination education to inform people about the law, to increase compliance with the law, and to maintain the vision of equal opportunity for all.

Vision

To Eliminate Discrimination through Enforcement and Education!



Commission Goals

Goal One

Develop an outreach and marketing plan to inform the community about Commission services.

Goal Two

Review Title 5 annually and make revisions if necessary to ensure code is accurate, facilitates staff work, and is responsive to the community.

Goal Three

Develop and maintain Commission Development Committee to ensure qualified Commission members are timely appointed.

Staff Goals

Goal One

Respond to inquiries in a timely manner.

Goal Two

Respond to complaints and timely investigate allegations of discrimination.

Goal Three

Eliminate discriminatory practices by providing outreach and education in our community.

Goal Four

Make the AERC office as efficient as possible by moving to a paperless office.

The Principles & Values that Guide Our Work

Honesty and Integrity

Respect

Commitment to Excellence

Teamwork is How We Do Business



III. REPORT ON OUTREACH ACTIVITIES AND EDUCATION PROGRAMS

Equal Employment Opportunity Commission – The AERC has a Worksharing Agreement with the federal EEOC to enforce Title VII of the Civil Rights Act of 1964 and Title I of the Americans with Disabilities Act (ADA), as amended. This contract results in revenue to the Municipality of Anchorage and is based on case closures. Each year, the federal contract mandates training for its contractors which EEOC refers to as Fair Employment Practices Agencies (FEPA). The Executive Director or her designee attends these conferences to receive legislative updates and information regarding contract issues or budget items on the horizon. In 2010, the EEOC/FEPA Conference was held in Philadelphia, Pennsylvania. In 2011, the conference was held in Chicago, Illinois. The MOA is reimbursed for the cost of the conference by the EEOC as part of the agreement.

On January 27, 2010, EEOC representatives visited Anchorage and conducted outreach in the community and staff training. On March 25, 2010, Jeanne Goldberg, Senior Attorney Advisor of the EEOC Office of Legal Counsel, conducted AERC staff training in the recent amendments to the ADA and the Genetic Information Nondiscrimination Act (GINA). The training helped to prepare AERC staff to conduct high-quality and thorough investigations in these areas.

American Sign Language (ASL) AERC Video Brochure – At the March 2010 Commission meeting, staff was encouraged to explore the possibility of having the AERC basic brochure translated into the American Sign Language (ASL). Shortly thereafter, AERC Staff began creating an initial script and presented the idea to the deaf and hard-of-hearing community and a partnership was established. Our partners reviewed and edited the script and helped us find volunteers for the video. The video was filmed in October 2010, produced by Action Video and is now available on YouTube! Staff is hoping to add closed caption and voice over as resources become available. Go to www.muni.org/aerc/publications and click on the AERC Brochure – American Sign Language Video Brochure link to check it out!

Anchorage Teens @ Work Initiative – The AERC kicked off “Anchorage Teens @ Work” – an initiative to educate Anchorage teens and their employers on the laws against discrimination in the workplace in May 2010. In 2009, Leadership Anchorage Team members Peter Briggs, Kimberly Wetzel, Larry Yang Lawson and Monique Henriksen selected the AERC proposal to take on as a community service project. The final initiative includes video clips featuring Anchorage teens in various work situations facing different types of discrimination. The initiative also features a Facebook page and a poster which can be accessed with a simple search. A link to the videos and posters can also be found on the AERC website.

On May 27, 2010, AERC Staff met with representatives from the State of Alaska, Department of Labor (DOL) to collaborate on the “Anchorage Teens @ Work” Initiative. The AERC Staff provided DOL staff with approximately 100 Anchorage Teens @ Work posters for their presentations to hundreds of students regarding the laws the DOL enforces that govern child labor. Thank you DOL for your support!!

Finally, the Initiative gained public awareness after AERC Investigative Staff and Kimberly Wetzel were featured on Pacific News Alaska Channel 12 and discussed the Anchorage Teens @ Work Initiative in June 2010. Thank you Leadership Anchorage and to the many volunteers that participated and helped out on this project!

