

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
	2019	2020	2021	2022	2023	2024	2025
Inquiries Responded to within 24 Hours	99.8%	99.3%	99.5%	100%	98.5%	90.73%	97.63%

Measure 2: Number of cases

	YTD								
	2020	2021	2022	2023	2024	2025 Q1	2025 Q2	2025 Q3	2025 Q4
New Cases	82	72	73	60	49	13	18	24	
Closed Cases	83	97	71	85	78	5	6	12	
Cases Over 240 Days	56	38	38	28	40	8	8 YTD	14 YTD	

Measure 3: Percentage of Education and outreach events* completed with a goal of 200 per year

	2025 Q1	2025 Q2	2025 Q3	2025 Q4
Number of Events	5	10	1	
% of Target Reached 50 events per quarter	10%	20%	.5%	

*Education and outreach events include school classes visited, community events attended/sponsored, partnerships with civil rights organizations, businesses, and other agencies such as first responders and victim advocacy organizations.

**Outreach efforts were put on hold starting in January of 2025. Significant turnover within the agency, including the departure of the executive director, left an office that was at times understaffed and staffed with new investigators. Keeping up with pending investigations was the priority. In February, the agency focused on training and certification for investigators, which included a week-long training event for all investigators. The outreach events listed for Quarter 2 were performed in March.

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.

