

# IDEA Committee Community Forum #2



TOWN OF MEDWAY

# Our Mission Statement

The mission of the Medway Inclusion, Diversity & Equity Advisory (IDEA) Committee is to **provide feedback and recommendations** to the Select Board geared toward policy development designed to continue and where appropriate **enhance the promotion and fostering of Medway as a community that is inclusive and welcoming to all peoples of all backgrounds, beliefs, and cultures.**

This mission statement shall in no way be construed to suggest that Medway does not excel in these efforts, but rather seeks to fully explore our standards, our practices, and our collective efforts today and to build upon them for an even better tomorrow.



# Quantitative Survey

# IDEA COMMITTEE SURVEY

## **About the Survey**

The IDEA committee survey was fielded between May 26<sup>th</sup>, and September 21<sup>st</sup>, 2022.

The survey was administered via online platform (TypeForm) and was 100% anonymous.

The survey was completed by n=245 respondents and the median completion time was 8 minutes 44 seconds.

The survey had three main sections:

1. Recommendations / Experiences (Open-end Response)
2. Experiences / Opinions
  1. Key Metrics
  2. Agreement Statements
3. Demographics

# IDEA COMMITTEE SURVEY (Respondent Demographics)

## **Who Took the Survey?**

### **Total Respondents**

There were a total of 245 completed surveys. Due to programming error, respondents were not forced to submit a response on all questions. This led to very small differences in some response counts on certain questions (e.g., 243 submitted on certain questions)

### **Respondent Demographic Skews**

Ideally, the demographics of our survey respondents would perfectly reflect the demographic distribution of Medway. However, our survey demographics “skew” in several ways due to random nature of sampling and response:

- Respondent Age Skews Older:
  - Only ~7% of survey respondents were <35 years old
- Respondent Gender Skews Slightly Female (maybe):
  - 56% of survey respondents identified as female
  - 34% identified as male
  - 9% preferred not to answer
- Respondent Race is :
  - 84% of those that provided racial data identified as White
  - 2020 Medway Master Plan data indicated that 88% of residents identify as White

# A few analysis / market research terms

**Term:** “Statistically Significant” (at 95% Confidence Interval)

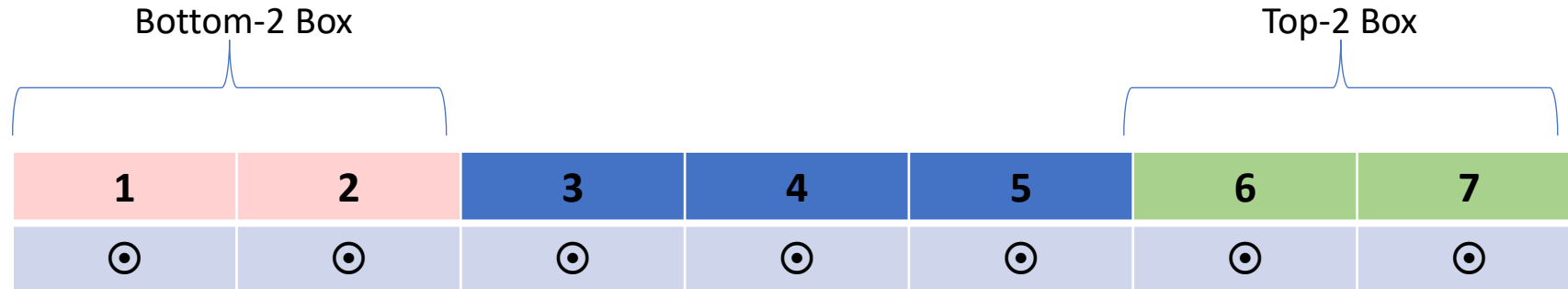
**Explanation:** If there is no difference between two numbers (e.g., avg scores between men and women), then we would expect to see these results less than 5% of the time

**Term:** “Directional”

**Explanation:** Results are not statistically significant at 95% confidence level, but might significant if we expanded the sample or lowered our confidence interval requirements

**Term:** “Top-2 Box Score” or “Bottom-2 Box Score”

**Explanation:** Percentage of Survey Respondents who answers 6 or 7 (for Top-2 Box) or 1 or 2 (for Bottom 2-Box)



## SURVEY FLOW

Recommendations /  
Opinions

Open-End Response Option to Capture Initial Thoughts / Opinions

Key Metrics

7-Point Satisfaction Scale Used to Capture Satisfaction with: Medway (Overall), Diversity, Equity, and Inclusion

Experiences  
(Multi-Select)

Multi-Select Question Format to Capture Experiences (Either Seen in Medway or Experienced Personally)

Agreement  
Statements

7-Point Agreement Scale to Capture Level of Agreement with Statements on DEI

Demographics

Battery of Various Demographic Questions

Final Thoughts

Open-End Response Option to Capture Any Remaining Thoughts

## SURVEY FLOW

Recommendations  
/ Opinions

Key Metrics

Experiences  
(Multi-Select)

Agreement  
Statements

Demographics

Final Thoughts

### Open-End Response Option to Capture Initial Thoughts / Opinions

This is your opportunity to share your experiences and ideas that may be relevant to the Medway IDEA committee.

