



# Washington Grove Inclusivity and Equity Survey

RASEC 2023

## RASEC Goals

The Racial and Social Equity Committee's (RASEC) goals are as follows:

- Take collective responsibility to understand our town's history as it connects with racial injustice in the United States
- Learn and grow together
- Recommend actions to promote a diverse, inclusive, and equitable community
- Foster justice in and beyond our community.



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# Introductory Information

# Survey Rollout

# Survey Rollout

- Important: This presentation of survey results is a starting point.
- These results were presented in parts to make it easier to consume the information and have discussions.
- The conversation is the most important part of this process. While the survey provides data. The discussion around the data is paramount to being able to move forward. The output will become both a town document and a co-created tool for discussion.
- Sessions
  - Session #1: September 18: Demographics, Living in Washington Grove
  - Session #2: October 16: Increasing Diversity, Equity, and Inclusion
  - Session #3: October 30: Belonging, Discrimination and Bias
  - Session #4: November 20: Town Meeting Attendance, Application of Town Rules
  - Session #5: November 27: Comments on RASEC, Summaries of Prior Sessions, Conclusions and Discussion Ideas
- Sessions included a presentation on 1-2 topics and a discussion of the results and possible opportunities
- Discussion notes from each session are included at the end of each session section.
- A RASEC workgroup developed specific recommendations in part based on survey results and discussions around the survey results. These recommendations are included in this presentation.
- These RASEC survey results along with a RASEC Recommendations package will be presented to the Town Council for review.

# Survey Details

# Details of the Washington Grove Inclusivity and Equity Survey

- Survey conducted in April 2022
- Goals
  - To measure the extent of inclusive and equitable behaviors.
  - To understand values important to Washington Grove residents.
  - To learn what residents have experienced and observed.
  - To discover ways to increase engagement.
  - To provide a forum for Washington Grove residents to share their thoughts.
- Considerations
  - Attempts were made to ensure the survey is inclusive.
  - The following demographic categories were used to understand the makeup of respondents and control for these characteristics when reviewing the data
    - Preferred Language: English, Spanish, Other (please specify)
    - Age: 15-25 years old, 26-35 years old, 36-45 years old, 46-55 years old, 56-65 years old, 66-75 years old, More than 75 years old
    - Ethnicity/Race: Hispanic or Latino, American Indian and Alaska Native, Asian, Black or African American, White, Native Hawaiian and Other Pacific Islander, Prefer not to respond, Other (please specify)
    - Gender Identity: Female, Male, Nonbinary, Transgender, Prefer not to respond, Other
    - Tenure in Washington Grove: <= 5 Yrs, 6-10 Yrs, 11-15 Yrs, 16-20 Yrs, 21-25 Yrs, Greater Than 25 Years, No Response
  - To protect the privacy of respondents, when looking at responses broken out by demographic categories, some categories were combined to ensure numbers weren't so small that the identity of respondents could be figured out. In some instances, even combining categories for a demographic characteristic did not result in large enough numbers to protect respondent's identities so these were not used for categorical analysis.
    - Only 3 demographic categories had enough differing responses which would maintain the privacy of residents: Tenure, Age, and Gender Identity.
    - Age and tenure were collapsed into broader categories to protect the privacy of residents.



# Methodology

# Survey Analysis Methodology

## Methodology for Likert Scale Analysis

- The review of each question begins with a summary of the responses. These tables show the number of responses for each Likert scale element and the percentage that each count represents. The column percentages will sum to 100%. Entries that provide interesting insights are highlighted and bolded.
- The next part of review for each question shows the responses broken out by tenure in Washington Grove, age group, and gender identity. These tables show the mode for each aspect requested from respondents. The count and percentage for each mode for the category is presented. The columns will not sum to 100%. Entries that provide interesting insights are highlighted and bolded.
- In some instances, there was a tie between response categories. These will show both categories with a "/" and the individual percentage, not the total percentage will be shown.
- The final part of the review if applicable is a visual presentation of the comments respondents made.
- To be inclusive, statistical significance is not heavily weighted when discussing results. The thinking is that with a small number of total residents in the town that views held by a small number of people can be very influential and therefore should be considered.
- A sample table is shown here.

Overall	N	Pct
No Response	5	8.3%
Very Undesirable	10	16.7%
Undesirable	5	8.3%
Neutral	10	16.7%
Desirable	5	8.3%
<b>Very Desirable</b>	<b>25</b>	<b>41.7%</b>
All	60	100.00%

# Survey Analysis Methodology

## Methodology for Open Comment Visualizations

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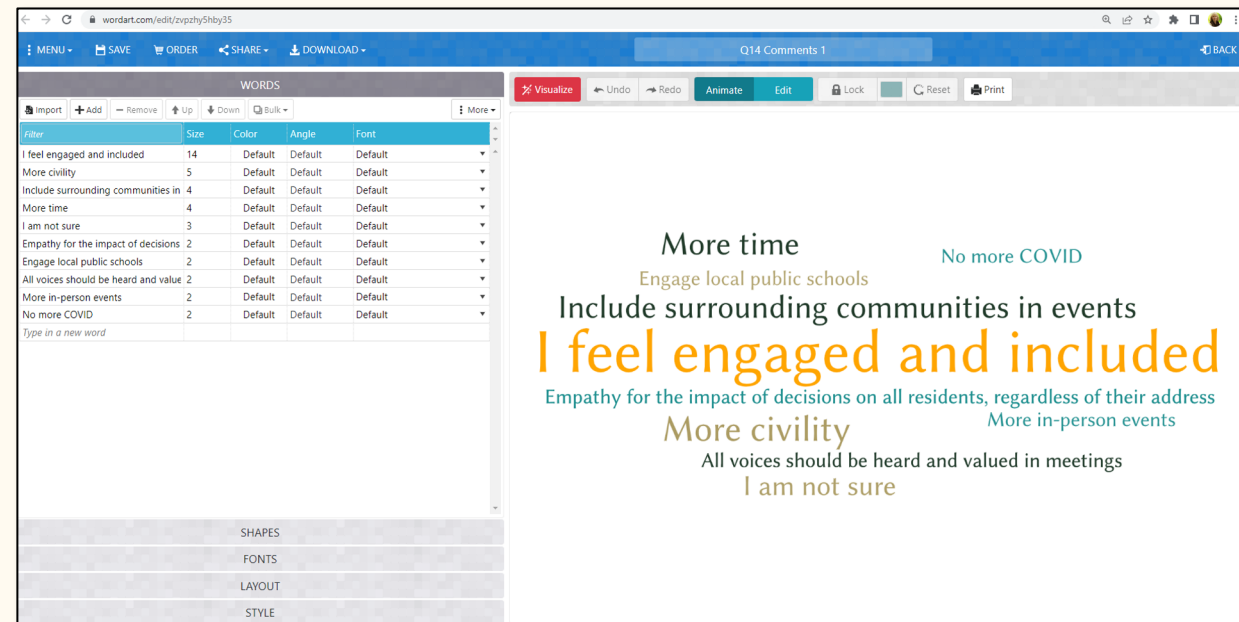
Town of Washington Grove Inclusion and Equity Survey		
What would make you feel more included and engaged in town?		
Answered		60
Skipped		63
Tags	Tags	Responses
I feel engaged and included		I have always felt included and I feel blessed to live in the Gro
Engage local public schools		Start of engage with our local public school cluster
Not sure		Not sure at this point.
Include surrounding communities in events	Town Council diversity	I would love to see more events with surrounding communities
Not sure		Not sure at this point.
More outdoor festival/music events		More outdoor festival and music events
I feel engaged and included		I am engaged and include in many town activities.
I feel engaged and included		I feel included and engaged in town b/c I know where to go fo
Acknowledge other religions		Acknowledgement of religions other than Methodist would be g
I feel engaged and included		I'm as included as I need to be. And I know I can get more in
I feel engaged and included		I am comfortable with the current setting
		n.a.
I feel engaged and included		I feel included and engaged to the extent that I want to be. The
Not sure		Not sure
Engage local public schools	Include surrounding communities in eve	As a family with a young kid in the Washington Grove Public
International themed events		I'd enjoy more opportunities to interact with people with intern

- Step 1 – Review comments, create tags or categories and tag each comment. Tag for sentiment in some instances.
- Step 2 – Tally frequency of tags or categories.
- Step 3 – Export tags and frequencies into WordArt software.

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1	I feel engaged and included	14
1	I feel engaged and included	13
1	More civility	5
1	Include surrounding communities in events	4
1	Time	4
1	Not sure	3
1	Empathy for the impact of decisions on all re	2
1	Engage local public schools	2
1	In Town and committee meetings, all voices s	2
1	In-person events	2
1	No more COVID	2
1	Acknowledge other religions	1
1	Be more welcoming	1
1	Educate new residents about Town's historic	1

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# Results Layout

# Results Layout

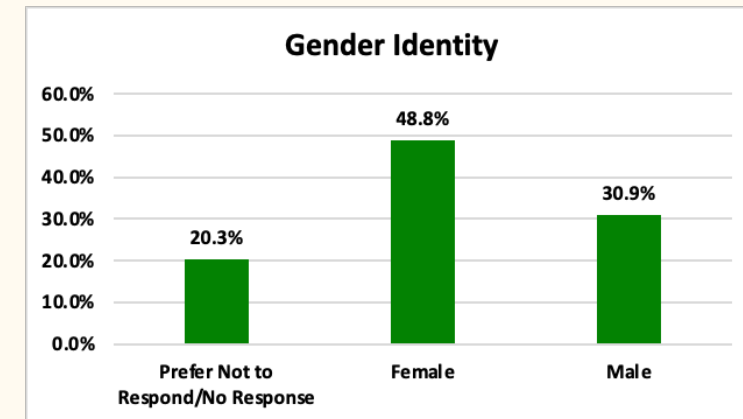
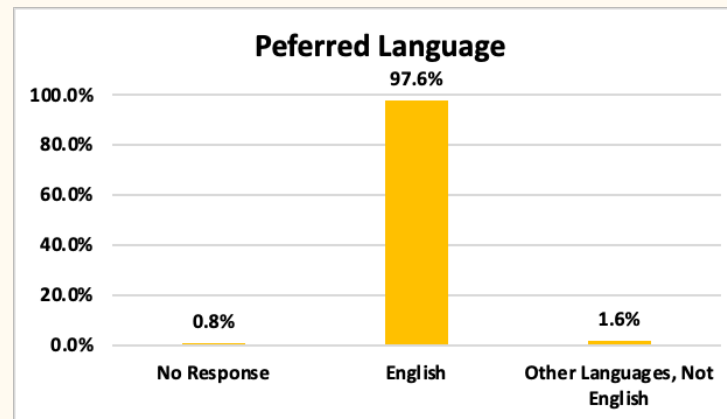
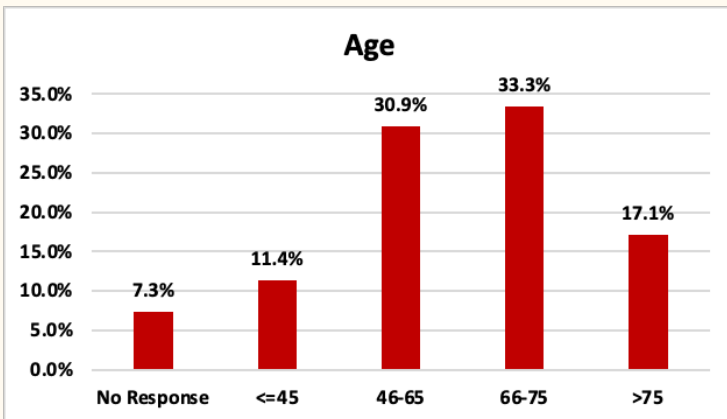
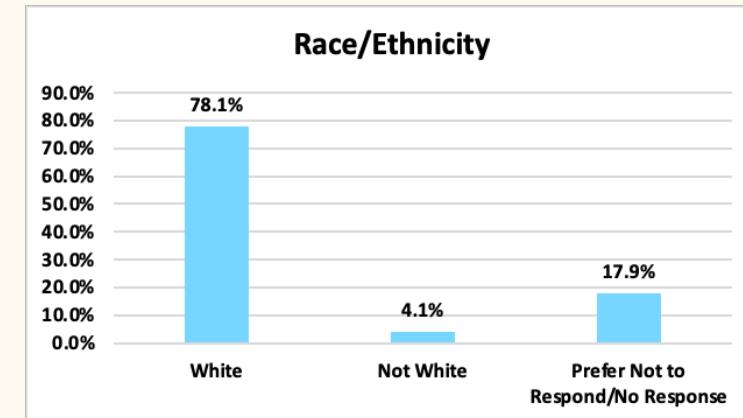
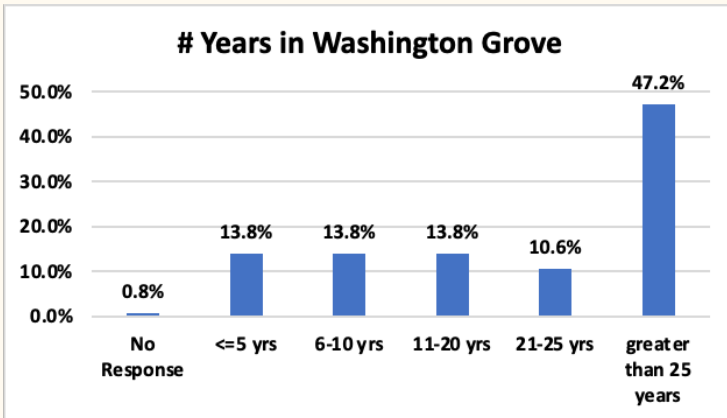
- Questions were grouped according to these themes: 1) Demographics, 2) Living in Washington Grove, 3) Town Meeting Attendance, 4) Belonging, 5) Application of Town Rules, 6) Increasing Diversity, Equity, and Inclusion, 7) Discrimination and Bias, and 8) Ideas For Further Exploration
- Generally, but not always, results for each question have these sections: 1) Question Details, 2) Summary of Results, 3) Word Cloud, and 4) Opportunities
- There are generally, but not always, 4 tables for each question.
  - Overall Results ●
  - Results by Tenure in Washington Grove ●
  - Results by Age Category ●
  - Results by Gender Identity ●
  - Overall tables provide all response categories. Categorical tables provide the most common responses in each category.

# Session #1

# Demographics

# Demographic Characteristics of Survey Respondents

- 123 Responses received.
- The majority of respondents, 47.2% have lived in Washington Grove for more than 25 years.
- 33.3% of respondents are between 66 and 75 years of age followed by 30.9% who are 46-65 years of age.
- The preferred language among respondents is English, 97.6%.
- 78.1% of respondents are White. 17.9% did not want to indicate their race or ethnicity. The remaining 4.1% are not White.
- 48.8% of respondents identified as female, 30.9% as male, 20.3% did not provide a response.



