
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.

Measure #1: Percentage of inquiries responded to within 24 hours:

	2013	2014	2015	2016	2017	YTD 2018
Percentage of Inquiries Returned Within 24 Hours	88%	96.5%	98.21%	98.42%	99.04%	98.73 %

Measure #2: Percentage of cases over 240 days old:

	2013	2014	2015	2016	2017	YTD 2018
Percentage of Cases Over 240 Days Old	27%	39.4%	27.5%	11.43%	16.25%	30.76%

Measure #3: Percentage of cases accepted by the federal EEOC under our work sharing agreement:

	Fed. FY 2015	Fed. FY 2016	Fed. FY 2017	YTD Fed. FY 2018
Percentage of Cases With Substantial Weight Review	49.2%	36.3%*	39.6%	42.6%
Percentage of Cases Accepted by the federal EEOC	100%	100%	100%*	100%

* These totals reflect data through the 3rd Quarter of 2016. Due to EEOC staffing coverage/workload, data for the 4th Quarter (October 2016 – December 2016) was not processed until the 2nd Quarter (January 2017 – March 2017).

Measure #4: Percentage of education and outreach events using volunteer AERC Commissioners or using technology.

	2013	2014	2015	2016	2017	YTD 2018
Percentage of Events Using Volunteers or Technology	57.1%	53.5%	51.2%	55.6%	63.4%	%