**As it relates to diversity, equity, and inclusion, what are the greatest challenges and opportunities facing Medway?**

Please feel open to share your opinions, experiences, and recommendations.

This question is optional (and responses are 100% anonymous throughout the survey)  
(Note: there is no character limit to this question)

Type your answer here...

Shift ⬆ + Enter ↵ to make a line break

OK ✓

press Enter ↵

Diversity

Diversity is the presence of differences within our community

Equity

Equity is the opportunity for equal outcomes for all

Inclusion

Inclusion is fostering a community where everyone belongs



## SURVEY FLOW

Recommendations /  
Opinions

Key Metrics

Experiences  
(Multi-Select)

Agreement  
Statements

Demographics

Final Thoughts

## 7-Point Satisfaction Scale Used to Capture Satisfaction with: Medway (Overall), Diversity, Equity, and Inclusion

How satisfied or dissatisfied are you **OVERALL** with the town of Medway?

*Description (optional)*

☐ A Very Satisfied

☐ B Satisfied

☐ C Somewhat Satisfied

☐ D Neither Satisfied Nor Dissatisfied

☐ E Somewhat Dissatisfied

☐ F Dissatisfied

☐ G Very Dissatisfied

How satisfied or dissatisfied are you with **DIVERSITY** in the town of Medway?

*Description (optional)*

☐ A Very Satisfied

☐ B Satisfied

☐ C Somewhat Satisfied

☐ D Neither Satisfied Nor Dissatisfied

☐ E Somewhat Dissatisfied

☐ F Dissatisfied

☐ G Very Dissatisfied

How satisfied or dissatisfied are you with **EQUITY** in the town of Medway?

*Description (optional)*

☐ A Very Satisfied

☐ B Satisfied

☐ C Somewhat Satisfied

☐ D Neither Satisfied Nor Dissatisfied

☐ E Somewhat Dissatisfied

☐ F Dissatisfied

☐ G Very Dissatisfied

How satisfied or dissatisfied are you with **INCLUSION (or inclusivity)** in the town of Medway?

*Description (optional)*

☐ A Very Satisfied

☐ B Satisfied

☐ C Somewhat Satisfied

☐ D Neither Satisfied Nor Dissatisfied

☐ E Somewhat Dissatisfied

☐ F Dissatisfied

☐ G Very Dissatisfied

These four questions generate our “Key Metrics” of Satisfaction:

- 1) Overall
- 2) Diversity
- 3) Equity
- 4) Inclusion

The data generated from these questions can be “cut” by different demographics to understand the high-level satisfaction levels of various demographic segments

## SURVEY FLOW

Recommendations /  
Opinions

Key Metrics

Experiences  
(Multi-Select)

Agreement  
Statements

Demographics

Final Thoughts

Multi-Select Question Format to Capture Experiences (Either Seen in Medway or Experienced Personally)

Which of the following, if any, have you experienced or seen others experience in Medway?

A glossary of definitions can be found [here](#)  
Select all that apply

	Experienced Personally in Medway	Seen Others Experience in Medway
Anti-Semitism	<input type="checkbox"/>	<input type="checkbox"/>
Classism	<input type="checkbox"/>	<input type="checkbox"/>
Xenophobia	<input type="checkbox"/>	<input type="checkbox"/>
Sexism / Gender Based Discrimination	<input type="checkbox"/>	<input type="checkbox"/>
Homophobia	<input type="checkbox"/>	<input type="checkbox"/>
Racism	<input type="checkbox"/>	<input type="checkbox"/>
Ableism	<input type="checkbox"/>	<input type="checkbox"/>
None of the above	<input type="checkbox"/>	<input type="checkbox"/>

A link to a glossary of  
the terms was  
provided to  
respondents on this  
page

## SURVEY FLOW

Recommendations /  
Opinions

Key Metrics

Experiences  
(Multi-Select)

Agreement  
Statements

Demographics

Final Thoughts

## 7-Point Agreement Scale to Capture Level of Agreement with Statements on DEI

**Question Stem:** "How Strongly do you agree or disagree with the following statement:"

**Statements Displayed:**

1. *Medway is a diverse community*
2. *Medway is an equitable community*
3. *Medway is an inclusive community*
4. *"Medway is able to attract, hire, and retain talent of all backgrounds and cultures"*
5. *"Medway is an attractive place to live and work for people of all backgrounds and cultures"*
6. *"When making decisions, the Town of Medway proactively considers all of its residents (including me and people like me)"*
7. *"Differences are welcomed and celebrated in Medway"*
8. *"I know how to bring about the changes I want to see in Medway"*
9. *"I feel comfortable talking about diversity and race in Medway"*
10. *"I feel comfortable expressing myself fully (including my beliefs, identity, and culture)"*
11. *"Conversations in the community about diversity, equity, and inclusion are respectful and productive"*

## Select Screenshots

How strongly do you agree or disagree with the following statement:

*"Medway is a **diverse** community"*

1	2	3	4	5	6	7
Strongly Disagree			Neutral	Strongly Agree		

How strongly do you agree or disagree with the following statement:

*"Differences are welcomed and celebrated in Medway"*

1	2	3	4	5	6	7
Strongly Disagree			Neutral	Strongly Agree		

How strongly do you agree or disagree with the following statement:

*"Medway is an attractive place to live and work for people of all backgrounds and cultures"*

1	2	3	4	5	6	7
Strongly Disagree			Neutral	Strongly Agree		

## SURVEY FLOW

Recommendations /  
Opinions

Key Metrics

Experiences  
(Multi-Select)

Agreement  
Statements

Demographics

Final Thoughts

## Various Demographic Questions

### Demographic Question Categories

#### Section 2. Demographics

The following section contains various demographic questions. All responses are anonymous and cannot be tied directly to you. These questions will help us better understand the experiences of different groups within Medway.