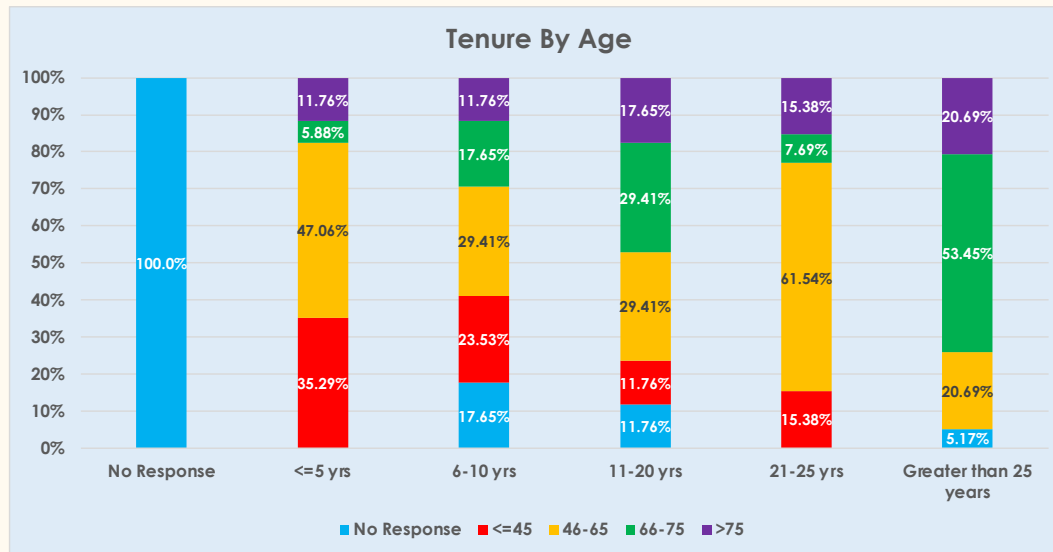
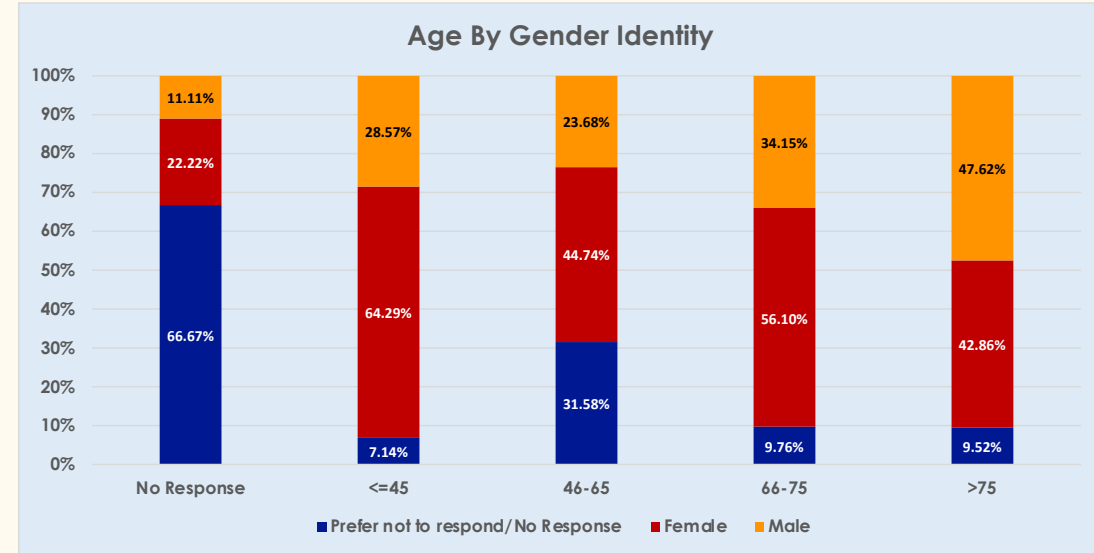
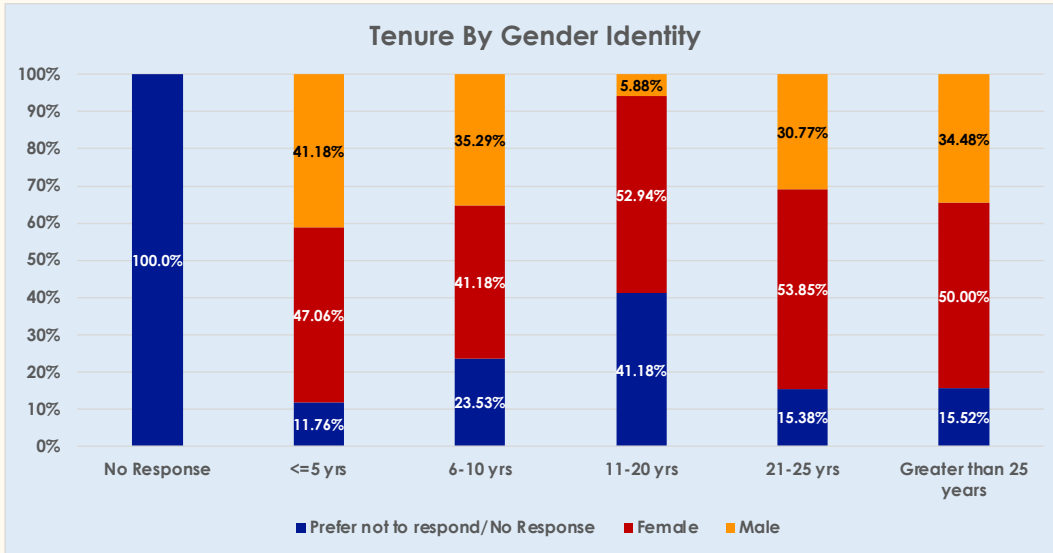


# Census Bureau Estimates

- Race: The proportion of White respondents matches the Census Bureau's estimate. Other categories are not shown to protect the identities of those respondents.
- Males appear to be under-represented.
- The 65 to 74 Yrs and Greater than 75 Yrs age categories appear to be over-represented

Washington Grove town, Maryland			Census			Survey Respondents		
Label	Estimate	Percent	Label	Count	Percent			
<b>SEX AND AGE</b>			<b>GENDER IDENTITY</b>					
Total population	700	100%	Respondents	123	100.0%			
Male	381	54.4%	Male	60	30.9%			
Female	319	45.6%	Female	38	48.8%			
No Response	N/A	N/A	No Response	25	20.3%			
<b>AGE</b>			<b>AGE</b>					
<=44 years	252	36.0%	<=45 years	14	11.4%			
45 to 64 years	273	39.0%	46 to 65 years	38	30.9%			
65 to 74 years	132	18.9%	66 to 75 years	41	33.3%			
>= 75 years	43	6.1%	> 75 years	21	17.1%			
No Response	N/A	N/A	No Response	9	7.3%			
<b>RACE</b>			<b>RACE</b>					
Total population	700	100.0%						
One race	676	96.6%						
Two or more races	24	3.4%						
One race	676	96.6%						
White	550	78.6%	White	96	78.1%			
Black or African American	75	10.7%						
American Indian and Alaska Native	0	0.0%						
Asian	16	2.3%						
Native Hawaiian and Other Pacific Islander	0	0.0%						
Some other race	35	5.0%						
Two or more races	24	3.4%						
White and Black or African American	14	2.0%						
White and American Indian and Alaska Native	2	0.3%						
White and Asian	2	0.3%						
Black or African American and American Indian and Alaska Native	0	0.0%						
<b>HISPANIC OR LATINO AND RACE</b>								
Total population	700	100.0%						
Hispanic or Latino (of any race)	40	5.7%						
Not Hispanic or Latino	660	94.3%						

# Intersectionality of Survey Respondents



- Tenure By Gender Identity
  - Female respondents represented relatively evenly across all tenure categories
  - Same is true for Male respondents with the exception of the 11-20 year tenure category
  - A large proportion of respondents in the 11-20 year tenure category did not wish to provide their Gender Identity.
- Age By Gender Identity
  - In all but the >75 years of age category, females are the largest proportion
  - No Response category has a large proportion of respondents who did not want to provide their gender identity.
- Tenure By Age
  - The <=5 years tenure group has its largest proportion in the <=45 years of age.
  - The 21-25 years tenure group is primarily made up of 46-65 year olds
  - >25 years tenure group is primarily made up of 66-75 years of age

# Living in Washington Grove

# How important are these characteristics to you, were you to choose a place to live today?

- Question Details

- Respondents were asked to rate the importance of the following characteristics when choosing a place to live: Location, Sense of Community, Safety, Quality of Schools, Local Government, Proximity to Public Transportation, Green Spaces, History, House Styles, Social/Recreational Activities, Diversity, and affordability.
- The scale used included the following ratings: Very Important, Important, Neutral, Unimportant, and Very Unimportant
- Respondents were also asked to provide commentary on other characteristics that are important.

## How desirable is Washington Grove as a place to live?

- What's Going Well?
  - The majority of respondents rate Washington Grove as either very desirable or desirable as a place to live.
- What Needs Attention?
  - 10 residents were neutral or negative about Washington Grove as a desirable place to live.

Overall	N	Pct
No Response	2	1.63%
Very Undesirable	4	3.25%
Undesirable	3	2.44%
Neutral	3	2.44%
Desirable	44	35.77%
<b>Very Desirable</b>	<b>67</b>	<b>54.47%</b>
All	123	100.00%

## How desirable is Washington Grove as a place to live?

By Tenure																	
No Response			<=5 Yrs			6-10 Yrs			11-20 Yrs			21-25 Yrs			Greater Than 25 Years		
Mode	N	Pct	Mode	N	Pct	Mode	N	Pct	Mode	N	Pct	Mode	N	Pct	Mode	N	Pct
Desirable	1	100.00%	Very Desirable	11	64.71%	Desirable	9	52.94%	Desirable	8	47.06%	Desirable	8	61.54%	Very Desirable	38	65.52%
Total N=1			Total N=17			Total N=16			Total N=17			Total N=13			Total N=57		

By Age Group														
No Response			<=45 Yrs			46-65 Yrs			66-75 Yrs			>75 Yrs		
Mode	N	Pct	Mode	N	Pct	Mode	N	Pct	Mode	N	Pct	Mode	N	Pct
Desirable	5	55.56%	Desirable	7	50.00%	Very Desirable	20	52.63%	Very Desirable	26	63.41%	Very Desirable	12	57.14%
Total N=9			Total N=14			Total N=38			Total N=41			Total N=21		

By Gender Identity								
Prefer not to respond/No Response			Female			Male		
Mode	N	Pct	Mode	N	Pct	Mode	N	Pct
Desirable	13	52.00%	Very Desirable	33	55.00%	Very Desirable	26	68.42%
Total N=25			Total N=60			Total N=38		

- Categorical Observations
  - Tenure
    - The least tenured and most tenured residents most commonly said that Washington Grove is a very desirable place to live. All other tenure categories and the non-response category rate Washington Grove as desirable.
  - Age
    - Non-response and the youngest residents, <=45, rate Washington Grove as desirable. All other age categories rated Washington Grove as very desirable.
  - Gender Identity
    - Those who did not wish to share their gender identity tended to rate Washington Grove as desirable. All other gender identities rated Washington Grove as very desirable.

# How important are these characteristics to you, were you to choose a place to live today?

- Question Details

- Respondents were asked to rate the importance of the following characteristics when choosing a place to live: Location, Sense of Community, Safety, Quality of Schools, Local Government, Proximity to Public Transportation, Green Spaces, History, House Styles, Social/Recreational Activities, Diversity, and affordability.
- The scale used included the following ratings: Very Important, Important, Neutral, Unimportant, and Very Unimportant
- Respondents were also asked to provide commentary on other characteristics that are important.

# How important are these characteristics to you, were you to choose a place to live today?

- What's important?
  - The most common rating across most characteristics was either "very important" or "important"
  - Quality of schools is the only category that differed with the most common response being "Neutral". This is likely a function of the stage of life of residents. It is likely that most residents no longer have school aged children or relatives that would attend a local school.

	Location		Sense of Community		Safety		Schools		Local Government		Proximity to Public Transportation		Green Spaces		History		House Styles		Social & Recreational Activities		Diversity		Affordability	
Overall	N	Pct	N	Pct	N	Pct	N	Pct	N	Pct	N	Pct	N	Pct	N	Pct	N	Pct	N	Pct	N	Pct	N	Pct
No Response	0	0.00%	1	0.81%	0	0.00%	1	0.81%	2	1.63%	1	0.81%	0	0.00%	1	0.81%	1	0.81%	0	0.00%	0	0.00%	0	0.00%
Very Unimportant	4	3.25%	2	1.63%	2	1.63%	13	10.57%	4	3.25%	6	4.88%	1	0.81%	7	5.69%	1	0.81%	2	1.63%	4	3.25%	4	3.25%
Unimportant	2	1.63%	1	0.81%	3	2.44%	16	13.01%	5	4.07%	9	7.32%	2	1.63%	10	8.13%	9	7.32%	5	4.07%	6	4.88%	3	2.44%
Neutral	5	4.07%	5	4.07%	12	9.76%	48	39.02%	34	27.64%	24	19.51%	3	2.44%	40	32.52%	26	21.14%	27	21.95%	23	18.70%	18	14.63%
Important	42	34.15%	59	47.97%	42	34.15%	28	22.76%	54	43.90%	51	41.46%	37	30.08%	45	36.59%	60	48.78%	66	53.66%	55	44.72%	57	46.34%
Very Important	70	56.91%	55	44.72%	64	52.03%	17	13.82%	24	19.51%	32	26.02%	80	65.04%	20	16.26%	26	21.14%	23	18.70%	35	28.46%	41	33.33%
All	123	100.00%	123	100.00%	123	100.00%	123	100.00%	123	100.00%	123	100.00%	123	100.00%	123	100.00%	123	100.00%	123	100.00%	123	100.00%	123	100.00%



# How important are these characteristics to you, were you to choose a place to live today?

- What else is interesting?
  - The table that follows consolidates responses into Positive (Important, Very Important), Neutral, and Negative (Unimportant, Very Unimportant).
  - There are a fair number of respondents that do not view the following characteristics as important: the quality of schools, proximity to public transportation, history, house styles, and diversity.
  - Safety, quality of schools, local government, proximity to public transportation, history, house styles, social & recreational activities, diversity, and affordability have a noticeable number of neutral responses.

	Location		Sense of Community		Safety		Schools		Local Government		Proximity to Public Transportation		Green Spaces		History		House Styles		Social & Recreational Activities		Diversity		Affordability	
	N	Pct	N	Pct	N	Pct	N	Pct	N	Pct	N	Pct	N	Pct	N	Pct	N	Pct	N	Pct	N	Pct	N	Pct
No Response	0	0%	1	1%	0	0%	1	1%	2	2%	1	1%	0	0%	1	1%	1	1%	0	0%	0	0%	0	0%
Unimportant/Very Unimportant	6	5%	3	2%	5	4%	29	24%	9	7%	15	12%	3	2%	17	14%	10	8%	7	6%	10	8%	7	6%
Neutral	5	4%	5	4%	12	10%	48	39%	34	28%	24	20%	3	2%	40	33%	26	21%	27	22%	23	19%	18	15%
Important/Very Important	112	91%	114	93%	106	86%	45	37%	78	63%	83	67%	117	95%	65	53%	86	70%	89	72%	90	73%	98	80%
All	123	100%	123	100%	123	100%	123	100%	123	100%	123	100%	123	100%	123	100%	123	100%	123	100%	123	100%	123	100%

# How important are these things to you, were you to choose a place to live today?

## • What's Important By Tenure in Washington Grove

- Across all tenures and most characteristics, respondents rated these as Important or Very Important
- All categories except for the respondent who did not wish to provide their tenure, most commonly rated Quality of Schools as Neutral, neither important or unimportant.
- 6-10 years tenure were most commonly "Neutral" about local government. <=5 years tenure had a tie among the most common responses, one of which was "Neutral". All other categories rated this as "Important".
- <=5 years tenure are "Neutral" about the availability of public transportation. All other tenure categories view this characteristic as important.
- More tenured residents, 21-25 years and >25 years tenure categories believe "History" is an important aspect of choosing a place to live.

