



Suzanne LaFrance,
Mayor

Municipality of Anchorage

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<http://www.muni.org/aerc>



Anchorage Equal Rights Commission

To: Anchorage Equal Rights Commissioners

From: Jennifer Booz, Executive Director

Date: September 18, 2025

Subject: Executive Director's Monthly Report covering August 2025

Executive Summary

Strategic Objectives

1. **Cases.** 100% of case determinations within 240 days after filing of the complaint, unless good cause is shown.
2. **Finances.** Develop financial oversight plan by August 31, 2025.
3. **Records.** Maintain up-to-date information and record keeping by August 31, 2025.
4. **Outreach.** Develop an Outreach and Education plan by November 30, 2025.
5. **Procedures.** Develop a policy and procedure manual by November 30, 2025.

I. Cases

1. AERC Case Management KPIs – Monthly and YTD 2025

KPI Category	Jan	Feb	March	April	May	June	July	Aug	(YTD)	Notes
Inquiries Received	39	24	25	34	29	33	24	25	233	Includes all initial contacts
24-hour response	94.87%	95.83%	96%	100%	100%	100%	100%	96%	97.84%	Response in 24 hours
Complaints Filed	4	4	6	8	9	4	5	6	46	Formal complaints initiated
Perfected Percentage	10%	16%	24%	23%	31%	12%	20%	24%	20%	(Complaints ÷ Inquiries) × 100
Open Cases	---	---	---	---	---	---	---	---	44	Active investigations in progress
Closed Cases	2	1	2	4	0	2	5	4	20	Cases resolved or dismissed
Cases Over 240 Days	---	---	---	---	---	---	---	---	8	Requires documented good cause



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2. Cases Open More Than 240 Days

Case Name Assigned Investigator Days Open Documented Good Cause

Case A	Investigator Harley	559	Case reopened
Case B	Investigator Harley	427	Exec Director vacancy
Case C	Investigator Harley	356	" "
Case D	Investigator Harley	286	" "
Case E	Investigator Harley	275	" "
Case F	Investigator Harley	272	" "
Case G	Investigator Harley	265	" "
Case H	Investigator Harley	259	" "
Case I	Investigator Harley	238	" "

II. Finances

1. ERC Operating Funds KPI

Category Current Budget (\$) Actuals (\$) Percentage Utilization (%)

Non-Labor	13,175.00	6,188.37	48.93 through the year (under budget)
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2. Monthly Expenditures

Item	Amount (\$)	Description	Category
Item 1	82.50	Staff name tags	Non-Labor, supplies
Item 2	57.91	Office supplies	Non-Labor, supplies
Item 3	112.19	Printer Toner	Non-Labor, Supplies
Item 4	258.24	Quarterly Parking Fees	Non-Labor, MOA Fees

3. Full monthly report and 2026 proposals attached.



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III. Records

1. *Time Matters* final update demo 9/12/25.

IV. Outreach

1. Key Performance Indicators

Number of Outreach and Education events	YTD 26
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2. Outreach and Education

A. Executive Director Highlights:

1. *Municipality Outreach*: Office of Budget and Management, MOA 50th Anniversary Committee
2. *Community Outreach*: Anchorage Police Department Citizens Academy, Police and Community Relations Task Force, Anchorage Chamber of Commerce-Diversity Committee

- B. 50th Anniversary AERC-as published:

**Thursday, October 16 – Anchorage Equal Rights Commission
50th Anniversary Commission Meeting and Celebration
6:00 – 8:00pm at City Hall**

The Anchorage Equal Rights Commission turns 50 in 2025! Come learn about the AERC, attend the monthly Commission meeting, and celebrate the AERC and MOA! This event is free and open to the public."

- C. **Muni 50th Anniversary Civic Fair on 11/7**: in collaboration with the Muni and civic partners, the Anchorage Museum is hosting a "Civic Fair" comprising of government agencies and community organizations to table during November First Friday (11/7) from 6pm to 9pm as part of the celebration of the 50th Anniversary of the Municipality of Anchorage. The Museum provides on 6'x2' table and two chairs.

V. Procedures

- I. Drafting and collection for audit response, due November.

VI. Additional Items for Commission Consideration

- I. None.