**Continue** press Enter ↵

**All respondents were displayed a reminder that all responses are anonymous and cannot be tied directly to them personally**

- *Medway Status (Live in Medway, Work in Medway, etc)*
- *Length of Residency*
- *Length of Time Working in Medway*
- *Age*
- *Gender*
- *Sexual Orientation*
- *Race*
- *Spanish, Hispanic, or of Latino Origin*
- *Ethnicity*
- *Religion*
- *Children under 18*
- *Disability Status*
- *Veteran Status*
- *Household Income*
- *Home Ownership Status (Rent vs Own)*
- *Primary Language Spoken in Home*

## SURVEY FLOW

Recommendations /  
Opinions

Key Metrics

Experiences  
(Multi-Select)

Agreement  
Statements

Demographics

Final Thoughts

## Various Demographic Questions

### Demographic Question Screenshots

Which of the following best describes your ties to Medway? \*

- ☐ A I live in Medway
- ☐ B I work in Medway
- ☐ C I both live and work in Medway
- ☐ D Prefer not to answer
- ☐ E Other

How long have you lived in the town of Medway?

- ☐ A 0-2 years
- ☐ B 3-5 years
- ☐ C 6-10 years
- ☐ D 11-20 years
- ☐ E 21+ years

Sexual Orientation

- ☐ A Heterosexual
- ☐ B Gay / Lesbian / Bisexual
- ☐ C Prefer Not to Answer
- ☐ D Other

Are you Spanish, Hispanic, or of Latino origin?

Select all that apply

Choose as many as you like

- ☐ A Yes
- ☐ B No
- ☐ C Prefer not to answer

Do you have children under the age of 18 currently living with you?

- ☐ A Yes
- ☐ B No
- ☐ C Prefer not to answer

How long have you worked in the town of Medway?

- ☐ A 0-2 years
- ☐ B 3-5 years
- ☐ C 6-10 years
- ☐ D 11-20 years
- ☐ E 21+ years

Gender

- ☐ A Female
- ☐ B Male
- ☐ C Non-Binary
- ☐ D Transgender
- ☐ E Intersex
- ☐ F Prefer not to answer
- ☐ G Other

Age

- ☐ A Under 18
- ☐ B 19-24
- ☐ C 25-34
- ☐ D 35-44
- ☐ E 45-59
- ☐ F 60-74
- ☐ G 75 or older
- ☐ H Prefer not to answer

Total Household Income

- ☐ A Less than \$25,000
- ☐ B \$25,000 - \$49,999
- ☐ C \$50,000 - \$74,999
- ☐ D \$75,000 - \$99,999
- ☐ E \$100,000 - \$124,999
- ☐ F \$125,000 - \$149,999
- ☐ G \$150,000 - \$174,999
- ☐ H \$175,000 - \$200,000
- ☐ I More than \$200,000
- ☐ J Prefer not to answer

Veteran Status

Are you currently serving in or a veteran of the armed forces?

- ☐ A Yes
- ☐ B No
- ☐ C Prefer not to answer

Religion

- ☐ A Christian
- ☐ B Hindu
- ☐ C Jewish
- ☐ D Muslim
- ☐ E Buddhist
- ☐ F Atheist
- ☐ G Prefer not to answer
- ☐ H Other

Disability status

- ☐ A I have a disability
- ☐ B I do not have a disability
- ☐ C Prefer not to answer

Race

- ☐ A American Indian or Alaskan Native
- ☐ B Asian
- ☐ C Black or African-American
- ☐ D Native Hawaiian or other Pacific islander
- ☐ E White
- ☐ F Prefer not to answer
- ☐ G Other

Ethnicity

Select all that apply

Choose as many as you like

- ☐ A Asian
- ☐ B Black or African American
- ☐ C American Indian / Native American or Alaskan Native
- ☐ D Native Hawaiian or Other Pacific Islander
- ☐ E White or Caucasian
- ☐ F Prefer Not to Answer
- ☐ G Other

Home Ownership & Renting

Which of the following best describes your primary living situation?

- ☐ A I rent the house, apartment, or condo where I live
- ☐ B I own my own house, apartment, or condo where I live
- ☐ C Other

What is the primary language spoken in your household?

Type your answer here...



## SURVEY FLOW

Recommendations /  
Opinions

Key Metrics

Experiences  
(Multi-Select)

Agreement  
Statements

Demographics`

Final Thoughts

7-Point Satisfaction Scale Used to Capture Satisfaction with: Medway (Overall), Diversity, Equity, and Inclusion

### Final Thoughts?

Please provide any additional comments or suggestions that you have which may inform the IDEA committee's charge with gathering information related to diversity, equity, and inclusion here in Medway.