	By Tenure																	
	No Response			<=5 Yrs			6-10 Yrs			11-20 Yrs			21-25 Yrs			Greater Than 25 Years		
	Mode	N	Pct	Mode	N	Pct	Mode	N	Pct	Mode	N	Pct	Mode	N	Pct	Mode	N	Pct
Location	Neutral	1	100.00%	Very Important	11	64.71%	Very Important	8	47.06%	Very Important	8	47.06%	Important	7	53.85%	Very Important	40	68.97%
Sense of Community	Important	1	100.00%	Very Important	8	47.06%	Very Important	9	52.94%	Important	10	58.82%	Important	8	61.54%	Very Important	29	50.00%
Safety	Very Important	1	100.00%	Very Important	9	52.94%	Very Important	9	52.94%	Very Important	9	52.94%	Important	8	61.54%	Very Important	32	55.17%
Quality of Schools	Important	1	100.00%	Neutral	8	47.06%	Neutral	8	47.06%	Neutral	6	35.29%	Neutral	8	61.54%	Neutral	18	31.03%
Local Gov't	Important	1	100.00%	Very Important/ Important/Neutral	5	29.41%	Neutral	7	41.18%	Important	9	52.94%	Important	5	38.46%	Important	29	50.00%
Proximity to Pub Transp	Important	1	100.00%	Neutral	7	41.18%	Important	6	35.29%	Important	5	29.41%	Important	6	46.15%	Important	28	48.28%
Green Spaces	Very Important	1	100.00%	Very Important	13	76.47%	Very Important	9	52.94%	Very Important/ Important	7	41.18%	Very Important	9	69.23%	Very Important	41	70.69%
History	Very Important	1	100.00%	Neutral	6	35.29%	Neutral	7	41.18%	Neutral	9	52.94%	Important	6	46.15%	Important	22	37.93%
House Styles	Very Important	1	100.00%	Important	8	47.06%	Important	10	58.82%	Important	10	58.82%	Important	6	46.15%	Important	26	44.83%
Social/Rec Activities	Important	1	100.00%	Neutral	6	35.29%	Important	8	47.06%	Important	12	70.59%	Important	7	53.85%	Important	33	56.90%
Diversity	Important	1	100.00%	Important	8	47.06%	Important	7	41.18%	Important	6	35.29%	Important	8	61.54%	Important	25	43.10%
Affordability	Very Important	1	100.00%	Important	9	52.94%	Important	8	47.06%	Important	8	47.06%	Important	6	46.15%	Important	26	44.83%
	Total N=1			Total N=17			Total N=17			Total N=17			Total N=13			Total N=58		

# How important are these things to you, were you to choose a place to live today?

## • What's Important By Age in Washington Grove

- The No Response category is respondents who did not wish to indicate their age category. This represents approximately 7% of all participants.
- No Response were "Neutral" about Location. All other age categories view this as either "Important" or "Very Important"
- Older respondents, >=46 years of age most commonly responded as "Neutral" about school quality. The remaining categories view this as "Important"
- Only those <=45 had the highest response as "Neutral" when talking about local government. All other age categories tended to rate this as important
- Proximity to Public Transportation is the only characteristic that was viewed as "Unimportant" and this was by the No Response group which had an equal number of respondents who rated this as "Important"
- History seems to be more important to older residents. Those >=66 years of age view this as important. The remaining age groups were more "Neutral" about this characteristic.
- Respondents >=75 years of age most commonly responded as either "Neutral" or "Important" about the availability of social and recreational activities
- The No Response category tended towards "Neutral" when asked about the importance of diversity. All other age categories view diversity of "Important" and "Very Important"

	By Age														
	No Response			<=45 Yrs			46-65 Yrs			66-75 Yrs			>75 Yrs		
	Mode	N	Pct	Mode	N	Pct	Mode	N	Pct	Mode	N	Pct	Mode	N	Pct
Location	Neutral/Important	3	33.33%	Important	8	57.14%	Very Important	22	57.89%	Very Important	25	60.98%	Very Important	15	71.43%
Sense of Community	Important	7	77.78%	Very Important	7	50.00%	Very Important	18	47.37%	Important	21	51.22%	Important/Very Important	10	47.62%
Safety	Very Important	5	55.56%	Important/Very Important	6	42.86%	Very Important	22	57.89%	Very Important	19	46.34%	Very Important	12	57.14%
Quality of Schools	Important	3	33.33%	Important	6	42.86%	Neutral	18	47.37%	Neutral	16	39.02%	Neutral	9	42.86%
Local Gov't	Important	4	44.44%	Neutral	6	42.86%	Important	19	50.00%	Important	22	53.66%	Important/Very Important	7	33.33%
Proximity to Pub Transp	Unimportant/Important	3	33.33%	Important	7	50.00%	Important	14	36.84%	Important	15	36.59%	Important	12	57.14%
Green Spaces	Important	5	55.56%	Important	5	35.71%	Very Important	30	78.95%	Very Important	26	63.41%	Very Important	13	61.90%
History	Neutral	5	55.56%	Neutral	8	57.14%	Neutral	14	36.84%	Important	19	46.34%	Important	8	38.10%
House Styles	Important	5	55.56%	Important	6	42.86%	Important	18	47.37%	Important	24	58.54%	Important	7	33.33%
Social/Rec Activities	Important	5	55.56%	Important	7	50.00%	Important	19	50.00%	Important	28	68.29%	Neutral/Important	7	33.33%
Diversity	Neutral/Important	3	33.33%	Important	7	50.00%	Very Important	15	39.47%	Important	20	48.78%	Important	11	52.38%
Affordability	Important	5	55.56%	Important/Very Important	6	42.86%	Important	14	36.84%	Important	20	48.78%	Important	12	57.14%
	Total N=9			Total N=14			Total N=38			Total N=41			Total N=21		

# How important are these things to you, were you to choose a place to live today?

- What's Important By Gender Identity?
  - The Prefer Not to Respond/No Response category is respondents who did not wish to indicate their gender identity. It is interesting to note that 20% of participants did not wish to share this information.
  - There do not appear to be large differences in how any of the categories respond. Most categories are most frequently rated as "Important" or "Very Important"
  - Across all categories, Quality of Schools is viewed with neutrality
  - Among the Prefer Not to Respond/No Response category respondents most commonly were neutral about the importance of the history of a location

	By Gender Identity								
	Prefer not to respond/No Response			Female			Male		
	Mode	N	Pct	Mode	N	Pct	Mode	N	Pct
Location	Important	11	44.00%	Very Important	38	63.33%	Very Important	24	63.16%
Sense of Community	Important	17	68.00%	Very Important	32	53.33%	Important	20	52.63%
Safety	Important	11	44.00%	Very Important	37	61.67%	Very Important	21	55.26%
Quality of Schools	Neutral	10	40.00%	Neutral	22	36.67%	Neutral	16	42.11%
Local Gov't	Important	13	52.00%	Important	23	38.33%	Important	18	47.37%
Proximity to Pub Transp	Important	12	48.00%	Important	23	38.33%	Important	16	42.11%
Green Spaces	Very Important	13	52.00%	Very Important	41	68.33%	Very Important	26	68.42%
History	Neutral	11	44.00%	Important	21	35.00%	Important	20	52.63%
House Styles	Important	14	56.00%	Important	27	45.00%	Important	19	50.00%
Social/Rec Activities	Important	16	64.00%	Important	28	46.67%	Important	22	57.89%
Diversity	Important	12	48.00%	Important	28	46.67%	Important	15	39.47%
Affordability	Important	12	48.00%	Very Important	28	46.67%	Important	21	55.26%
	Total N=25			Total N=60			Total N=38		

# Comments about important aspects, were you to choose a place to live today?

- What was said?
  - Respondents most commonly said they'd look for a place that is walkable, political leaning, has proximity to service, bikable, has good values, and economic diversity.
  - It is interesting to note that even though some characteristics such as racial/ethnic diversity and a sense of community were rated as important, very few listed these as important aspects to look for. This could be because these are choices already provided in the survey so they don't fall under other important aspects.
  - Being welcoming would seem to be a necessary part of developing community, yet few mentioned this in their comments.



N=16

## The following aspects of Washington Grove meet my needs as a resident.

- Question Details
  - Respondents were asked to rate how well the following characteristics meet their needs as a resident: Location, Sense of Community, Safety, Quality of Schools, Local Government, Proximity to Public Transportation, Green Spaces, History, House Styles, Social/Recreational Activities, Diversity, and affordability.
  - The scale used included the following ratings: Strongly Agree, Agree, Neutral, Disagree, and Strongly Disagree
  - Respondents were also asked to provide commentary on other characteristics that are important.

# The following aspects of Washington Grove meet my needs as a resident.

- What's important?
  - Generally, respondents seem satisfied with all of the characteristics presented to them. The most common responses were "Agree" or "Strongly Agree".
  - Respondents expressed dissatisfaction with diversity. The most common selection for this characteristic was "Disagree".
  - Respondents were "Neutral" when asked if schools meet their needs.

	Location		Sense of Community		Safety		Schools		Local Government		Proximity to Public Transportation		Green Spaces		History		House Styles		Social & Recreational Activities		Diversity		Affordability	
Overall	N	Pct	N	Pct	N	Pct	N	Pct	N	Pct	N	Pct	N	Pct	N	Pct	N	Pct	N	Pct	N	Pct	N	Pct
No Response	2	1.63%	1	0.81%	2	1.63%	3	2.44%	3	2.44%	2	1.63%	1	0.81%	2	1.63%	5	4.07%	1	0.81%	3	2.44%	3	2.44%
Strongly Disagree	2	1.63%	2	1.63%	1	0.81%	0	0.00%	4	3.25%	3	2.44%	1	0.81%	2	1.63%	0	0.00%	1	0.81%	10	8.13%	3	2.44%
Disagree	4	3.25%	6	4.88%	1	0.81%	16	13.01%	10	8.13%	6	4.88%	0	0.00%	3	2.44%	2	1.63%	2	1.63%	38	30.89%	12	9.76%
Neutral	12	9.76%	6	4.88%	8	6.50%	63	51.22%	31	25.20%	26	21.14%	2	1.63%	23	18.70%	17	13.82%	20	16.26%	36	29.27%	36	29.27%
Agree	52	42.28%	53	43.09%	55	44.72%	26	21.14%	49	39.84%	48	39.02%	32	26.02%	43	34.96%	52	42.28%	65	52.85%	20	16.26%	48	39.02%
Strongly Agree	51	41.46%	55	44.72%	56	45.53%	15	12.20%	26	21.14%	38	30.89%	87	70.73%	50	40.65%	47	38.21%	34	27.64%	16	13.01%	21	17.07%
All	123	100.00%	123	100.00%	123	100.00%	123	100.00%	123	100.00%	123	100.00%	123	100.00%	123	100.00%	123	100.00%	123	100.00%	123	100.00%	123	100.00%

# The following aspects of Washington Grove meet my needs as a resident.

- What else is interesting?
  - The table that follows consolidates responses into Positive (Agree, Strongly Agree), Neutral, and Negative (Disagree, Strongly Disagree).
  - There are a decent number of respondents that do not believe the following characteristics meet their needs: schools, local government, diversity, and affordability.
  - All but three of the twelve characteristics, sense of community, safety, and green spaces, have a noticeable number of respondents who were neutral on their needs being met by these aspects.
  - It's interesting to see that respondents say that sense of community meets their needs in the face of diversity not meeting their needs.

	Location		Sense of Community		Safety		Schools		Local Government		Proximity to Public Transportation		Green Spaces		History		House Styles		Social & Recreational Activities		Diversity		Affordability	
	N	Pct	N	Pct	N	Pct	N	Pct	N	Pct	N	Pct	N	Pct	N	Pct	N	Pct	N	Pct	N	Pct	N	Pct
No Response	2	2%	1	1%	2	2%	3	2%	3	2%	2	2%	1	1%	2	2%	5	4%	1	1%	3	2%	3	2%
Disagree/Strongly Disagree	6	5%	8	7%	2	2%	16	13%	14	11%	9	7%	1	1%	5	4%	2	2%	3	2%	48	39%	15	12%
Neutral	12	10%	6	5%	8	7%	63	51%	31	25%	26	21%	2	2%	23	19%	17	14%	20	16%	36	29%	36	29%
Agree/Strongly Agree	103	84%	108	88%	111	90%	41	33%	75	61%	86	70%	119	97%	93	76%	99	80%	99	80%	36	29%	69	56%
All	123	100%	123	100%	123	100%	123	100%	123	100%	123	100%	123	100%	123	100%	123	100%	123	100%	123	100%	123	100%



# The following aspects of Washington Grove meet my needs as a resident.

## • What's Important By Tenure in Washington Grove

- Respondents were generally satisfied with all aspects listed except for "Quality of Schools".
- Those who lived in Washington Grove between 21 and 25 years do not believe the quality of schools meets their needs. All other tenure categories most responded with Neutral on schools meeting their needs.
- <=5 years, 21-25 years, and no response categories indicated that diversity does not meet their needs.