American Civil Liberties Union “The Ongoing Struggle for Equality”- The ACLU, UAA & the AERC co-sponsored this dynamic presentation by the ACLU National Executive Director Anthony Romero, the first Latino and openly gay person to serve in that capacity, who has been named one of Time Magazine’s Most Influential Hispanics in America. Mr. Romero presented to a large audience and addressed a variety of issues faced by minorities and underprivileged communities. One of the issues the ACLU has taken on involves civil and criminal fines imposed disproportionately on the economically challenged which perpetuates poverty and jail time in America to those mostly minority groups, many of whom are homeless because of the practice. Imagine...you go to jail for not paying a ticket or other type of restitution (one woman went to jail for not paying her son’s fine!) which may have accrued interest, you lose your job, another fine is imposed, you lose your home, are released from jail, have no home and no job, cannot find a new job or pay your fine, then go back to jail, and incur more fines and more jail time. This is a way of life for many Americans today that struggle everyday just to be FREE.



Healing Racism in Anchorage & the AERC presented Author and Educator Tim Wise speaking on "White Privilege" – Mr. Wise provided a non-confrontational explanation of White privilege and the damage it does not only to people of color but to all people. Mr. Wise stated that inherited privilege and the denial of its existence presents a skewed perception of the life experiences of people of color and minimizes the realities of racial profiling, negative stereotyping, harassment and discrimination that impact minorities today and have and will for many years unless we take steps to recognize and learn from one another through honest race relations and begin and continue to have these very difficult conversations. This event was well attended despite the difficult and fascinating message. More information can be found at www.timwise.org.

Healing Racism in Anchorage - "Journey to a Hate Free Millennium" – On November 7, 2011, AERC Staff attended this program which was co-sponsored by the AERC and featured Brent Scarpio's presentation on hate crimes and bullying. The program took place at East High School. Attendees were asked to take personal responsibility to not be silent bystanders if they observe bullying.

"Community Dialogue" facilitated by the US Department of Justice Community Relations Service, Northwest Region – On September 22 & 23, 2010, the AERC, the Alaska Native Justice Center and the Alaska Immigration Justice Project co-sponsored this well-attended discussion at Clark Middle School between the Department of Justice, the public, and cadets and officers from the Anchorage Police Department. The facilitator's focus was to assist the Anchorage community and law enforcement officials in finding ways to continue constructive dialogue and to work towards a better understanding of the issues that affect not only race relations and national origin issues, but also issues facing groups such as the gay, lesbian, bisexual and transgender community and certain religious and disabled groups. The presentations were meant to foster strong relationships between these communities and law enforcement agencies. The specific intent was to increase transparency in order to promote understanding and "Cultural Competency" or "Cultural Professionalism" and mutual respect.

ADA Advisory Commission – The AERC is a long-standing member of this local Commission and throughout 2010 and 2011 the AERC Executive Director or her designee attended monthly meetings. Agenda items included issues that affect Anchorage citizens such as accessibility to housing, public services and reasonable accommodations for the city's disabled population.

National Association for the Advancement of Colored People (NAACP) – AERC Commissioner Darrel Hess, a long-standing member and Treasurer of the Anchorage Branch of the NAACP, attended monthly meetings throughout 2010 and 2011. The AERC is a longtime partner of the NAACP and supports its many programs, such as the popular Afro-Academic, Cultural, Technological and Scientific Olympics "of the mind" (ACTSO) where Anchorage youth participate and compete at a national level in many areas. The 2010 & 2011 CT Lewis Freedom Fund Dinner Souvenir Booklet featured AERC advertisements.

NAACP, Older Persons Action Group (OPAG), and the Senior Center – On February 12, 2010, AERC's Executive Director conducted anti-discrimination training at the John Thomas Building for employees and volunteers of these non-profit organizations. Title 5 of the Municipal Code applies to non-profit organizations that conduct business in the city. Training is free of charge to non-profit organizations to ensure that they remain in compliance while serving their clients who come from all walks of life and all ages. Call the AERC at 343-4342 to schedule a time for your non-profit organization to receive this very important training.

Bridge Builders Meet the World – This cultural event provides the AERC with an annual opportunity to meet and educate the many nationalities about the AERC's services and the protections offered by the various laws it enforces. On February 27, 2010, AERC Staff distributed translated versions of the AERC brochure to attendees in Spanish, Tagalog, Samoan, Russian, Hmong, Korean, Chinese and English. AERC Staff engaged the children in a "Spin for Equality" game which challenged the kids with civil rights trivia questions.



Alaska Supreme Court Live – On February 19, 2010, AERC’s Executive Director attended oral arguments of the Alaska Supreme Court at West High School. Over 500 Anchorage high school students attended the oral arguments and were able to ask questions of the attorneys present.