(No limit on number of characters)

Type your answer here...

Shift ⌘ + Enter ↵ to make a line break

The survey ended  
with a final open-end  
question to capture  
any final thoughts /  
opinions /  
experiences as they  
relate to the issues of  
DEI

# Survey Data & Findings

## SURVEY FLOW

Recommendations  
/ Opinions

Key Metrics

Experiences  
(Multi-Select)

Agreement  
Statements

Demographics

Final Thoughts

Open-End Response Option to Capture Recommendations / Thoughts / Opinions

### Key Topics Found Within Open-End Responses

- Diversity, Equity, Inclusion and how it is observed and perceived in our community
- Housing and Transportation and the populations they serve. (Ex. no sidewalks/public transportation only attracts people with vehicles, expensive housing prices out lower income families)
- Divisions within our community and how we treat each other (Mentions of special interest groups and individuals)
- Bullying both by adults and children
- Effectiveness of programs and actions within schools (Special education, holiday acknowledgement, hiring practices, etc.)

*Q. Please provide any additional comments or suggestions that you have which may inform the IDEA committee's charge with gathering information related to diversity, equity, and inclusion here in Medway.*

*Q: As it relates to diversity, equity, and inclusion, what are the greatest challenges and opportunities facing Medway?*

## SURVEY FLOW

Recommendations /  
Opinions

Key Metrics

Experiences  
(Multi-Select)

Agreement  
Statements

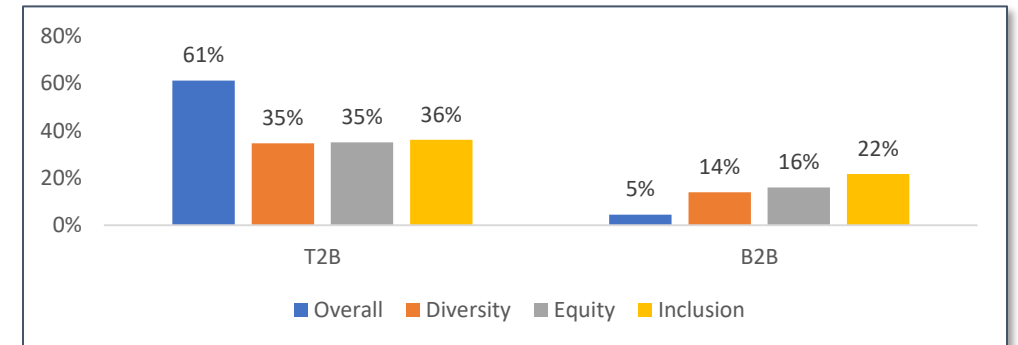
Demographics

Final Thoughts

## Key Metrics

- Approximately 60% of people say that they are “Satisfied or Very Satisfied” with Medway (overall)
- Only 34%-36% say they are “Satisfied or Very Satisfied” with Diversity, Equity, or Inclusion in Medway
- Meanwhile 14% -22% are “Dissatisfied or Very Dissatisfied” with Diversity, Equity, or Inclusion in Medway (compared to 5% for Medway - Overall)

Metric	Average (1-7 Scale)	Top-2 Box %	Bottom-2 Box %
Overall Satisfaction	5.4	61%	5%
Overall Satisfaction with DIVERSITY	4.5	34%	14%
Overall Satisfaction with EQUITY	4.5	35%	16%
Overall Satisfaction with INCLUSION	4.4	36%	22%



Q: As it relates to diversity, equity, and inclusion, what are the greatest challenges and opportunities facing Medway?

# Key Metrics – Gender / Sexuality

## Gender

Metric (Top-2 Box %)	Overall (n=245)	Male (n=83)	Female (n=136)	Prefer Not to Answer (n=21)
Overall Satisfaction	61%	56%	64%	57%
Overall Satisfaction with DIVERSITY	34%	35%	28%	71%
Overall Satisfaction with EQUITY	35%	41%	24%	71%
Overall Satisfaction with INCLUSION	36%	43%	26%	71%

Top-2 Box % = Percentage of respondents that said “Satisfied” or “Very Satisfied”

Only segments with 10+ responses are displayed

Green / Red: Indicate statistically significant difference at 95% CI

- Males are directionally less satisfied Overall with Medway than Females
- However, Females are directionally less satisfied on Diversity and Inclusion, and significantly less satisfied with Equity

## Sexuality

Metric (Top-2 Box %)	Overall (n=245)	Heterosexual (n=182)	Gay / Lesbian / Bisexual (n=15)	Prefer Not to Answer (n=44)
Overall Satisfaction	61%	61%	53%	64%
Overall Satisfaction with DIVERSITY	34%	28%	20%	66%
Overall Satisfaction with EQUITY	35%	28%	20%	66%
Overall Satisfaction with INCLUSION	36%	31%	20%	65%

Top-2 Box % = Percentage of respondents that said “Satisfied” or “Very Satisfied”

Only segments with 10+ responses are displayed

- Heterosexual respondents are directionally more satisfied across all four key metrics than Gay / Lesbian / Bisexual respondents