	By Tenure																	
	No Response			<=5 Yrs			6-10 Yrs			11-20 Yrs			21-25 Yrs			Greater Than 25 Years		
	Mode	N	Pct	Mode	N	Pct	Mode	N	Pct	Mode	N	Pct	Mode	N	Pct	Mode	N	Pct
Location	Neutral	1	100.00%	Strongly Agree	10	58.82%	Agree	8	47.06%	Agree	9	52.94%	Agree	10	76.92%	Strongly Agree	31	53.45%
Sense of Community	Agree	1	100.00%	Strongly Agree	12	70.59%	Agree	8	47.06%	Agree	9	52.94%	Agree	10	76.92%	Strongly Agree	31	53.45%
Safety	Strongly Agree	1	100.00%	Strongly Agree	14	82.35%	Agree	11	64.71%	Agree	9	52.94%	Strongly Agree/Agree	6	46.15%	Agree	26	44.83%
Quality of Schools	Neutral	1	100.00%	Neutral	12	70.59%	Neutral	8	47.06%	Neutral	9	52.94%	Disagree	4	30.77%	Neutral	30	51.72%
Local Gov't	Disagree	1	100.00%	Agree	8	47.06%	Agree	8	47.06%	Neutral	7	41.18%	Agree	8	61.54%	Strongly Agree/Agree	20	34.48%
Proximity to Pub Transp	Neutral	1	100.00%	Agree	6	35.29%	Agree	9	52.94%	Agree	8	47.06%	Agree/Neutral	4	30.77%	Strongly Agree	27	46.55%
Green Spaces	Strongly Agree	1	100.00%	Strongly Agree	17	100.00%	Strongly Agree	11	64.71%	Strongly Agree	8	47.06%	Strongly Agree	7	53.85%	Strongly Agree	43	74.14%
History	Strongly Agree	1	100.00%	Strongly Agree	9	52.94%	Agree	8	47.06%	Agree	8	47.06%	Agree	6	46.15%	Strongly Agree	28	48.28%
House Styles	Strongly Agree	1	100.00%	Strongly Agree	10	58.82%	Agree	9	52.94%	Agree	7	41.18%	Agree	8	61.54%	Agree	23	39.66%
Social/Rec Activities	Strongly Agree	1	100.00%	Strongly Agree	7	41.18%	Agree	8	47.06%	Agree	12	70.59%	Agree	11	84.62%	Agree	29	50.00%
Diversity	Disagree	1	100.00%	Neutral/Disagree	5	29.41%	Neutral	7	41.18%	Neutral	6	35.29%	Disagree	9	69.23%	Neutral	18	31.03%
Affordability	Disagree	1	100.00%	Strongly Agree/Neutral	5	29.41%	Agree	8	47.06%	Agree	7	41.18%	Agree	5	38.46%	Agree	25	43.10%
	Total N=1			Total N=17			Total N=17			Total N=17			Total N=13			Total N=58		

# The following aspects of Washington Grove meet my needs as a resident.

- What's Important By Age in Washington Grove
  - Residents generally believe that most aspects of Washington Grove meet their needs.
  - Across all age categories, residents most responded neutral for quality of schools.
  - Only the >75 years of age category agree that diversity meets their needs. All other categories have a high number of responses that are either neutral and/or in disagreement.

	By Age														
	No Response			<=45 Yrs			46-65 Yrs			66-75 Yrs			>75 Yrs		
	Mode	N	Pct	Mode	N	Pct	Mode	N	Pct	Mode	N	Pct	Mode	N	Pct
Location	Agree	6	66.67%	Agree	8	57.14%	Strongly Agree	17	44.74%	Agree/Strongly Agree	18	43.90%	Strongly Agree	10	47.62%
Sense of Community	Agree	6	66.67%	Strongly Agree	8	57.14%	Strongly Agree	17	44.74%	Strongly Agree	22	53.66%	Agree	11	52.38%
Safety	Agree	4	44.44%	Strongly Agree	9	64.29%	Strongly Agree	19	50.00%	Agree	21	51.22%	Agree	10	47.62%
Quality of Schools	Neutral	4	44.44%	Neutral	7	50.00%	Neutral	18	47.37%	Neutral	23	56.10%	Neutral	11	52.38%
Local Gov't	Agree	4	44.44%	Agree	6	42.86%	Agree	15	39.47%	Agree	15	36.59%	Agree	9	42.86%
Proximity to Pub Transp	Neutral	7	77.78%	Agree	5	35.71%	Agree	14	36.84%	Agree	17	41.46%	Agree	11	52.38%
Green Spaces	Strongly Agree	5	55.56%	Strongly Agree	#	78.57%	Strongly Agree	33	86.84%	Strongly Agree	28	68.29%	Strongly Agree	10	47.62%
History	Neutral/Agree/Strongly Agree	3	33.33%	Strongly Agree	8	57.14%	Strongly Agree	15	39.47%	Strongly Agree	19	46.34%	Agree	10	47.62%
House Styles	Agree	4	44.44%	Strongly Agree	8	57.14%	Strongly Agree	17	44.74%	Agree	19	46.34%	Agree	10	47.62%
Social/Rec Activities	Agree	4	44.44%	Agree	7	50.00%	Agree	18	47.37%	Agree	24	58.54%	Agree	12	57.14%
Diversity	Disagree/Neutral/Agree	3	33.33%	Disagree/Neutral	7	50.00%	Disagree	13	34.21%	Neutral	15	36.59%	Agree	7	33.33%
Affordability	Agree	5	55.56%	Neutral	8	57.14%	Neutral	14	36.84%	Agree	21	51.22%	Agree	13	61.90%
	Total N=9			Total N=14			Total N=38			Total N=41			Total N=21		

## The following aspects of Washington Grove meet my needs as a resident.

- What's Important By Gender Identity?
  - Along most characteristics, there is agreement between gender identities on whether or not their needs are being met.
  - Across all categories respondents are neutral about school quality meeting their needs.
  - Diversity does not meet the needs for those who identified as female or male. Those who did not indicate their gender identity were neutral on diversity.

	By Gender Identity								
	Prefer not to respond/No Response			Female			Male		
	Mode	N	Pct	Mode	N	Pct	Mode	N	Pct
Location	Agree	15	60.00%	Strongly Agree	30	50.00%	Agree/Strongly Agree	17	44.74%
Sense of Community	Agree	13	52.00%	Strongly Agree	31	51.67%	Strongly Agree	20	52.63%
Safety	Agree	14	56.00%	Strongly Agree	33	55.00%	Agree/Strongly Agree	18	47.37%
Quality of Schools	Neutral	13	52.00%	Neutral	30	50.00%	Neutral	20	52.63%
Local Gov't	Agree	9	36.00%	Agree	21	35.00%	Agree	19	50.00%
Proximity to Pub Transp	Neutral/Agree	10	40.00%	Agree	22	36.67%	Agree	16	42.11%
Green Spaces	Strongly Agree	16	64.00%	Strongly Agree	42	70.00%	Strongly Agree	29	76.32%
History	Neutral	9	36.00%	Strongly Agree	27	45.00%	Strongly Agree	18	47.37%
House Styles	Agree	12	48.00%	Strongly Agree	28	46.67%	Agree	16	42.11%
Social/Rec Activities	Agree	13	52.00%	Agree	30	50.00%	Agree	22	57.89%
Diversity	Neutral	12	48.00%	Disagree	23	38.33%	Disagree	11	28.95%
Affordability	Agree	10	40.00%	Agree	24	40.00%	Agree	14	36.84%
	Total N=25			Total N=60			Total N=38		

## Comments about aspects of Washington Grove meeting the needs of residents.

- What was said?
  - Diversity and affordability were cited as issues several times which is consistent with the results presented earlier.

Town governance improving  
Old house 'McMansioning'  
Not affordable  
Not enough diversity  
Town meetings too long  
Deliveries difficult Not walkable  
Dog barking excessive

N=12

# Importance vs Satisfaction

- Methodology
  - To examine respondent views of Washington Grove, the importance of each characteristic was compared against how well the same set of characteristics meet their needs. To do this, metrics were created which summed the percentage of respondents who rated the characteristics as important or very important and the percentage of respondents who agreed or strongly agreed that the characteristic met their needs. A large differential between these two would suggest a discrepancy that could be considered.
- What stands out?
  - History:
    - Possible idea: Respondents are appreciative of the historical background of Washington Grove but it's not a must-have for all who responded. What's the balance between showcasing history and allocating resources to other areas of need?
  - House Style:
    - Possible idea: Respondents believe this is important and find that they are satisfied with the available house styles. Perhaps when considering other house styles, outside opinions may be necessary to provide insight.
  - Diversity:
    - Possible idea: This characteristic is important but needs are not being met. Perhaps more input can be gathered on the exact points of diversity that aren't being met.
  - Affordability:
    - Possible idea: Affordability is an important issue to be considered. Perhaps this goes hand in hand with the house style discussion.

	Location		Sense of Community		Safety		Schools		Local Government		Proximity to Public Transportation		Green Spaces		History		House Styles		Social & Recreational Activities		Diversity		Affordability	
	N	Pct	N	Pct	N	Pct	N	Pct	N	Pct	N	Pct	N	Pct	N	Pct	N	Pct	N	Pct	N	Pct	N	Pct
Important/Very Important	112	91%	114	93%	106	86%	45	37%	78	63%	83	67%	117	95%	65	53%	86	70%	89	72%	90	73%	98	80%
Agree/Strongly Agree	103	84%	108	88%	111	90%	41	33%	75	61%	86	70%	119	97%	93	76%	99	80%	99	80%	36	29%	69	56%

## Living In Washington Grove Opportunities

- Consider how to engage all residents of Washington Grove particularly those who fall into categories in which they are not the majority e.g., non-white, younger residents, less tenured, people with disabilities, etc.
- Location, safety, and green spaces were rated as very important. Maintain or improve the current level of utility of these aspects.
- The importance of the quality of schools tracks with age. Work on ways to engage the community to support local schools and those who are part of the local school community.
- Find ways to share the history of Washington Grove particularly with new members of the community.
- The conversation around diversity must continue. It should engage people by providing different experiences to promote an understanding of why diversity is important and to provide a view into the lives and experiences of others.
- The conversation about affordability goes hand-in-hand with the conversation about allowing/offering different house styles. Research may be needed to understand the issues of affordability and what types of homes would be attractive to those not already living in Washington Grove.

# Session #1 Notes

## Session #1 Notes

### Information

- Nationally, the average family moves every 7 years, Washington Grove does not follow that trend.
- In the 3 years since the last Washington Grove Directory was printed, there was a turnover of about 20 households for various reasons. The new residents are in various age categories.

### Ideas

- Even though we planned not to share information from the presentations outside of the presentations because there would be no context, it may be beneficial for participants to have some information (e.g., opportunity slide)
- As more comments from the survey are shared and discussed, we may gain insight into the responses and help in identifying issues for focus groups.
- We may want to get a true count of the residents in Washington Grove.
- Focus Groups should include people who do not feel a sense of belonging.
- Possible topic for focus groups: What does diversity mean to you?
- Use the comparative information on the slide showing discrepancies between which characteristics were rated important but Washington Grove did not meet those needs to help determine issues to further explore.
- Schools could be invited to share more of the Washington Grove amenities and be included in the community.
- We could hire a diversity group facilitator to lead discussions with residents.
- We could invite realtors to share their experiences of who is interested in Washington Grove and why.



## Session #1 Notes

### Questions

- Do the survey results suggest that residents who have lived in Washington Grove longer are more vested?
- Is there data from other Diversity, Equity, and Inclusion Surveys showing a higher percentage of respondents checking “prefer not to respond” compared to surveys focused on different topics?
- How can we encourage more male participation in this process?
- What issues contribute to residents choosing not to reveal their gender identity?
- What factors contribute to schools being the only category that many residents rated as “neutral”?
- What factors contribute to 39% of residents' disagreeing that Washington Grove meets their needs regarding diversity?
- What factors contribute to 29% of residents checking a “neutral” rating regarding Washington Grove meeting their needs for diversity?
- Why are residents 75 years or older the only group that agrees that diversity in Washington Grove meets their needs?
- How can schools generally be rated as not important yet residents also rate schools as not meeting their needs?
- How can residents rate community as an important characteristic yet check a “neutral” rating for diversity? Should we explore what “community means to people”?
- How do we engage less represented groups (non-white, younger, less tenured, people with disabilities, gender non-conforming)?

# Session #2

# Increasing Diversity, Equity, and Inclusion

## The following efforts would be useful for increasing diversity, equity, and inclusion in Washington Grove.

- Question Details
  - Respondents were asked to indicate the extent of agreement or disagreement about different ideas and efforts that would be useful for increasing diversity, equity, and inclusion in Washington Grove.
  - Respondents were asked about these ideas and efforts:
    - Host educational forums
    - Review policies, procedures, ordinances
    - Provide cultural programming
    - Open town facilities
    - Host collaborative events
    - Advertise town events
    - Broaden range of housing beyond single-family
    - Ensure accessibility e.g. disabilities, language
  - The scale used included the following ratings: Strongly Agree, Agree, Neutral, Disagree, and Strongly Disagree
  - Respondents were also asked to provide commentary on such efforts.

# The following efforts would be useful for increasing diversity, equity, and inclusion in Washington Grove.

- What's Important?
  - The idea of broadening the range of housing has the largest number of respondents who strongly disagree.
  - Respondents are neutral or agree with the idea of hosting educational forums.
  - For all ideas other than broadening the range of housing respondents most commonly agree with these types of efforts.

	Host Educational Forums		Review Policies, Procedures, Ordinances		Provide Cultural Programming		Open Town Facilities		Host Collaborative Events		Advertise Town Events		Broaden Range of Housing		Ensure Accessibility	
	N	Pct	N	Pct	N	Pct	N	Pct	N	Pct	N	Pct	N	Pct	N	Pct
No Response	3	2.44%	3	2.44%	4	3.25%	3	2.44%	3	2.44%	4	3.25%	5	4.07%	5	4.07%
Strongly Disagree	6	4.88%	2	1.63%	2	1.63%	11	8.94%	8	6.50%	14	11.38%	32	26.02%	2	1.63%
Disagree	8	6.50%	5	4.07%	5	4.07%	22	17.89%	7	5.69%	24	19.51%	23	18.70%	5	4.07%
Neutral	42	34.15%	29	23.58%	32	26.02%	14	11.38%	23	18.70%	26	21.14%	22	17.89%	17	13.82%
Agree	43	34.96%	62	50.41%	51	41.46%	50	40.65%	51	41.46%	38	30.89%	25	20.33%	55	44.72%
Strongly Agree	21	17.07%	22	17.89%	29	23.58%	23	18.70%	31	25.20%	17	13.82%	16	13.01%	39	31.71%
All	123	100.00%	123	100.00%	123	100.00%	123	100.00%	123	100.00%	123	100.00%	123	100.00%	123	100.00%

## The following efforts would be useful for increasing diversity, equity, and inclusion in Washington Grove.

- What else is interesting?
  - There are a fair number of people who do not believe that advertising town events and broadening the range of housing will increase diversity, equity, and inclusion.

	Host Educational Forums		Review Policies, Procedures, Ordinances		Provide Cultural Programming		Open Town Facilities		Host Collaborative Events		Advertise Town Events		Broaden Range of Housing		Ensure Accessibility	
	N	Pct	N	Pct	N	Pct	N	Pct	N	Pct	N	Pct	N	Pct	N	Pct
Strongly Disagree/Disagree	14	11.38%	7	5.70%	7	5.70%	33	26.83%	15	12.19%	38	30.89%	55	44.72%	7	5.70%
Neutral	42	34.15%	29	23.58%	32	26.02%	14	11.38%	23	18.70%	26	21.14%	22	17.89%	17	13.82%
Agree/Strongly Agree	64	52.03%	84	68.30%	80	65.04%	73	59.35%	82	66.66%	55	44.71%	41	33.34%	94	76.43%

## The following efforts would be useful for increasing diversity, equity, and inclusion in Washington Grove.

- What's Important By Tenure In Washington Grove?

- Residents with less than 5 years tenure most commonly agree with all of the possible efforts that might increase diversity, equity, and inclusion in Washington Grove.
- Residents with 21-25 years tenure most commonly agree or strongly agree with these ideas.
- All tenure categories most often agree that there should be a review of policies, procedures, and ordinance.
- Except for the No Response category, there is agreement that the Town should consider hosting collaborative events.
- Apart from the No Response category, residents most commonly agreed or strongly agreed that ensuring accessibility is important to make increase diversity, equity, and inclusion.
- Most disagreement appears when asked about broadening the range of housing.
- For the other efforts, the thoughts are mixed and require further exploration.

