

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						
	2020	2021	2022	2023	2024	2025	2026
Inquiries Responded to within 24 Hours	99.3%	99.5%	100%	98.5%	90.73%	96.72%	99.11%

Measure 2: Number of cases

	2021	2022	2023	2024	2025	2026	2026	2026	2026	2026
						Q1	Q2	Q3	Q4	
New Cases	72	73	60	49	73	18				
Closed Cases	97	71	85	78	48	16				
Cases Over 240 Days	38	38	28	40	19	7				

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

	2026 Q1	2026 Q2	2026 Q3	2026 Q4
Number of Events	40			
% of Target Reached 50 events per quarter	80%			

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.