# Key Metrics – Race / Age

## Race

Metric (Top-2 Box %)	Overall (n=245)	White (n=161)	Black or African-American (n=12)	Asian (n=15)	Prefer Not to Answer (n=49)
Overall Satisfaction	61%	67%	17%	33%	62%
Overall Satisfaction with DIVERSITY	34%	27%	8%	13%	73%
Overall Satisfaction with EQUITY	35%	26%	9%	26%	76%
Overall Satisfaction with INCLUSION	36%	29%	8%	21%	76%

Top-2 Box % = Percentage of respondents that said “Satisfied” or “Very Satisfied”

Only segments with 10+ responses are displayed

Green / Red: Indicate statistically significant difference at 95% CI

- White respondents are significantly more satisfied than non-white respondents across all four metrics
- Black or African-American respondents are the least satisfied across all four metrics

## Age

Metric (Top-2 Box %)	Overall (n=242)	Under 18 (n=10)	19-34 (n=17)	35-44 (n=89)	45-59 (n=92)	60+ (n=28)
Overall Satisfaction	61%	40%	36%	63%	64%	71%
Overall Satisfaction with DIVERSITY	34%	30%	32%	32%	33%	39%
Overall Satisfaction with EQUITY	35%	33%	31%	33%	33%	43%
Overall Satisfaction with INCLUSION	36%	10%	26%	37%	37%	32%

Top-2 Box % = Percentage of respondents that said “Satisfied” or “Very Satisfied”

Only segments with 10+ responses are displayed

- Respondents in 19-34 age segment are significantly less satisfied with Medway (Overall) than
- 60+ respondents are somewhat more satisfied with Diversity / Equity than they are Inclusion

# Key Metrics – Religion / Household Income

## Religion

Metric (Top-2 Box %)	Overall (n=245)	Christian (n=114)	Atheist (n=25)	Other (n=18)	Prefer Not to Answer (n=52)
Overall Satisfaction	61%	65%	60%	72%	60%
Overall Satisfaction with DIVERSITY	34%	32%	16%	22%	57%
Overall Satisfaction with EQUITY	35%	28%	24%	28%	60%
Overall Satisfaction with INCLUSION	36%	31%	24%	17%	60%

Top-2 Box % = Percentage of respondents that said “Satisfied” or “Very Satisfied”

Only segments with 10+ responses are displayed

Green / Red: Indicate statistically significant difference at 95% CI

- Christians are directionally more satisfied across DEI metrics than Atheists and “Other” religions

## Age

Metric (Top-2 Box %)	Overall (n=241)	< \$75k (n=19)	\$75k-\$99k (n=19)	\$100k-\$149k (n=47)	\$150k-\$200k (n=48)	\$200k+ (n=53)	Prefer Not to Answer (n=55)
Overall Satisfaction	61%	26%	60%	60%	66%	64%	65%
Overall Satisfaction with DIVERSITY	35%	32%	30%	35%	25%	17%	64%
Overall Satisfaction with EQUITY	35%	22%	35%	28%	25%	25%	65%
Overall Satisfaction with INCLUSION	36%	32%	37%	32%	25%	26%	60%

Top-2 Box % = Percentage of respondents that said “Satisfied” or “Very Satisfied”

Segments with smaller sample sizes were grouped together for analysis purposes

- Those with HHI <\$75k are significantly less satisfied with Medway Overall than other segments

# Key Metrics – Veteran Status / Disability Status

## Veteran Status

Metric (Top-2 Box %)	Overall (n=241)	Veteran / Member of Armed Forces (n=21)	Non-Veteran (n=204)	Prefer Not to Answer (n=16)
Overall Satisfaction	61%	57%	61%	63%
Overall Satisfaction with DIVERSITY	35%	43%	32%	69%
Overall Satisfaction with EQUITY	35%	45%	30%	81%
Overall Satisfaction with INCLUSION	36%	48%	32%	75%

Top-2 Box % = Percentage of respondents that said “Satisfied” or “Very Satisfied”

Segments with less than 10 responses were grouped under “Other”

- Veterans / Members of Armed forces are directionally more satisfied than non-Veterans on DEI metrics

## Disability Status

Metric (Top-2 Box %)	Overall (n=239)	Have a Disability (n=26)	Does NOT have a disability (n=179)	Prefer not to answer (n=34)
Overall Satisfaction	61%	54%	61%	65%
Overall Satisfaction with DIVERSITY	35%	38%	28%	65%
Overall Satisfaction with EQUITY	35%	32%	27%	73%
Overall Satisfaction with INCLUSION	36%	35%	30%	62%

Top-2 Box % = Percentage of respondents that said “Satisfied” or “Very Satisfied”

Segments with smaller sample sizes were grouped together for analysis purposes

- Only directional differences are seen between satisfaction levels for respondents with a disability and those without a disability

# Key Metrics – Home Ownership / Children in Household

## Home Ownership

Metric (Top-2 Box %)	Overall (n=232)	I own... (n=220)	I rent... (n=12)
Overall Satisfaction	61%	64%	31%
Overall Satisfaction with DIVERSITY	35%	35%	23%
Overall Satisfaction with EQUITY	35%	35%	25%
Overall Satisfaction with INCLUSION	36%	36%	42%