	No Response			<=5 Yrs			6-10 Yrs			11-20 Yrs			21-25 Yrs			Greater Than 25 Years		
	Mode	N	Pct	Mode	N	Pct	Mode	N	Pct	Mode	N	Pct	Mode	N	Pct	Mode	N	Pct
Host Educational Forums	Neutral	1	100.00%	Agree	8	47.06%	Neutral	8	47.06%	Agree	8	47.06%	Agree	6	46.15%	Neutral	21	36.21%
Review Policies, Procedures, Ordinances	Agree	1	100.00%	Agree	9	52.94%	Agree	6	35.29%	Agree	9	52.94%	Agree	7	53.85%	Agree	30	51.72%
Provide Cultural Programming	No Response	1	100.00%	Agree	9	52.94%	Neutral	8	47.06%	Agree	10	58.82%	Agree	8	61.54%	Agree	20	34.48%
Open Town Facilities	Disagree	1	100.00%	Agree	11	64.71%	Agree	8	47.06%	Disagree/ Agree	6	35.29%	Agree/ Strongly Agree	5	38.46%	Agree	20	34.48%
Host Collaborative Events	Neutral	1	100.00%	Agree	9	52.94%	Agree	6	35.29%	Agree	10	58.82%	Agree	7	53.85%	Agree	19	32.76%
Advertise Town Events	Strongly Disagree	1	100.00%	Agree	6	35.29%	Agree	6	35.29%	Neutral	6	35.29%	Agree	6	46.15%	Agree	16	27.59%
Broaden Range of Housing	Agree	1	100.00%	Agree	5	29.41%	Strongly Disagree	6	35.29%	Strongly Disagree/ Neutral	5	29.41%	Agree/ Strongly Agree	4	30.77%	Strongly Disagree	15	25.86%
Ensure Accessibility	No Response	1	100.00%	Agree	9	52.94%	Strongly Agree	7	41.18%	Agree	9	52.94%	Strongly Agree	7	53.85%	Agree	28	48.28%
	Total N=1			Total N=17			Total N=17			Total N=17			Total N=13			Total N=58		

## The following efforts would be useful for increasing diversity, equity, and inclusion in Washington Grove.

- What's Important By Age In Washington Grove?
  - Broadening the range of housing has mixed responses when considering whether this effort will increase diversity, equity, and inclusion.
  - In general, there is agreement about the other efforts having a positive impact.
  - The 46-65 years of age category had stronger agreement about opening town facilities, advertising town events, and ensuring accessibility efforts when other age categories agreed to a lesser extent or disagreed.
  - The No Response category tends toward Neutral and Disagree.

	By Age														
	No Response			<=45 Yrs			46-65 Yrs			66-75 Yrs			>75 Yrs		
	Mode	N	Pct	Mode	N	Pct	Mode	N	Pct	Mode	N	Pct	Mode	N	Pct
Host Educational Forums	Neutral	6	66.67%	Agree	5	35.71%	Neutral	12	31.58%	Agree	18	43.90%	Agree	9	42.86%
Review Policies, Procedures, Ordinances	Agree	4	44.44%	Agree	10	71.43%	Agree	15	39.47%	Agree	24	58.54%	Agree	9	42.86%
Provide Cultural Programming	Neutral	5	55.56%	Agree	7	50.00%	Agree	18	47.37%	Agree	19	46.34%	Neutral/Agree	7	33.33%
Open Town Facilities	No Response/Disagree	3	33.33%	Agree	9	64.29%	Strongly Agree	11	28.95%	Agree	19	46.34%	Agree	11	52.38%
Host Collaborative Events	Neutral	4	44.44%	Agree	7	50.00%	Agree	17	44.74%	Agree	19	46.34%	Neutral/Agree	8	38.10%
Advertise Town Events	No Response	3	33.33%	Agree	6	42.86%	Strongly Agree	9	23.68%	Agree	14	34.15%	Agree	9	42.86%
Broaden Range of Housing	<b>Strongly Disagree</b>	<b>4</b>	<b>44.44%</b>	<b>Neutral/Strongly Agree</b>	<b>4</b>	<b>28.57%</b>	<b>Strongly Disagree</b>	<b>15</b>	<b>39.47%</b>	<b>Disagree</b>	<b>12</b>	<b>29.27%</b>	<b>Neutral</b>	<b>6</b>	<b>28.57%</b>
Ensure Accessibility	No Response/Agree	3	33.33%	Agree	7	50.00%	Strongly Agree	17	44.74%	Agree	18	43.90%	Agree	11	52.38%
	Total N=9			Total N=14			Total N=38			Total N=41			Total N=21		



## The following efforts would be useful for increasing diversity, equity, and inclusion in Washington Grove.

- What's Important By Gender Identity In Washington Grove?
  - Female and Male respondents most commonly agree with most ideas for efforts to increase diversity, equity, and inclusion.
  - All groups tended to select strongly disagree with broadening the range of housing as a solution.
  - Respondents who did not share their gender identity disagreed with opening town facilities and advertising town events to some extent.

	By Gender Identity								
	Prefer not to respond/No Response			Female			Male		
	Mode	N	Pct	Mode	N	Pct	Mode	N	Pct
Host Educational Forums	Neutral	12	48.00%	Agree	28	46.67%	Neutral	12	31.58%
Review Policies, Procedures, Ordinances	Neutral	9	36.00%	Agree	37	61.67%	Agree	17	44.74%
Provide Cultural Programming	Agree	10	40.00%	Agree	28	46.67%	Agree	13	34.21%
Open Town Facilities	<b>Disagree</b>	<b>7</b>	<b>28.00%</b>	Agree	24	40.00%	Agree	20	52.63%
Host Collaborative Events	Agree	11	44.00%	Agree	24	40.00%	Agree	16	42.11%
Advertise Town Events	<b>Disagree</b>	<b>7</b>	<b>28.00%</b>	Agree	15	25.00%	Agree	17	44.74%
Broaden Range of Housing	<b>Strongly Disagree</b>	<b>9</b>	<b>36.00%</b>	<b>Strongly Disagree</b>	<b>13</b>	<b>21.67%</b>	<b>Strongly Disagree</b>	<b>10</b>	<b>26.32%</b>
Ensure Accessibility	Agree	9	36.00%	Agree	31	51.67%	Agree	15	39.47%
	Total N=25			Total N=60			Total N=38		

# Comments on efforts would be useful for increasing diversity, equity, and inclusion in Washington Grove.

- What was said?
  - Several programming suggestions were made including those geared towards older residents, hosting community engagement events, hosting cultural events, and hosting sporting or gaming events
  - Awareness activities/actions were requested: traffic safety, discussion of DEI concepts, considering physical disabilities and languages to increase inclusivity, building electric vehicle charging stations, and being open to different housing options

A word cloud of suggestions for diversity, equity, and inclusion in Washington Grove. The words are arranged in a circular pattern. The most prominent words are 'Community engagement events' in orange, 'Programs for older residents' in teal, 'Define and discuss DEI concepts' in black, 'Inclusivity, ie, physical disability, language' in orange, 'Open to consideration of housing options' in teal, 'EV charging stations' in orange, and 'Sporting or gaming events' in black. Smaller words include 'Cultural events', 'Traffic safety a priority', and 'Remember potential tax impact of additional activities'.

Programs for older residents  
Cultural events  
Community engagement events  
Define and discuss DEI concepts  
Remember potential tax impact of additional activities  
Inclusivity, ie, physical disability, language  
Open to consideration of housing options  
EV charging stations  
Sporting or gaming events

N=16

# Comments on what would make residents feel more included.

- What was said?
  - Many residents said they felt engaged and included.
  - Respondents suggested what might help them feeling more included.
    - Include surrounding communities in events.
    - Have empathy for how decisions will impact all residents regardless of their address.
    - Have more in-person events.
    - Be more civil towards each other.
    - Engage local public schools.
    - Make room for and value all voices in meetings.



N=119

## Comments on what would make residents feel more included.

- What was said?
  - This listing is for the most prominent. However, it does not mean that other suggestions are not important.
    - Have engagement activities for all or different age groups
    - Have in-person events
    - Include lower Ridge Road residents
    - Be more welcoming
    - Acknowledge other religions
    - Host a Newcomers event
    - Include addresses in Town listserv messages
    - Have fewer political divisions
    - Host events that encourage learning more about each other
    - Have a greater tolerance for views of others
    - Educate new residents about the Town's historical significance
    - Use nametags at meetings
    - Host international-themed events



N=119

# Increasing diversity, equity, and inclusion in Washington Grove Opportunities

- Consider addressing comments that would make current residents feel included.
  - Try a community approach.
  - Consider pros and cons of suggested actions.
  - Take additional measures to ensure all groups and demographics have been reached.
- If a programming committee exists bring the programming ideas to the committee for consideration.
- When looking at different ideas for increasing diversity, equity, and inclusion, consider the spectrum of possibilities instead of the binary all or nothing approach to ideas.
- Get feedback from outside sources such as realtors, community groups, and residents about their views on Washington Grove and what characteristics make it more or less attractive.
- Understand if agreement or disagreement is about like or dislike of the idea in general or like or dislike of the idea as a way to increase diversity, equity, and inclusion.
- Consider the lexicon that is used and how this might be changed.
- Consider groups that might need or want support.

# Session #2 Notes



## Session #2 Notes

### Ideas

- Although many residents reported feeling engaged and included, several comments in the Word Cloud seem to indicate a need to reach out to those who do not feel they are part of the dominant WG culture in terms of religion, culture, or tenure.
- Although survey responses indicated that schools were neutral in terms of considering living in WG, some word cloud comments suggested engaging more with the local schools.
- Since there was a relatively small number of survey respondents, it could have been helpful to have the opportunity to explain why they answered questions as they did so we could have clearer information.
- Regarding the question above, it is never possible to get complete clarification, but this survey was designed to garner general sentiments to spark discussion and to follow up with other means like focus groups in areas that could be further explored.
- Even though it is not clear how people interpreted “broaden the range of housing,” it can still be inferred that changing the way things are in terms of housing creates discomfort.
- There was a lot less variation of responses, overall, in terms of age, unlike the first section of the survey results.
- There are opportunities to use focus groups to explore opening the use of Town facilities more since many agreed that would increase DEI and since there is a need to clarify the history and current use parameters even for WG residents.
- Many of the residents' suggestions could be further explored and those not generally engaged could be asked to help with planning events/activities.

## Session #2 Notes

### Questions

- A comment in the “Word Cloud” indicated that some residents suggested defining and discussing DEI concepts yet hosting educational forums to increase DEI was rated neutral to agree. Is this a real need or a way to dismiss the conversation?
- Why was the highest percentage of disagreement (26%) that broadening the range of housing within Washington Grove (WG) would increase DEI?
- Is it possible that the following survey results indicate that measures favored to increase DEI are those where WG has more control of the event/ environment parameters, audience, etc.?
  - high agreement that broadening housing does not increase DEI
  - hosting educational forums was rated by many from neutral to agree
  - 40% of residents thought that opening town facilities and hosting collaborative events would increase DEI
- Why was there the highest disagreement on several of the suggested ways to increase DEI among those who chose not to disclose their gender identification?



# Session #3

# Belonging

# Belonging

- Question Details
  - Respondents were asked to indicate the extent of agreement or disagreement for each of the following questions:
    - I feel comfortable participating in town social and recreational events, such as music events, Labor Day weekend, Women's Club, Film Society, etc.
    - I feel a sense of belonging in Washington Grove.
    - I believe Washington Grove is welcoming to new residents.
  - The scale used included the following ratings: Strongly Agree, Agree, Neutral, Disagree, and Strongly Disagree
  - Respondents were also asked to provide commentary on other characteristics that are important.

# Belonging

- What's Important?
  - Generally, people agree with all three statements.
  - In addition to agree responses, there are a large number of strongly agree responses for comfort with participating and sense of belonging.
  - The second most common response for welcoming to new residents is tied between Strongly Agree and Neutral.
  - There are a decent number of respondents who disagree with these statements.

	Comfortable Participating		Sense of Belonging		Welcoming to New Residents	
	N	Pct	N	Pct	N	Pct
No Response	2	1.63%	1	0.81%	1	0.81%
Strongly Disagree	2	1.63%	3	2.44%	4	3.25%
Disagree	8	6.50%	9	7.32%	11	8.94%
Neutral	19	15.45%	14	11.38%	28	22.76%
Agree	46	37.40%	55	44.72%	51	41.46%
Strongly Agree	46	37.40%	41	33.33%	28	22.76%
All	123	100.00%	123	100.00%	123	100.00%

# Belonging

- What's Important By Tenure In Washington Grove?
  - Across most tenure categories, respondents agreed with the statements about belonging.
  - <= 5 years tenure, and 21-25 years tenure are neutral about Washington Grove being welcoming to new residents.
  - Most 6-10 years tenure respondents rated their comfort in participating in town activities as neutral
  - Greater Than 25 Years tenure have the strongest level of agreement with being comfortable and having a sense of belonging.

	By Tenure																	
	No Response			<=5 Yrs			6-10 Yrs			11-20 Yrs			21-25 Yrs			Greater Than 25 Years		
	Mode	N	Pct	Mode	N	Pct	Mode	N	Pct	Mode	N	Pct	Mode	N	Pct	Mode	N	Pct
Comfortable Participating	Neutral	1	100.00%	Agree	9	52.94%	Neutral	7	41.18%	Agree/Strongly Agree	7	41.18%	Strongly Agree	5	38.46%	Strongly Agree	26	44.83%
Sense of Belonging	Neutral	1	100.00%	Agree	10	58.82%	Agree	9	52.94%	Agree	9	52.94%	Agree	5	38.46%	Strongly Agree	27	46.55%
Welcoming to New Residents	Disagree	1	100.00%	Neutral	7	41.18%	Strongly Agree	6	35.29%	Agree	9	52.94%	Neutral	5	38.46%	Agree	29	50.00%
	Total N=1			Total N=17			Total N=17			Total N=17			Total N=13			Total N=58		

# Belonging

- What's Important By Age In Washington Grove?
  - Respondents in the age categories 46-65, 66-75, and >75 most commonly agreed or strongly agree with all three questions about belonging.
  - For questions about belonging, those who did not wish to provide their age disagreed with Washington Grove being welcoming to new residents.
  - Those <=45 years of age tended to be neutral about how welcoming Washington Grove is to new residents.

	By Age														
	No Response			<=45 Yrs			46-65 Yrs			66-75 Yrs			>75 Yrs		
	Mode	N	Pct	Mode	N	Pct	Mode	N	Pct	Mode	N	Pct	Mode	N	Pct
Comfortable Participating	Neutral/Agree/Strongly Agree	3	33.33%	Agree	6	42.86%	Strongly Agree	15	39.47%	Agree/Strongly Agree	16	39.02%	Strongly Agree	8	38.10%
Sense of Belonging	Neutral/Agree	3	33.33%	Agree	8	57.14%	Agree	17	44.74%	Agree	17	41.46%	Agree	10	47.62%
Welcoming to New Residents	Disagree	4	44.44%	Neutral	5	35.71%	Agree	14	36.84%	Agree	21	51.22%	Agree	10	47.62%
	Total N=9			Total N=14			Total N=38			Total N=41			Total N=21		

# Belonging

- What's Important By Gender Identity In Washington Grove?
  - Males indicated that they strongly agreed with feeling comfortable participating in town activities. Aside from this, respondents most commonly agreed with the statements about belonging.