Access to Civil Justice – On Monday, February 22, 2010, the Executive Director attended the first meeting of the Alaska Supreme Court Access to Civil Justice Committee. The Committee is charged with enhancing and expanding pro bono services and assistance to self-represented litigants. Access to Justice is such an important issue! AERC staff often see the difficulties citizens have in understanding the AERC process, as well as what the AERC’s relationship is to the courts, and feel that our time is well spent working on this important initiative.

International Brotherhood of Electrical Workers Union – On August 11, 2010, training was presented by the AERC Executive Director to the IBEW staff on the amendments to the Americans with Disabilities Act and workplace anti-discrimination laws. The AERC was invited back to make an expanded presentation at the IBEW Statewide Annual Shop Stewards Convention on October 30, 2010, and again on October 28, 2011.

Relay Alaska 711- The AERC Executive Director met with Darrell Campbell on September 22, 2010, to gather information on how to better serve the members of the deaf and hard of hearing community in Anchorage. As a result, the AERC began utilizing Relay Alaska 711 and updated AERC brochures and business cards to reflect this service change.

YWCA Opening Minds and Hearts – Throughout 2010 and 2011, the AERC has proudly co-sponsored the YWCA’s “Opening Minds and Hearts” luncheons by sending out invitations to over 150 AERC partners and posting event information on the MOA Bulletin Board, which is sent out to the entire city workforce. The luncheons included: Breast Cancer Survivors, Women Peace Activists and Racial Justice Activists in our community. AERC Commissioner Dawnyale Bundy-Hale and Executive Director Barbara Jones participated in the Racial Justice Activists panel and provided their experiences in their fight to combat racism.

Alaska Independent Blind Convention – On October 9, 2010, AERC Staff presented training to the attendees of this conference on the recent amendments to the Americans with Disabilities Act.

AERC Proactive in Providing Training – During 2010 & 2011, workplace and public accommodation anti-discrimination, ADA, and sexual harassment training was provided to the Anchorage Rotary Club, Alaska State Department of Labor Business Academy, the Language Interpreter Center, the Municipality of Anchorage Employee Relations Department, a local small business, and to the Anchorage Police Department.

AERC Partners & Associates in Anchorage - AERC Commissioners & Staff are members in several associations, boards, and groups. Staff attended meetings, events and training provided by these partners. AERC partners include: the Alaska Bar Association, NAACP, YWCA, Anchorage Society of Human Resource Managers (ASHRM), Urban Works (formerly the Anchorage Urban League), Business and Professional Women of Anchorage, Anchorage School District, Military and Veteran’s Affairs Commission, Rogers Park Community Council, Alaska World Affairs Council, and the UAA Justice Center.

“Anchorage is Our Home” Video Presentation and Panel Discussion – On September 29, 2010, AERC staff did a fabulous job organizing this video presentation and panel discussion at the Wilda Marston Theatre at the Loussac Library. Over 50 people participated in a very lively, but positive discussion regarding the ethnic diversity of the Anchorage community.

US Army Women’s Equality Day Event - On August 26, 2011, the AERC’s Executive Director presented historical information on the passage of the 19th Amendment granting women the right to vote. Municipal Manager George Vakalis was also in attendance and presented the Mayoral Proclamation for Women’s Equality Day. The opening presentation was an African-American female US Army soldier’s re-enactment of the famous speech originally given by Sojourner Truth, “Ain’t I a Woman?” at the Women’s Rights Convention in Akron, Ohio in 1851.

The Anchorage Community Police Relations Task Force (ACPRTF), formerly known as the Minority Community Police Relations Task Force (MCPRTF), celebrated its 30th anniversary in 2011. The MCPRTF was formed in 1981 after lengthy community discussions took place over police use of deadly force during an unfortunate incident involving a young black man. Today, the Task Force serves as a liaison between the minority community and local law enforcement agencies in the event a significant crisis or issue should arise. The AERC has served as an advisory member and has provided administrative support to the Task Force since its formation.

The Task Force meets on the second Friday of each month at 12:00 noon at the Fairview Recreation Center to hear the concerns of community members and discuss issues of mutual interest. Law enforcement members of the Task Force provide updates on cold cases, gang activity, hate crimes and other important incidents. Complaint forms are available at the AERC office located in City Hall or online at www.muni.org/aerc by clicking on the link to the Task Force.

Significant accomplishments by the Task Force during 2010 & 2011 include:

Renewed the agreement continuing the Task Force with the Municipality of Anchorage as approved by Anchorage Mayor Dan Sullivan and Task Force Chair Reverend Dr. William Greene.