- Those who rent are significantly less satisfied with Medway Overall

Top-2 Box % = Percentage of respondents that said "Satisfied" or "Very Satisfied"

Segments with less than 10 responses were grouped under "Other"

## Children in Household

Metric (Top-2 Box %)	Overall (n=241)	Has Children <18 (n=166)	Does NOT Have Children <18 (n=64)	Prefer not to answer (n=11)
Overall Satisfaction	61%	61%	59%	64%
Overall Satisfaction with DIVERSITY	35%	33%	36%	64%
Overall Satisfaction with EQUITY	35%	32%	38%	70%
Overall Satisfaction with INCLUSION	36%	36%	33%	64%

- Minimal differences in satisfaction are seen based-upon Children (<18) in Household vs No-Children

Top-2 Box % = Percentage of respondents that said "Satisfied" or "Very Satisfied"

Segments with smaller sample sizes were grouped together for analysis purposes

## SURVEY FLOW

Recommendations /  
Opinions

Key Metrics

Experiences  
(Multi-Select)

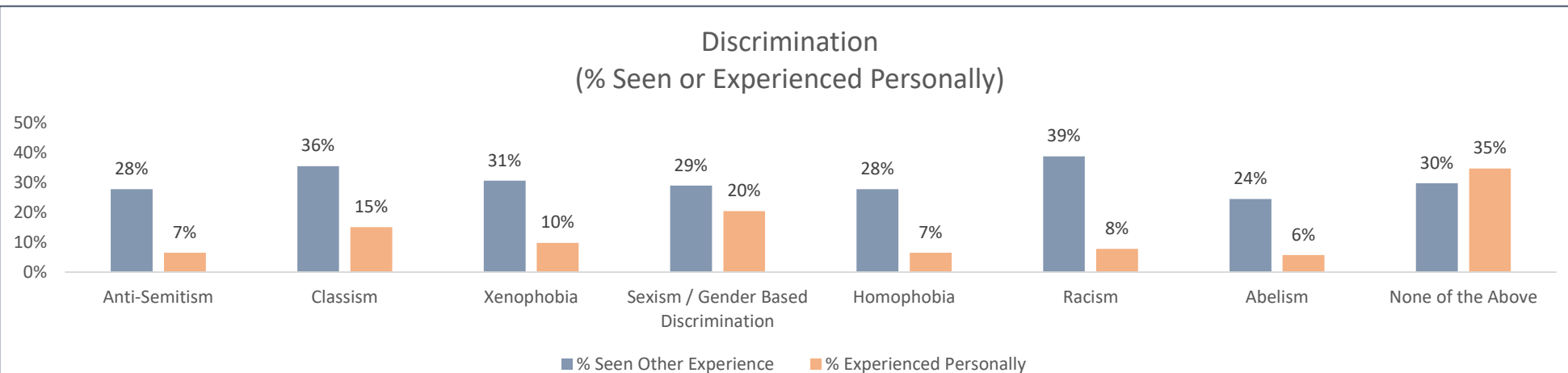
Agreement  
Statements

Demographics

Final Thoughts

## Experiences: Seen / Experienced

- Racism (39%) and Classism (36%) were the forms of discrimination most frequently seen experienced by others
- Sexism (20%) and Classism (15%) were the forms of discrimination most frequently experienced by respondents personally
- Approximately ~2/3 of respondents said they have experienced at least one of the forms of discrimination in our list
- Only 30% had not seen others experience the listed forms of discrimination (said “None of the Above”)



Q: Which of the following, if any, have you experienced or seen others experience in Medway?



## SURVEY FLOW

Recommendations /  
Opinions

Key Metrics

Experiences  
(Multi-Select)