	By Gender Identity								
	Prefer not to respond/ No Response			Female			Male		
	Mode	N	Pct	Mode	N	Pct	Mode	N	Pct
Comfortable Participating	Agree	8	32.00%	Agree	26	43.33%	<b>Strongly Agree</b>	<b>15</b>	<b>39.47%</b>
Sense of Belonging	Agree	8	32.00%	Agree	26	43.33%	Agree	21	55.26%
Welcoming to New Residents	Agree	8	32.00%	Agree	24	40.00%	Agree	19	50.00%
	Total N=25			Total N=60			Total N=38		

## Belonging Opportunities

- Continue with different activities that make people feel like they belong.
- Explore why some disagree with different aspects around a sense of belonging.
- What can be done to make new people or those who have not participated as much in the past, feel more welcome and comfortable participating in town activities?



# Discrimination and Bias

# Discrimination and Bias in Washington Grove

- Question Details
  - Residents were asked five questions.
    1. Does Washington Grove have issues with discrimination or biases?
    2. Have you ever experienced bias or discrimination?
    3. Have you ever witnessed bias or discrimination?
    4. For which characteristics have you experienced bias or discrimination?
    5. For which characteristics have you witnessed bias or discrimination?
  - The response choices for the first three questions were: Yes, No, and Unsure
  - For questions four and five respondents selected which characteristics were applicable.
  - Respondents were also asked to provide commentary on their experiences and what they witnessed.
- Approach
  - The first three questions are reviewed together, overall, and for tenure, age, and gender identity.
  - The last two questions are reviewed together. Only an overall view is presented because of the homogeneity of responses.

# Discrimination and Bias in Washington Grove

- What's Important?
  - 49 respondents indicated there is an issue with discrimination or bias in Washington Grove.
  - 47 respondents were unsure about the existence of an issue with discrimination or bias in Washington Grove.
  - 17 respondents said they have experienced discrimination or bias. 14 respondents were unsure.
  - 44 respondents said they witnessed discrimination or bias. 25 respondents were unsure.
  - The number of people who are unsure about these questions is something to explore.

Discrimination and Bias:	Is there an issue?		Have you experienced?		Have you witnessed?	
	N	Pct	N	Pct	N	Pct
No Response	1	0.81%	2	1.63%	3	2.44%
Yes	49	39.84%	17	13.82%	44	35.77%
No	26	21.14%	90	73.17%	51	41.46%
Unsure	47	38.21%	14	11.38%	25	20.33%
All	123	100.00%	123	100.00%	123	100.00%

# Discrimination and Bias in Washington Grove

- What's Important By Tenure In Washington Grove?
  - Across all categories, most respondents indicated either that there was an issue or that they were unsure if there was an issue.
  - With the exception of the no response category, all groups indicated that they have not experienced discrimination or bias.
  - <=5 yrs tenure and 21-25 yrs tenure most commonly said they had witnessed discrimination or bias. The non response category said unsure, and all other categories said no.

	By Tenure																	
	No Response			<=5 Yrs			6-10 Yrs			11-20 Yrs			21-25 Yrs			Greater Than 25 Years		
	Mode	N	Pct	Mode	N	Pct	Mode	N	Pct	Mode	N	Pct	Mode	N	Pct	Mode	N	Pct
Is there an issue?	Yes	1	100.00%	Yes	10	58.82%	Unsure	7	41.18%	Yes/Unsure	8	47.06%	Yes	10	76.92%	Unsure	25	43.10%
Have you experienced?	No Response	1	100.00%	No	13	76.47%	No	12	70.59%	No	10	58.82%	No	7	53.85%	No	48	82.76%
Have you witnessed?	Unsure	1	100.00%	Yes/No	7	41.18%	No	8	47.06%	No	7	41.18%	Yes	8	61.54%	No	27	46.55%
	Total N=1			Total N=17			Total N=17			Total N=17			Total N=13			Total N=58		

# Discrimination and Bias in Washington Grove

- What's Important By Age In Washington Grove?
  - Respondents less than 66 years of age and the No Response category, most commonly, (either wholly or in part) responded that there is an issue with discrimination or bias.
  - Across age categories most respondents indicated that they have not experienced discrimination or bias.
  - Most older residents have not witnessed discrimination or bias.

	By Age														
	No Response			<=45 Yrs			46-65 Yrs			66-75 Yrs			>75 Yrs		
	Mode	N	Pct	Mode	N	Pct	Mode	N	Pct	Mode	N	Pct	Mode	N	Pct
Is there an issue?	Yes/No/Unsure	3	33.33%	Yes/Unsure	6	42.86%	Yes	20	52.63%	Unsure	18	43.90%	Unsure	9	42.86%
Have you experienced?	No	6	66.67%	No	11	78.57%	No	23	60.53%	No	32	78.05%	No	18	85.71%
Have you witnessed?	No/Unsure	4	44.44%	Yes/Unsure	6	42.86%	Yes	19	50.00%	No	21	51.22%	No	11	52.38%
	Total N=9			Total N=14			Total N=38			Total N=41			Total N=21		

# Discrimination and Bias in Washington Grove

- What's Important By Gender Identity In Washington Grove?
  - Across all categories, the majority of respondents said that they have not experienced discrimination or bias.
  - The non-response category indicated with the highest frequency that they had witnessed discrimination or bias. Female and male respondents had no as the highest response category.

	By Gender Identity								
	Prefer not to respond/No Response			Female			Male		
	Mode	N	Pct	Mode	N	Pct	Mode	N	Pct
Is there an issue?	Unsure	12	48.00%	Yes	27	45.00%	Unsure	15	39.47%
Have you experienced?	No	10	40.00%	No	49	81.67%	No	31	81.58%
Have you witnessed?	Yes	13	52.00%	No	25	41.67%	No	21	55.26%
	Total N=25			Total N=60			Total N=38		

# Discrimination and Bias in Washington Grove: Characteristics

- What's Important?
  - A larger number of respondents reported witnessing bias or discrimination than experiencing bias and discrimination.
  - For which characteristics have you experienced bias or discrimination in Washington Grove?
    - Native language is the only characteristic for which no one said they experienced discrimination or bias.
    - 6.5% of respondents experienced racism related to a characteristic not listed.
    - Race, religion/spirituality, age, and political affiliation are all characteristics for which 4% or more respondents experienced discrimination or bias.
  - For which characteristics have you witnessed bias or discrimination in Washington Grove?
    - 24.39% witnessed racial bias or discrimination.
    - 23.58% witnessed bias or discrimination based on ethnicity.
    - 9.76% witnessed bias or discrimination based on place of birth.

For which characteristics have you experienced bias or discrimination in Washington Grove?

	No Response		Yes		All	
	N	Pct	N	Pct	N	Pct
Age	118	95.93%	5	4.07%	123	100%
Gender	119	96.75%	4	3.25%	123	100%
Race	117	95.12%	6	4.88%	123	100%
Ethnicity	122	99.19%	1	0.81%	123	100%
Place of Birth	121	98.37%	2	1.63%	123	100%
Religion/Spirituality	118	95.93%	5	4.07%	123	100%
Political Affiliation	118	95.93%	5	4.07%	123	100%
Disability	120	97.56%	3	2.44%	123	100%
Sexual Orientation	120	97.56%	3	2.44%	123	100%
Gender Identity	121	98.37%	2	1.63%	123	100%
Native Language	123	100.00%	0	0.00%	123	100%
Other	115	93.50%	8	6.50%	123	100%

For which characteristics have you witnessed bias or discrimination in Washington Grove?

	No Response		Yes		All	
	N	Pct	N	Pct	N	Pct
Age	117	95.12%	6	4.88%	123	100%
Gender	118	95.93%	5	4.07%	123	100%
Race	93	75.61%	30	24.39%	123	100%
Ethnicity	94	76.42%	29	23.58%	123	100%
Place of Birth	111	90.24%	12	9.76%	123	100%
Religion/Spirituality	117	95.12%	6	4.88%	123	100%
Political Affiliation	114	92.68%	9	7.32%	123	100%
Disability	119	96.75%	4	3.25%	123	100%
Sexual Orientation	117	95.12%	6	4.88%	123	100%
Gender Identity	122	99.19%	1	0.81%	123	100%
Native Language	114	92.68%	9	7.32%	123	100%
Other	116	94.31%	7	5.69%	123	100%

# Discrimination and Bias in Washington Grove

## Does Washington Grove have issues with discrimination or bias?

- What was said?
  - Specific areas of discrimination or bias include that were mentioned most frequently:
    - historical bias
    - The discourse around the multi-use bike path
    - Soccer field discrimination
    - Town lake discrimination
    - Town events and traditions are not diverse
    - Unequal enforcement of ordinances
  - Specific areas which may contribute to discrimination or bias that were most frequently mentioned:
    - Housing costs
    - Not welcoming
  - RASEC was mentioned as problematic



N=13



# Discrimination and Bias in Washington Grove

## Have you experienced discrimination or bias?

- What was said?
  - These groups were mentioned as characteristics for which bias or discrimination was experienced:
    - Newcomers
    - Single working parents
    - Younger town council members
    - Edge of town residents
    - Spirituality/religion
    - Those not in the inner circle
    - Non-residents
    - Less tenured residents
  - Additional issues mentioned
    - RASEC making longtime residents feel guilty
    - Accessibility issues
    - Historical bias
    - Affordable housing accessibility
    - More empathy needed

- RASEC makes longtime residents feel guilty  
- Accessibility issues  
Δ Need to take care of residents on the "edges" of town  
- Newcomers not welcomed  
Δ Single working parent and kids cannot participate  
- Don't condescend to young Town Council members - Historical bias  
Δ Need more openness to housing affordable opportunities  
- Holiday show is based in religion - Speaking out in a town meeting resulted in threats  
Δ We need to be more empathetic - Behind the scenes cronyism  
- I am considered "new" even after 10 years  
- Bias regarding neighboring communities

N=14

# Discrimination and Bias in Washington Grove

## Have you witnessed discrimination or bias?

- What was said?
  - More heard about than actually seen issue
  - Bike path discussions brought to light out-of-towner bias
  - Local schools were mentioned as not being supported by Washington Grove and that there is racial/ethnic bias coming from staff at these schools
  - There was mention of homeownership bias



N=15

# Discrimination and Bias Opportunities

- There appears to be a gap in the conversation about discrimination and bias. It may come from these places:
  - Lack of understanding
  - Unwillingness to admit there are issues
- Consider ways that specific stories of witnessing or experiencing discrimination and bias can be shared.
  - If town residents will be sharing, it is important for the environment to be safe and people need to be willing to listen for understanding.
  - Could hire an outside firm who specializes in this.
- Discuss ways to address the different dimensions along which bias is experienced.
- Explore the following questions:
  - Do residents tend to express when they experience or witness discrimination or bias?
  - Are there reasons why some may or may not feel comfortable sharing their experiences?
  - What is historical bias? How does this show up in Washington Grove?

# Session #3 Notes

## Session #3 Notes

### Ideas

- Many more residents witnessed discrimination and bias than experienced it. Possible reasons:
  - The majority of residents are of the same demographic along several dimensions.
  - Residents who took the survey may be more interested in DEI and more astute with their observations.
- Personal experiences that made people feel unwelcome and uncomfortable participating in town events include incivility during meetings, comments on the listserv, and hate mail.
- Most residents who attend town events are older, yet there were comments by respondents that suggested there needed to be more activities for older residents.
- The majority of residents younger than 66 and those who did not identify their age, agreed that discrimination and bias exists in WG.
- Maybe some respondents marked “no response” because there was not an option for “no.”
- The word cloud slide could help to identify target populations for focus groups.
- Widely communicate the process to form committees so that new residents can form committees that meet the needs of young and new residents.
- Welcome new residents with the purpose of explaining the culture of WG and inviting them to share ideas to broaden the culture.
- Ideas to welcome new residents: personal call, use media used by younger people, assign “mentors” to new residents
- A workgroup consisting of new residents could evaluate the welcome packet and make suggestions
- A focus group could employ storytelling as a means of sharing discrimination and bias they have experienced or witnessed to build understanding and empathy

## Session #3 Notes

### Questions

- Although many respondents felt a sense of belonging, comfortable participating in town events, and felt the town was welcoming to new residents, what are the reasons that 15 people disagree with these statements?
- Why did more males strongly agree that they felt comfortable participating in town events?
- 47 respondents were unsure if discrimination or bias exists in WG, and 14 were unsure if they witnessed discrimination or bias. What accounts for the “unsure” rating? Could it be the lack of education regarding the characteristics of discrimination and bias or discomfort in confronting the issue?
- How can WG make new residents feel more welcome and comfortable participating in town events?
- Residents with less than 5 years of tenure and those with 21-25 years of tenure agree that discrimination and bias exist in WG. Yet many have not experienced or witnessed it. So how do they know that it exists?
- How many unique people under “N” responded?

# Session #4

# Town Meeting Attendance



# How do these factors limit your attendance at town council, committee or workgroup meetings?

- Question Details

- Respondents were asked to indicate which if any of the following factors limit their attendance at town council, committee, or workgroup meetings: childcare, family time commitments, other commitments, job demand, familiarity with other attendees, meeting management (the way meetings are run), the way people interact, interest, expertise, and their voice not being heard.
- The scale used included the following ratings: Does Not Limit, Somewhat Limits, Limits, Greatly Limits, and Not Applicable
- Respondents were also asked to provide commentary on this question.

# How do these factors limit your attendance at town council, committee or workgroup meetings?

- What's Important?

- Across most factors, there are a decent number for each response level. Even if "Does Not Limit" or "Not Applicable" received the most responses, consideration should be made to address those indicating that a factor is limiting.
- Other Commitments, followed by Interest, Interactions, and Meeting Management are the most common reasons why residents are not attending town meetings.
- Childcare, while important, seems to limit the fewest number of respondent's attendance.
- Approximately 33% of respondents do not believe their voices are heard which limits their attendance.
- Approximately 33% of respondents say familiarity with attendees is a reason for not coming to meetings.
- A large number of people seem to be concerned about their level of expertise and indicated that this was a limiting factor.