Addressed eleven (11) incident reports lodged by citizens regarding their contacts with law enforcement agencies and other matters of concern regarding impound and tow fines.

Gave a presentation to the Anchorage Police Department Academy Cadets about the mission of the ACPRTF in the community and which situations are appropriate to refer to member agencies such as the AERC.

Held a public forum on the Anchorage Community Indicators Survey which focused on Anchorage residents' attitudes on five issues: schools, public transportation, snow removal, police performance, emergency medical services, and on residential stability. The research was presented at the forum by UAA Professor Sharon Chamard.





HOUSE RULES!

A property owner alleged that his condominium association treated him differently based on his national origin when the association fined him for alleged violations of the condominium association's house rules. The property owner further alleged that the association refused to allow him to file complaints against other condominium owners who were not of his protected national origin. Evidence showed that the property owner received warning letters from the association's management company for illegal parking, excessive noise, and destruction of common area property. The property owner was given 10 days to rectify each violation in accordance with the association's house rules. The property owner failed to rectify the problems and was fined in accordance with the house rules. Evidence showed that other property owners, who were not of the owner's national origin, also received warning letters and fines in accordance with the house rules. During the AERC investigation, the property owner also admitted that while he had thought about lodging complaints against other property owners with the condominium association, he never attempted to file any complaints. AERC staff found that the property owner's allegations were not supported by substantial evidence.

PRODUCE, PRODUCE, AND MORE PRODUCE!

A truck driver who worked for a produce company filed a complaint of discrimination alleging that his employer suspended and terminated him based on his race and then retaliated against him after he internally complained to his employer. The driver stated that his employer suspended him for alleged incidents involving two co-workers not of the driver's protected class. The employer stated that during its internal investigation, witnesses said that the truck driver told another male employee to "watch his back" and also called this employee with a threat, resulting in the truck driver's suspension. Evidence showed that in addition to the incidents with other employees, the truck driver had performance issues. Evidence showed that the employer terminated an individual not of the truck driver's protected class for similar violations. Regarding his claim of retaliation, the investigation found that the truck driver failed to file an internal complaint of discrimination which is required under a retaliation claim. Based on the impartial investigation of this complaint, AERC staff found no evidence to support the truck driver's allegations.

GROUNDED!

A seasonal ramp agent filed a complaint alleging that he was terminated due to his national origin. Evidence shows the ramp agent was cleared for fingerprint and security checks. However, the Transportation Security Administration requires that all employees working on airport property obtain an identification badge within 30 days of employment. Without his badge, the ramp agent could not work at the employer's facility in rural Alaska. The employer did allow the seasonal ramp agent to temporarily work as a van driver which did not require a badge. However, after the ramp agent continued to fail to obtain the required identification badge, he was terminated. Evidence shows the employer had terminated another ramp agent who was of a different national origin for failing to obtain an airport identification badge. Staff issued a non-substantial evidence finding in this matter.

SLIDES AND TEETER-TOTTERS!

A parent filed a complaint alleging that her physically disabled minor child was denied access to a day care facility. The parent alleged that the facility's director wanted the child to be observed doing various activities using a walker before acceptance would be granted. Evidence showed that the parent took the child to the facility on two separate occasions but refused to allow the child to be observed a third time. Evidence showed that in addition to the required observations, the board of directors discussed the child's medical condition at a public meeting. When presented with this information, the day care facility agreed to settle the matter. The terms of the Pre-Determination Settlement Agreement included training for its Director and Board of Directors in the Americans with Disabilities Act and in how to address issues concerning reasonable accommodations for children with disabilities.

DISCOUNT CARD WOES!

A retail clerk claimed that she was terminated in retaliation for filing a complaint of discrimination against her supervisor. Evidence revealed that the retail clerk purchased merchandise and then returned it to get her employee discount. Company policy states that employees must use their discount card at the time of purchase and returning merchandise at a later date to receive a discount is prohibited. Evidence showed that the retail clerk returned the merchandise and received a refund after two supervisory employees authorized the discount. Both the clerk and the two supervisory employees were terminated. The impartial investigation conducted by AERC staff also found that the retail clerk had not filed any complaint of discrimination against her supervisor. Based on its investigation, staff found that the retail clerk's allegations were not substantiated.

DRIVING IN A WINTER WONDERLAND!