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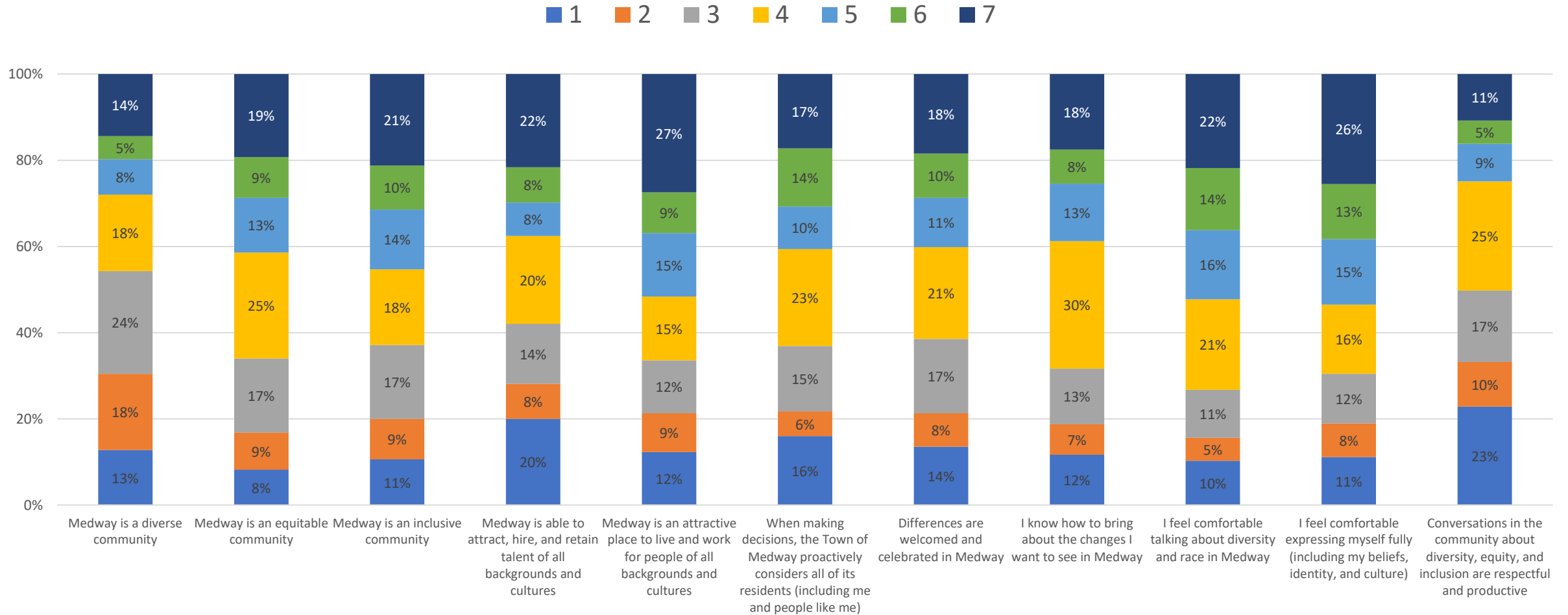
## Agreement Statements

- Respondents do not feel that Medway is a diverse community (low Top 2-box and high Bottom-2 box scores)
- Respondents also are more likely to feel that conversations about DEI are not respectful and productive

<b><u>AGREEMENT STATEMENTS</u></b>	<b><u>Top 2 Box Score</u></b> <i>(% that Agreed or Strongly Agreed)</i>	<b><u>Bottom 2 Box Score</u></b> <i>(% that Disagreed or Strongly Disagreed)</i>
Medway is a diverse community	19%	33%
Medway is an equitable community	28%	17%
Medway is an inclusive community	31%	20%
Medway is able to attract, hire, and retain talent of all backgrounds and cultures	30%	28%
Medway is an attractive place to live and work for people of all backgrounds and cultures	36%	21%
When making decisions, the Town of Medway proactively considers all of its residents (including me and people like me)	31%	22%
Differences are welcomed and celebrated in Medway	28%	22%
I know how to bring about the changes I want to see in Medway	26%	19%
I feel comfortable talking about diversity and race in Medway	36%	19%
I feel comfortable expressing myself fully (including my beliefs, identity, and culture)	39%	19%
Conversations in the community about diversity, equity, and inclusion are respectful and productive	16%	33%

Q: "How Strongly do you agree or disagree with the following statement:"

# Agreement Statements – All Levels (1-7)



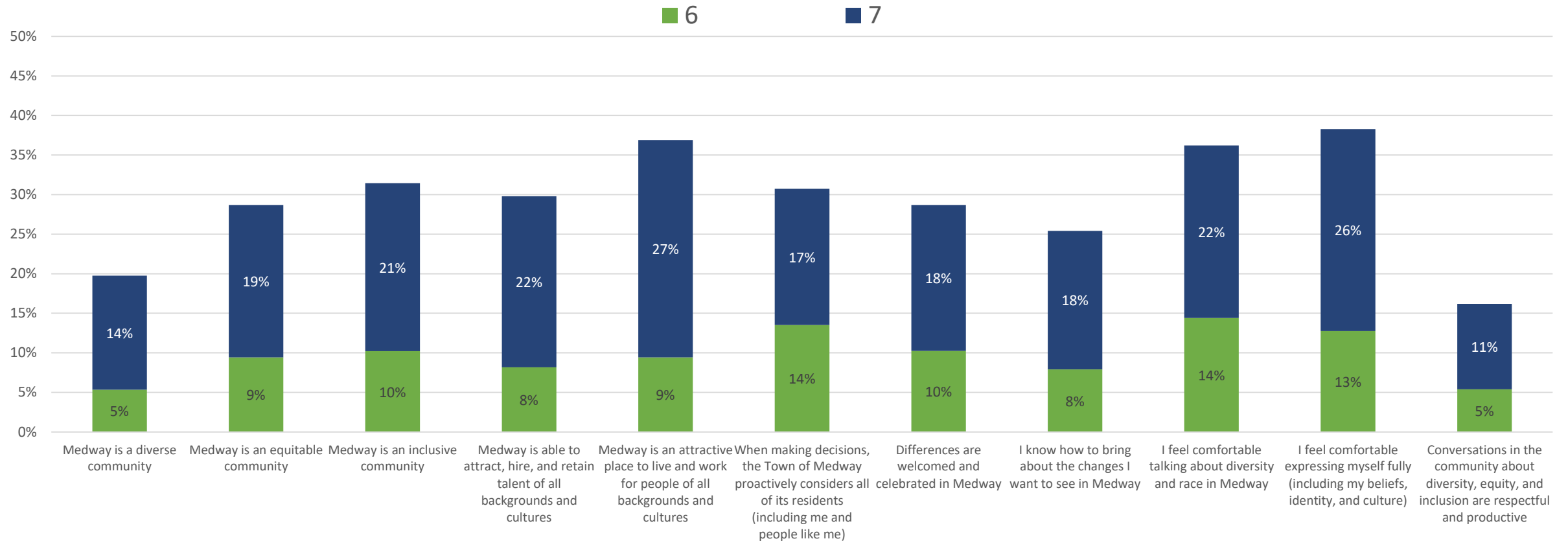
# Agreement Statements – Top 2 Box (6-7)