	Childcare		Family Time		Other Commitments		Job		Familiarity		Meeting Management		Interactions		Interest		Expertise		My Voice Not Heard	
	N	Pct	N	Pct	N	Pct	N	Pct	N	Pct	N	Pct	N	Pct	N	Pct	N	Pct	N	Pct
No Response	2	1.63%	2	1.63%	2	1.63%	1	0.81%	2	1.63%	3	2.44%	2	1.63%	1	0.81%	1	0.81%	1	0.81%
Does Not Limit	52	42.28%	43	34.96%	18	14.63%	40	32.52%	68	55.28%	37	30.08%	34	27.64%	33	26.83%	51	41.46%	59	47.97%
Somewhat Limits	3	2.44%	33	26.83%	36	29.27%	13	10.57%	25	20.33%	30	24.39%	29	23.58%	40	32.52%	30	24.39%	22	17.89%
Limits	4	3.25%	14	11.38%	39	31.71%	18	14.63%	13	10.57%	23	18.70%	26	21.14%	36	29.27%	28	22.76%	10	8.13%
Greatly Limits	2	1.63%	9	7.32%	21	17.07%	20	16.26%	3	2.44%	24	19.51%	28	22.76%	9	7.32%	2	1.63%	9	7.32%
Not Applicable	60	48.78%	22	17.89%	7	5.69%	31	25.20%	12	9.76%	6	4.88%	4	3.25%	4	3.25%	11	8.94%	22	17.89%
All	123	100.00%	123	100.00%	123	100.00%	123	100.00%	123	100.00%	123	100.00%	123	100.00%	123	100.00%	123	100.00%	123	100.00%

# How do these factors limit your attendance at town council, committee or workgroup meetings?

- What's else is interesting?
  - Across most factors, there are a decent number for each response level. Even if "Does Not Limit" or "Not Applicable" received the most responses, consideration should be made to address those indicating that a factor is limiting.
  - Other Commitments, followed by Interest, Interactions, and Meeting Management are the most common reasons why residents are not attending town meetings.
  - Childcare, while important, seems to limit the fewest number of respondent's attendance.
  - Approximately 33% of respondents do not believe their voices are heard which limits their attendance.
  - Approximately 33% of respondents say familiarity with attendees is a reason for not coming to meetings.
  - A large number of people seem to be concerned about their level of expertise and indicated that this was a limiting factor.

	Childcare		Family Time		Other Commitments		Job		Familiarity		Meeting Management		Interactions		Interest		Expertise		My Voice Not Heard	
	N	Pct	N	Pct	N	Pct	N	Pct	N	Pct	N	Pct	N	Pct	N	Pct	N	Pct	N	Pct
Somewhat Limits/ Limits/Greatly Limits	9	7.32%	56	45.53%	96	78.05%	51	41.46%	41	33.34%	77	62.60%	83	67.48%	85	69.11%	60	48.78%	41	33.34%

# How do these factors limit your attendance at town council, committee or workgroup meetings?

- What's Important By Tenure In Washington Grove?

- The 21-25 year tenure category respondents have the highest number of factors (8), for which the most common response indicated some level of limitation. This may be influenced by the high proportion of 46-65 year olds in this tenure category.
- The 6-10 year and Greater Than 25 Years tenure category respondents have the lowest number of factors, 2, for which the most common response indicated any level of limitation.
- Across all tenure categories, respondents indicated that Other Commitments are a limiting factor.

	By Tenure																	
	No Response			<=5 Yrs			6-10 Yrs			11-20 Yrs			21-25 Yrs			Greater Than 25 Years		
	Mode	N	Pct	Mode	N	Pct	Mode	N	Pct	Mode	N	Pct	Mode	N	Pct	Mode	N	Pct
Childcare	Does Not Limit	1	100.00%	Does Not Limit/ Not Applicable	6	35.29%	Does Not Limit	8	47.06%	Not Applicable	8	47.06%	Not Applicable	7	53.85%	Not Applicable	32	55.17%
Family Time	Does Not Limit	1	100.00%	Does Not Limit/ Somewhat Limits	5	29.41%	Does Not Limit	5	29.41%	Does Not Limit	7	41.18%	Does Not Limit/ Somewhat Limits	5	38.46%	Does Not Limit	20	34.48%
Other Commitments	Limits	1	100.00%	Limits	8	47.06%	Somewhat Limits/ Limits	5	29.41%	Limits	6	35.29%	Limits	7	53.85%	Somewhat Limits	19	32.76%
Job	Does Not Limit	1	100.00%	Limits	6	35.29%	Does Not Limit	6	35.29%	Does Not Limit/ Not Applicable	5	29.41%	Greatly Limits	4	30.77%	Not Applicable	23	39.66%
Familiarity	Does Not Limit	1	100.00%	Does Not Limit	7	41.18%	Does Not Limit	9	52.94%	Does Not Limit	10	58.82%	Does Not Limit/ Somewhat Limits	6	46.15%	Does Not Limit	35	60.34%
Meeting Management	Greatly Limits	1	100.00%	Does Not Limit/ Somewhat Limits	5	29.41%	Does Not Limit	7	41.18%	Somewhat Limits	6	35.29%	Limits	5	38.46%	Does Not Limit	18	31.03%
Interactions	Greatly Limits	1	100.00%	Somewhat Limits	6	35.29%	Does Not Limit	7	41.18%	Somewhat Limits	6	35.29%	Limits	5	38.46%	Does Not Limit	18	31.03%
Interest	Limits	1	100.00%	Does Not Limit	7	41.18%	Somewhat Limits	10	58.82%	Somewhat Limits	6	35.29%	Somewhat Limits	6	46.15%	Limits	20	34.48%
Expertise	Does Not Limit	1	100.00%	Does Not Limit	11	64.71%	Does Not Limit	8	47.06%	Somewhat Limits/Limits	5	29.41%	Does Not Limit	5	38.46%	Does Not Limit	22	37.93%
My Voice Not Heard	Greatly Limits	1	100.00%	Does Not Limit	10	58.82%	Does Not Limit	11	64.71%	Does Not Limit	5	29.41%	Somewhat Limits	5	38.46%	Does Not Limit	29	50.00%
	Total N=1			Total N=17			Total N=17			Total N=17			Total N=13			Total N=58		

# How do these factors limit your attendance at town council, committee or workgroup meetings?

## • What's Important By Age In Washington Grove?

- Across age categories, the most common response about Childcare and My Voice Not Heard is that it isn't a limiting factor.
- Family Time is a limiting factor for <=45 years of age and 46-65 years of age categories. Not surprising given this likely reflects the time of life.
- Other Commitments and Interest are limiting factors across all age categories
- Job Demands greatly limits attendance for 46-65 years of age.
- Does Not Limit was the most common choice across all age categories for My Voice Not Heard.
- Meeting Management and Expertise are limiting factors for older respondents.

	By Age														
	No Response			<=45 Yrs			46-65 Yrs			66-75 Yrs			>75 Yrs		
	Mode	N	Pct	Mode	N	Pct	Mode	N	Pct	Mode	N	Pct	Mode	N	Pct
Childcare	Does Not Limit	5	55.56%	Not Applicable	5	35.71%	Not Applicable	20	52.63%	Not Applicable	21	51.22%	Not Applicable	11	52.38%
Family Time	Does Not Limit	5	55.56%	Somewhat Limits	7	50.00%	Somewhat Limits	11	28.95%	Does Not Limit	18	43.90%	Does Not Limit/ Not Applicable	9	42.86%
Other Commitments	Does Not Limit/Limits	3	33.33%	Limits	9	64.29%	Limits	13	34.21%	Somewhat Limits	18	43.90%	Somewhat Limits	8	38.10%
Job	Does Not Limit	6	66.67%	Limits	6	42.86%	Greatly Limits	11	28.95%	Does Not Limit	18	43.90%	Not Applicable	8	38.10%
Familiarity	Does Not Limit	6	66.67%	Does Not Limit	7	50.00%	Does Not Limit	20	52.63%	Does Not Limit	24	58.54%	Does Not Limit	11	52.38%
Meeting Management	Greatly Limits	3	33.33%	Does Not Limit	6	42.86%	Does Not Limit	11	28.95%	Does Not Limit/ Somewhat Limits	12	29.27%	Limits	6	28.57%
Interactions	Does Not Limit	3	33.33%	Does Not Limit/ Somewhat Limits/Limits	4	28.57%	Does Not Limit/ Greatly Limits	11	28.95%	Somewhat Limits/Limits	11	26.83%	Does Not Limit	7	33.33%
Interest	Somewhat Limits/Limits	3	33.33%	Somewhat Limits	6	42.86%	Somewhat Limits	15	39.47%	Limits	15	36.59%	Limits	9	42.86%
Expertise	Does Not Limit	5	55.56%	Does Not Limit	9	64.29%	Does Not Limit	15	39.47%	Does Not Limit	16	39.02%	Somewhat Limits	7	33.33%
My Voice Not Heard	Does Not Limit	5	55.56%	Does Not Limit	9	64.29%	Does Not Limit	16	42.11%	Does Not Limit	19	46.34%	Does Not Limit	10	47.62%
	Total N=9			Total N=14			Total N=38			Total N=41			Total N=21		

# How do these factors limit your attendance at town council, committee or workgroup meetings?

- What's Important By Gender Identity In Washington Grove?
  - Those who did not wish to indicate their gender identity most commonly chose Greatly Limits for Meeting Management, Interactions, and My Voice Not Heard.
  - Not Applicable or Does Not Limit are the most common responses to the question of Childcare being a limiting factor.
  - Males most responded that Family Time is a limiting factor.
  - Other Commitments and Interest are limiting factors across all gender identity categories.
  - Job demands and Familiarity had the highest number of responses of Does Not Limit across all categories.
  - Female respondents indicated that Meeting Management and Interactions are limiting factors.
  - Those who did not indicate their gender identity indicated that Expertise and My Voice Not Heard are limiting factors.

	By Gender Identity								
	Prefer not to respond/ No Response			Female			Male		
	Mode	N	Pct	Mode	N	Pct	Mode	N	Pct
Childcare	Not Applicable	14	56.00%	Not Applicable	29	48.33%	Does Not Limit	18	47.37%
Family Time	Does Not Limit	8	32.00%	Does Not Limit	22	36.67%	Somewhat Limits	16	42.11%
Other Commitments	Limits	8	32.00%	Limits	25	41.67%	Somewhat Limits	17	44.74%
Job	Does Not Limit	7	28.00%	Does Not Limit	18	30.00%	Does Not Limit	15	39.47%
Familiarity	Does Not Limit	11	44.00%	Does Not Limit	33	55.00%	Does Not Limit	24	63.16%
Meeting Management	Greatly Limits	9		Somewhat Limits	18	30.00%	Does Not Limit	18	47.37%
Interactions	Greatly Limits	9	36.00%	Limits	16	26.67%	Does Not Limit	16	42.11%
Interest	Somewhat Limits	11	44.00%	Does Not Limit/ Somewhat Limits	18	30.00%	Limits	13	34.21%
Expertise	Somewhat Limits	9	36.00%	Does Not Limit	22	36.67%	Does Not Limit	21	55.26%
My Voice Not Heard	Greatly Limits	7	28.00%	Does Not Limit	27	45.00%	Does Not Limit	26	68.42%
Total N=25				Total N=60			Total N=38		

# Comments about factors limiting attendance at town council, committee or workgroup meetings?

- What was said?
  - Interactions and Meeting Management were some of the most common factors limiting attendance. These comments provide insight into some specific issues which include difficult personalities, incivility at meetings, and lengthy meetings.
  - Comments about incivility and difficult personalities may also be influencing people's interest and willingness to become more familiar with others in attendance.
  - The comments around lack of diversity in viewpoints or ideas helps with understanding respondents who felt that their voices weren't being heard.
  - Logjams with committee work speaks to process which could be connected to Meeting Management and not being able to commit the amount of time necessary to go through the process because of other commitments and family obligations.



N=18

## Town Meeting Attendance Opportunities

- Consider the topics addressed at meetings to generate more interest in meetings.
- Dig into the specifics about interactions and how meetings are managed to understand what needs to change.
- Figure out ways to make space for new voices so that everyone feels heard.
- Consider ways for people to get to know each other so familiarity isn't an issue.
- Explore the specifics around difficult personalities to better understand what this means and how this can be addressed.
- Consider what policies and procedures can be implemented to expedite meetings, maintain civility, and provide guidance to clarify and streamline committee processes.
- Consider ways to include people who have work commitments.
- Explore specific reasons why expertise is seen as a challenge to participation.
- Think about any areas where there was a different response based on demographics, explore themes that may be unique to these groups and create ways to close the gaps.
- What is leadership's role in setting the example for others to follow?



# Application of Town Rules

# Application of Town Rules

- Question Details
  - Asked to indicate the extent of agreement or disagreement for each of the following questions:
    - Washington Grove fairly applies town rules and regulations to all town residents
    - Washington Grove fairly applies town rules and regulations to all non-residents
  - The scale used included the following ratings: Strongly Agree, Agree, Neutral, Disagree, and Strongly Disagree
  - Respondents were also asked to provide commentary on other characteristics that are important.

# Application of Town Rules

- What's Important?
  - Most respondents agree that regulations are fairly applied to residents. There is however, a large number of respondents who are either neutral or disagree with this statement.
  - When asked about how regulations are applied to non-residents, most respondents were neutral.

	Application to Residents		Application to Non-Residents	
	N	Pct	N	Pct
No Response	1	0.81%	17	13.82%
Strongly Disagree	11	8.94%	8	6.50%
Disagree	27	21.95%	18	14.63%
Neutral	34	27.64%	57	46.34%
Agree	39	31.71%	16	13.01%
Strongly Agree	11	8.94%	7	5.69%
All	123	100.00%	123	100.00%

# Application of Town Rules

- What's Important By Tenure In Washington Grove?
  - <=5 years, 6-10 years, and Greater Than 25 Years tenure agree that regulations are fairly applied to residents and are neutral about their application to non-residents.
  - 11-20 years tenure were mostly neutral on both questions
  - 21-25 years tenure disagree that rules are fairly applied to residents and they are neutral about rule application to non-residents.

		By Tenure																	
		No Response			<=5 Yrs			6-10 Yrs			11-20 Yrs			21-25 Yrs			Greater Than 25 Years		
		Mode	N	Pct	Mode	N	Pct	Mode	N	Pct	Mode	N	Pct	Mode	N	Pct	Mode	N	Pct
Application to Residents	Strongly Disagree	1	100.00%	Agree	8	47.06%	Agree	7	41.18%	Neutral	6	35.29%	Disagree	7	53.85%	Agree	20	34.48%	
Application to Non-Residents	Neutral	1	100.00%	Neutral	10	58.82%	Neutral	10	58.82%	Neutral	7	41.18%	Neutral	7	53.85%	Neutral	22	37.93%	
		Total N=1			Total N=17			Total N=17			Total N=17			Total N=13			Total N=58		

# Application of Town Rules

- What's Important By Age In Washington Grove?
  - Those who did not wish to give their age along with the 46-65 years of age categories disagree to some extent on rules being applied fairly to non-residents and express neutrality about rule application to non-residents.
  - <=45 and >75 years of age categories agree that rules are fairly applied to residents and are neutral about their application to non-residents.
  - 66-75 years of age respondents were neutral on both questions.

			By Age														
			No Response			<=45 Yrs			46-65 Yrs			66-75 Yrs			>75 Yrs		
			Mode	N	Pct	Mode	N	Pct	Mode	N	Pct	Mode	N	Pct	Mode	N	Pct
Application to Residents			Strongly Disagree	3	33.33%	Agree	9	64.29%	Disagree/Neutral	10	26.32%	Neutral	16	39.02%	Agree	7	33.33%
Application to Non-Residents			Neutral	4	44.44%	Neutral	9	64.29%	Neutral	18	47.37%	Neutral	18	43.90%	Neutral	8	38.10%
Total N=9			Total N=14			Total N=38			Total N=41			Total N=21					

# Application of Town Rules

- What's Important By Gender Identity In Washington Grove?
  - Those who did not identify their gender strongly disagreed with the statement that rules are fairly applied to residents.
  - Female respondents were mostly neutral on both questions.
  - Male respondents agreed that rules are fairly applied to residents and neutral about their application to non-residents.