A restaurant manager filed a complaint that he was suspended and subsequently terminated based on his race. The restaurant manager stated that his employer advised him and other management staff that during the winter months and inclement weather, management employees were expected to be on duty and could stay at its upscale hotel. The restaurant manager stated that "bad weather" was forecasted so he went home, picked up several changes of clothing, and went back to the hotel because he was responsible for breakfast meals for the hotel guests. Evidence indicated that the restaurant manager stayed at the hotel for free. The employer acknowledged that, with permission, its management staff is allowed to stay at the hotel for free during inclement weather. However, the employer stated it did not give its restaurant manager permission to stay. When asked why he stayed for three days and did not go home each evening, the restaurant manager replied, "It took the city a week to remove snow from the cul-de-sac, making it difficult for me to get my car out of the driveway." Evidence showed there was no snow or less than one inch of snow accumulation during the three days that the restaurant manager stayed at the hotel. Evidence showed that the employer had suspended two employees not of the manager's protected class pending the outcome of an investigation. Evidence also showed that the employer had terminated employees not of the manager's protected class for violation of its rules. AREC staff found no evidence to support the restaurant manager's allegations.

INQUIRIES AND NEW COMPLAINTS

Table 1	2007	2008	2009	2010	2011
INQUIRIES	547	601	677	615	486
NEW COMPLAINTS	53	84	107	107	75
% OF PERFECTED COMPLAINTS & INQUIRIES	9.7%	13.9%	15.8%	17.3%	15.4%

COMPLAINT FILINGS BY AREA OF DISCRIMINATION

Table 2	2007	2008	2009	2010	2011
Employment	43	79	94	102	66
Housing	3	2	0	5	3
Public Accommodations	5	0	13	0	4
Financing	0	0	0	0	0
Educational Institutions	2	3	0	0	1
Practices of the MOA	0	0	0	0	1
TOTALS:	53	84	107	107	75

COMPLAINT FILINGS BY BASIS

Table 3	Race & Color	Religion	National Origin	Sex (includes pregnancy & parenthood)	Physical or Mental Disability	Age	Marital Status	Retaliation	Familial Status
Complaints 2007¹	17	0	8	17	9	0	0	8	0
Complaints 2008¹	38	2	14	17	13	1	2	14	0
Complaints 2009¹	49	2	11	29	13	10	0	13	0
Complaints 2010¹	42	3	12	25	29	7	0	12	0
Complaints 2011¹	30	1	9	23	13	5	1	13	0

¹ Data includes cases filed on multiple bases and thus does not equal the total complaints filed.

CASE AGE

Table 4		Current			Over 240			Total Cases	Total # / % Over 240
		80 or less	81-190	191-240	241-320	321-400	400 or More		
2007	# of Cases	11	6	2	5	3	12	39	20
	% of Cases	28.2%	15.4%	5.1%	12.8%	7.7%	30.8%	100%	51.3%
2008	# of Cases	18	22	3	4	2	1	50	7
	% of Cases	36.0%	44.0%	6.0%	8.0%	4.0%	2.0%	100%	14%
2009	# of Cases	15	29	5	7	6	1	63	13
	% of Cases	23.8%	46%	8%	11.1%	9.5%	1.6%	100%	22.2%
2010	# of Cases	14	24	20	16	3	10	87	29
	% of Cases	16.0%	27.5%	22.9%	18.3%	3.2%	11.4%	100%	33.3%
2011	# of Cases	13	12	3	6	8	25	67	39
	% of Cases	19.4%	17.9%	4.4%	8.9%	11.9%	37.3%	100%	58.2%

RESOLUTIONS PROVIDING FOR ELIMINATION OF DISCRIMINATORY PRACTICES

Table 5	2007	2008	2009	2010	2011
Total Predetermination Settlements, Conciliations or Settlements that include remedial measures provided by Title 5	26/26	20/20	35/35	22/22	32/32
Percent of Case Resolutions providing for Elimination of Discriminatory Practices	100%	100%	100%	100%	100%
Total Dollars in Settlements	\$98,305	\$104,815	\$68,948	\$69,479	\$102,806

DETERMINATION AND CASE CLOSURES

Table 6	2007	2008	2009	2010	2011
Total Determinations and Case Closures	67	74	91	85	96

services
Discrimination training referral
prohibiting complaints Enforce
laws investigating information
Educate
business discrimination
Enforcement community Anchorage
entities regarding law providing
Eliminate Education
public
Provide



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