
Anchorage Equal Rights Commission

Anchorage: Performance. Value. Results.

Mission

The Anchorage Equal Rights Commission strives to eliminate discrimination against all citizens and visitors to Anchorage through its enforcement of and educational efforts about municipal and other anti-discrimination laws.

Core Services

- Enforce the law impartially by investigating individual complaints of discrimination.
- Educate the public by providing information and training about the laws prohibiting discrimination.
- Provide referral services to the public and to government agencies who contact our office.

Accomplishment Goals

- Respond to inquiries in a timely manner.
- Respond to filed complaints with timely investigations and increased timeliness of case closures.
- Respond to complaints and complete case investigations impartially.
- Eliminate discriminatory practices by providing outreach and education in our community to improve compliance with the law.

Performance Measures

Progress in achieving goals shall be measured by:

Measure 1: Percentage of inquiries responded to within 24 hours

	YTD					
	2018	2019	2020	2021	2022	2023
Inquiries Responded to within 24 Hours	99%	99.8%	99.3%	99.5%	100%	98.5%

Measure 2: Percentage of cases over 240 days old

	YTD					
	2018	2019	2020	2021	2022	2023
Cases Over 240 Days Old	25.4%	24.2%	60%	50.7%	53.5%	62.5%

Measure 3: Of total cases, percentage which are co-filed with the federal EEOC under our work sharing agreement and, of those cases, closures detailed by type

	YTD			
	Federal FY 2020	Federal FY 2021	Federal FY 2022	Federal FY 2023
Perfected Complaints	72.6%	66.7%	75.3%	74.6%
Cases Closed with a No Cause Finding	50%	61.4%	66.7%	12.2%
Cases Closed with a Cause Finding	1.1%	1.4%	1.7%	4.9%
Cases Closed by Settlement, Withdrawal, or Other Administrative Reason	48.9%	37.1%	31.7%	82.9%

Measure 4: Percentage of education and outreach events using volunteer AERC commissioners or using technology

	YTD					
	2018	2019	2020	2021	2022	2023
Education or Outreach Events with Commissioners or Technology	62.4%	58.7%	84.9%	84.9%	88.8%	95%

PVR Measure WC: Managing Workers' Compensation Claims

Reducing job-related injuries is a priority for the Administration by ensuring safe work conditions and safe practices. By instilling safe work practices, we ensure not only the safety of our employees but reduce the potential for injuries and property damage to the public. The Municipality is self-insured and every injury poses a financial burden on the public and the injured worker's family. It just makes good sense to WORK SAFE.

Results are tracked by monitoring monthly reports issued by the Risk Management Division.