	By Gender Identity								
	Prefer not to respond/No Response			Female			Male		
	Mode	N	Pct	Mode	N	Pct	Mode	N	Pct
Application to Residents	Strongly Disagree	7	28.00%	Neutral	21	35.00%	Agree	14	36.84%
Application to Non-Residents	Neutral	9	36.00%	Neutral	31	51.67%	Neutral	17	44.74%
	Total N=25			Total N=60			Total N=38		

# Application of Town Rules-Town Residents

- What was said?
  - Many of the comments suggest there is favoritism and there are inconsistencies.

+The Town is trying

-Tenure in the Town influences decisions

-Friendly, but overreaching in 'my backyard'

-Lack of oversight/enforcement

**-Inconsistent application of regulations**

-Partiality is given to cronies

-Some residents know how to get their needs met better than other residents.

I really don't know

-Factions exist that prevent all voices being heard

+The Town is improving

-Town Council member obstructing decisions and progress

## Application of Town Rules-Non-Residents

- What was said?
  - “I don’t know” is a common response. This is likely more about not wanting to talk about issues or underlying issues rather than not knowing.



N=31



## Application of Town Rules Opportunities

- A conversation about diversity, equity, and inclusion is needed for some to understand why this is important and for others to express their experiences and or concerns. This may also help to illuminate and clarify specific incidents.
- Consider policies and equal enforcement of these policies. Is there a pattern to how policies are enforced and who receives or doesn't receive enforcement? Where do residents believe there is favoritism. What people and processes are believed to be a part of this? How can perception or reality be changed?
- Interview town residents to try to understand why some believe rules are not fairly applied to town residents and what is behind some of the comments made to support these views.
- Gather non-resident views of the town and their experiences with the town.
- Explore why residents aren't willing to talk about certain issues. One specific question to ask is if people do not answer because they are afraid of the consequences of naming discrepancies.

# Session #4 Notes

## Session #4 Notes

### Ideas

- From the survey, we don't know which barriers to meeting attendance are the most impactful to individual residents.
- The Town may want to investigate further the factors noted as "greatly limiting" meeting attendance. Comments seem to come from those who have attended meetings. Maybe we should focus on those not attending meetings rather than catering to a few disaffected residents.
- It is important to be aware of those comments to ensure that new attendees do not have similar negative experiences.
- We need more specific examples of negative comments to understand if the person's comment reflects a lack of knowledge or if it is a fact.
- It is still important to consider peoples' lived experiences.
- We need to analyze what strategies/practices have been successful for example, town meetings are more civil. How can we apply those strategies more generally?
- For new and young residents less involved, make the process of creating a committee very clear and accessible.
- Have a town conversation about why DEI is important and relate specific experiences.
- Explore why some residents believe there is favoritism. Is it a reality or a misperception?
- It would be valuable to hear non-residents' views of the town.
- Explore specific comments about the application of town rules to non-residents such as, "ban on Latino use of the soccer field." Clarify the history and explore if further discussion and action is needed.

## Session #4 Notes

### Questions

- Is there a correlation between residents with 25 years of tenure reporting “not limited” in meeting attendance and respondents who reported barriers to attendance such as lack of diversity in viewpoints, an “in” crowd, rules applied inconsistently, and preference given to “old cronies”?
- How can we make people feel more comfortable at meetings? Ground Rules at Meetings?
- Should we target those with 6-10 years of tenure who do not report feeling limited in meeting attendance for greater participation?
- Why do those who do not want to identify their gender generally have the most negative responses?
- Lack of familiarity with meeting attendees was reported as a barrier to meeting attendance. How can residents get to know people? Should newer residents make suggestions?

# Session #5

# Comments on RASEC

## Additional Comments on RASEC

- Respondents were given an opportunity to provide additional comments to RASEC.
- What was said?
  - Several said they appreciated the efforts of RASEC
  - “no comment”
  - Explore increasing town diversity
  - Disband the group
  - What is RASEC
  - Not perceived as welcoming or safe for non-whites



N=14

# Session Summaries



## Living In Washington Grove

- Results
  - Large majority of respondents rate Washington Grove as a desirable place to live.
  - Examined these characteristics: Location, Sense of Community, Safety, Quality of Schools, Local Government, Proximity to Public Transportation, Green Spaces, History, House Styles, Social/Recreational Activities, Diversity, and affordability.
  - Satisfied along most characteristics.
  - Location, sense of community, safety, and green spaces are highly rated.
  - There is an appreciation for the rich history of Washington Grove
  - Respondents say that diversity, affordability, and house styles are important, but do not meet their needs.
- Conclusions/Discussion Ideas
  - Focus Groups should include people who do not feel a sense of belonging.
  - Possible topic for focus groups: What does diversity mean to you?
  - Use the comparative information on the slide showing discrepancies between which characteristics were rated important but Washington Grove did not meet those needs to help determine issues to further explore.
  - Schools could be invited to share more of the Washington Grove amenities and be included in the community.
  - We could hire a diversity group facilitator to lead discussions with residents.
  - We could invite realtors to share their experiences of who is interested in Washington Grove and why.

## Increasing Diversity, Equity, and Inclusion

- Results
  - Host educational forums, Review policies, procedures, ordinances, Provide cultural programming, Open town facilities, Host collaborative events, Advertise town events, Broaden range of housing beyond single-family, Ensure accessibility e.g. disabilities, language
  - Except for broadening housing types, all ideas were seen favorably as ways to increase diversity, equity, and inclusion.
- Conclusions/Discussion Ideas
  - Although many residents reported feeling engaged and included, several comments in the Word Cloud seem to indicate a need to reach out to those who do not feel they are part of the dominant WG culture in terms of religion, culture, or tenure.
  - Consider addressing comments that would make current residents feel included.
    - Try a community approach.
    - Consider pros and cons of suggested actions.
    - Take additional measures to ensure all groups and demographics have been reached.

## Belonging

- Results
  - Questions asked:
    - I feel comfortable participating in town social and recreational events, such as music events, Labor Day weekend, Women's Club, Film Society, etc.
    - I feel a sense of belonging in Washington Grove.
    - I believe Washington Grove is welcoming to new residents.
  - Generally, people agree or strongly agree with these statements. There are, however, a proportion of residents, more than 20% for each question, that are either neutral or in disagreement
- Conclusions/Discussion Ideas
  - Continue with different activities that make people feel like they belong.
  - What can be done to make new people or those who have not participated as much in the past, feel more welcome and comfortable participating in town activities?

## Discrimination and Bias

- Results
  - Questions asked:
    1. Does Washington Grove have issues with discrimination or biases?
    2. Have you ever experienced bias or discrimination?
    3. Have you ever witnessed bias or discrimination?
    4. For which characteristics have you experienced bias or discrimination?
    5. For which characteristics have you witnessed bias or discrimination?
  - Almost 40% of respondents recognize that there is an issue in Washington Grove.
  - The majority of respondents indicated that they have not experienced or witnessed bias.
  - There are a large number of residents who are unsure about questions 1-3.
  - When examining specific characteristics, not many respondents said yes, however, the comments are very telling. These groups were mentioned as characteristics for which bias or discrimination was experienced:
    - Newcomers, Single working parents, Younger town council members, Edge of town residents, Spirituality/religion, Those not in the inner circle, Non-residents, Less tenured residents
- Conclusions/Discussion Ideas
  - Consider ways that specific stories of witnessing or experiencing discrimination and bias can be shared.
  - Personal experiences that made people feel unwelcome and uncomfortable participating in town events include incivility during meetings, comments on the listserv, and hate mail.
  - A workgroup consisting of new residents could evaluate the welcome packet and make suggestions.

## Town Meeting Attendance

- Results
  - Dimensions: Childcare, family time commitments, other commitments, job demand, familiarity with other attendees, meeting management (the way meetings are run), the way people interact, interest, expertise, and their voice not being heard.
  - Childcare, while important, seems to limit the fewest number of respondent's attendance.
  - Approximately 33% of respondents do not believe their voices are heard which limits their attendance.
  - Approximately 33% of respondents say familiarity with attendees is a reason for not coming to meetings.
  - A large number of people seem to be concerned about their level of expertise and indicated that this was a limiting factor.
- Conclusions/Discussion Ideas
  - Come to some agreement as to how town residents will treat each other
  - Explore the specifics around difficult personalities to better understand what this means and how this can be addressed.
  - Consider what policies and procedures can be implemented to expedite meetings, maintain civility, and provide guidance to clarify and streamline committee processes.
  - Consider ways to include people who have work commitments.
  - Explore specific reasons why expertise is seen as a challenge to participation.

## Application of Town Rules

- Results
  - Washington Grove fairly applies town rules and regulations to all town residents
  - Washington Grove fairly applies town rules and regulations to all non-residents
  - Many respondents support these statements.
  - There is a decent number of people who are neutral or disagree with these statements
  - Comments about the first statement seemed to be more based on observed behaviors
  - Comments about the second statement seemed to be more incident based
- Conclusions/Discussion Ideas
  - A conversation about diversity, equity, and inclusion is needed for some to understand why this is important and for others to express their experiences and or concerns. This may also help to illuminate and clarify specific incidents.
  - Consider policies and equal enforcement of these policies. Is there a pattern to how policies are enforced and who receives or doesn't receive enforcement? Where do residents believe there is favoritism. What people and processes are believed to be a part of this? How can perception or reality be changed?
  - It would be valuable to hear non-residents' views of the town.

# Session #5 Notes

## Session #5 Notes

### Information

- There were comments from the survey that noted the town was not welcoming to non-whites. My husband and I are White and we have been castigated in meetings including a RASEC meeting. Many meetings are uncivil.
- Debate is healthy when it is focused on the issue and not a person.
- Sometimes comments are not specifically pointed to an individual, but the message is still offensive.
- The use of ground rules can aid in civility at meetings. The facilitator must remember to reference them when needed.
- Since more than one person asked “What is RASEC”, RASEC needs to advertise its name and mission.
- Some walking paths are not accessible to those with limited mobility.
- It is encouraging that there is support for in-person interviews, focus groups, and other ways to explore increasing diversity.
- It would be helpful to make residents aware of the discrepancy between most people feeling like diversity in WG is important, yet WG does not meet those needs
- It is difficult to reach outside of familiar friends to approach other residents and encourage involvement.
- Maybe the town could focus on particular events and ask residents to personally invite those who do not generally attend.
- Having residents who are not generally involved can be asked to help plan an event and if comfortable doing so, suggest other events.



## Session #5 Notes

### Information

- Maybe there could be a call for more help at the Acorn Library so regular programming can be provided and reach out to families with children.
- Adults with diverse backgrounds can be presenters at the Acorn Library.
- Clarify to residents that one does not need to be an expert in order to participate.
- Many residents stated there that discrimination and bias existed, but were neutral or said they had not experienced it or observed it. Maybe we could think of ways that people can share stories of what they saw or experienced.
- Stories are really important for understanding different experiences and viewpoints.
- People could be invited to share real experiences and observations with the expressed purpose of enhancing understanding and informing people they may be identified.
- In future surveys, we will ask permission to share.
- We can prioritize which areas would truly benefit from focus groups or interviews.
- Focus groups do not have to take that long or use a lot of volunteer time if they are approached systematically. Jane will help.
- It is important to have a balance of internal reflection, education, and action.
- Many stories were told on the Walk and the Ice Cream Social and Deconstructing Karen documentary and discussion. These events build trust. Greater attendance would benefit all.

## Session #5 Notes

### Information

- Regardless of good intentions, the 150th Anniversary Celebration did not consider the importance of scheduling effects/changes on Emory Grove invitees.
  - An invited politician changed his available time at the last minute. WG organizers knew this would be an issue in timing regarding welcoming the EGUMC attendees. They tried to make on-site accommodations, but in hindsight, it would have been better to prioritize the welcome of the EGUMC attendees and make last minute schedule changes for them.
  - After leaving the church, EG attendees immediately encountered a history exhibit showing the black-face minstrel shows.
  - That exhibit showed authentic WG history including the unfortunate parts. I would think that people would not want to hide this history for fear of offending others.
  - EG attendees were offended that the mayor was not present to accept the church resolution which was an offering to do their part with WG to address racism.
  - The mayor did not receive an invitation. On the day of the event, he received an email thanking him for accepting the invitation to receive the church resolution. The mayor wrote back that he did not receive an invitation and that he was confused.
  - The church resolution was not given enough advertising so that people understood its importance.
  - RASEC may have helped advertise.
  - Maybe we could have a second event with the Town of WG and WG/EG UMCs with better planning and advertising.

## Session #5 Notes

### Q&A

- From the data, was it possible to see any difference between non-white and white residents who did not feel a sense of belonging?
  - Answer: The number was so small that people could probably be identified by their responses.
- Why would you feel unsafe on WG roads? I have never seen any unsafe incidents.
  - Answer: Two examples that make me feel unsure of the attitudes are:
    - The policy was not being applied fairly at the lake when only non-white people were asked to prove their WG residency
    - regulation signage and the process to apply for a permit at the soccer field were. not in English and Spanish.
- Did tenure affect the sense of belonging?
  - Answer: The aggregated data tables that were presented at that session do factor in tenure and it will be included in the full report.
- Is the comment which asks if WG is deficient in diversity sarcastic or does it demonstrate the need for more education?
- We are a small town with stretched resources. Are focus groups the most efficient next step rather than acting the information from the survey?

# RASEC Recommendations

## RASEC Recommendations

RASEC is proposing the attached recommendations to further the goals of the Town through actions that operationalize the approved resolution's intent. The recommendations are based on the following:

- Feedback from a discussion with representatives from the Emory Grove community regarding ways in which Washington Grove can make the aspirations of the Town Resolution a reality
- The Town survey data presentations and discussions
- Ongoing discussions at RASEC meetings
- Stories from joint events with Emory Grove
- Observations of Town practices, culture, and interactions

### Recommendations Requiring Town Council Action or Support

- To Create a Town Website Protocol
- To Collaborate with Neighboring Communities Regarding the Shared Use Path
- To Consider Restoring the Name of Our Town Hall to 'Town Hall'
- To Hire a Diversity, Equity, and Inclusion (DEI) Specialist
- To Establish a Communication System between the Town of Washington Grove and Heritage Emory Grove

# Acknowledgements

## Thank You

RASEC would like express its appreciation for Everyone who participated in this process up until now and for those who will continue with, or join in on, the work that is to come. Your input, feedback, and questions help us all to: learn from, shape, and influence this process of cultural evolution.



## Errata

There may be some typographical errors that were missed during the editing of this report. If you find something, please send an email to [RASEC@washingtongrovermd.com](mailto:RASEC@washingtongrovermd.com). These will be reviewed for incorporation into subsequent versions of this report.



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