- Respondents most frequently agree that:

- “Medway is an attractive place to live and work for all...”
- “I feel comfortable expressing myself fully...”
- “I feel comfortable talking about diversity and race in Medway”

- Respondents less frequently agree that:

- “Medway is diverse...”
- “Conversations about DEI are respectful / productive”
- “I know how to bring about changes I want”



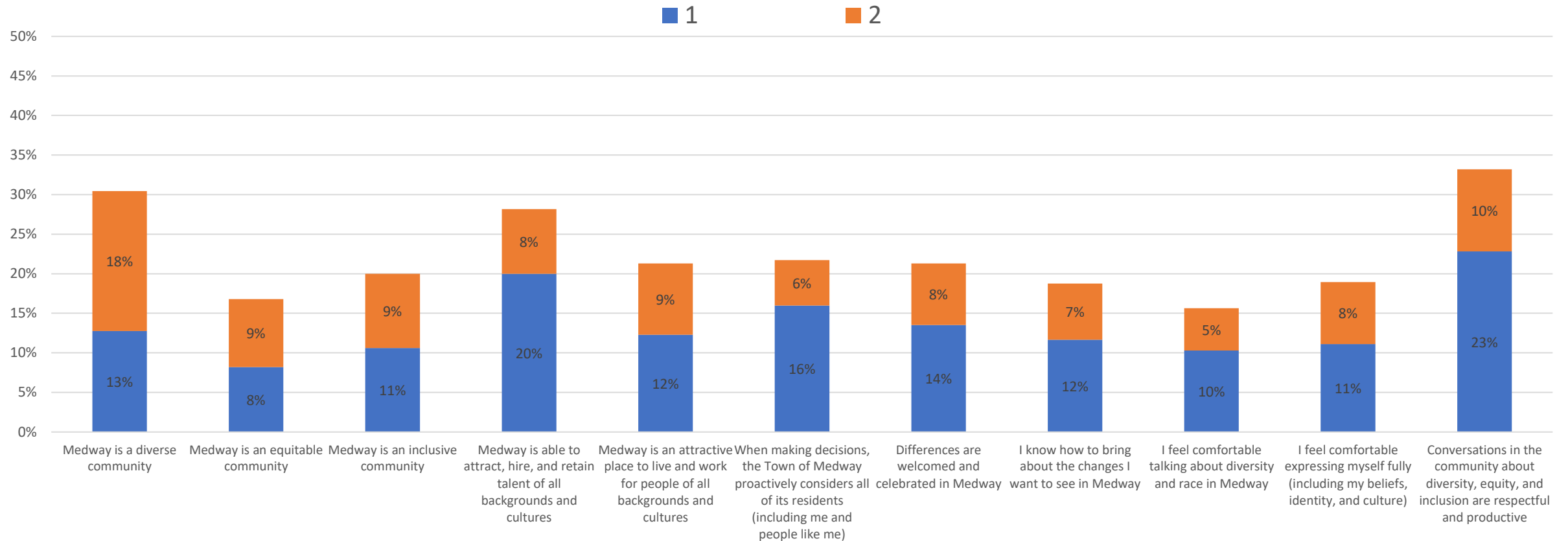
# Agreement Statements – Bottom 2 Box (1-2)

- Respondents most frequently disagree agree that:

- “Conversations about DEI are respectful / productive”
- “Medway is a diverse community”
- “Medway is able to attract/hire/retain talent of all backgrounds...”

- Respondents less frequently disagree that:

- “I feel comfortable talking about diversity/race...”
- “I know how to bring about changes in Medway...”
- “Medway is an equitable community”
- “I feel comfortable talking about diversity / race...”



## **Executive Summary & Observations**

1. This year's IDEA survey will largely act as a baseline to which future data can be compared. Creating this baseline will help us as a town understand where we are improving or declining
2. DEI related opinions are both broad in scope (i.e., they encompass many different aspects depending upon who you ask) and many people have strong opinions about DEI related issues (as seen in both qualitative and quantitative data)
3. Some form of discrimination has been seen or experienced by approximately 2/3 of survey respondents
4. Differences in satisfaction scores (Key Metrics) were observed in:
  1. Gender: Women display lower satisfaction with "Equity"
  2. Race: Black/Asian segments display lower satisfaction with Medway (Overall)
  3. Household Income (HHI): Respondents with HHI <\$75k are less satisfied with Medway (Overall)

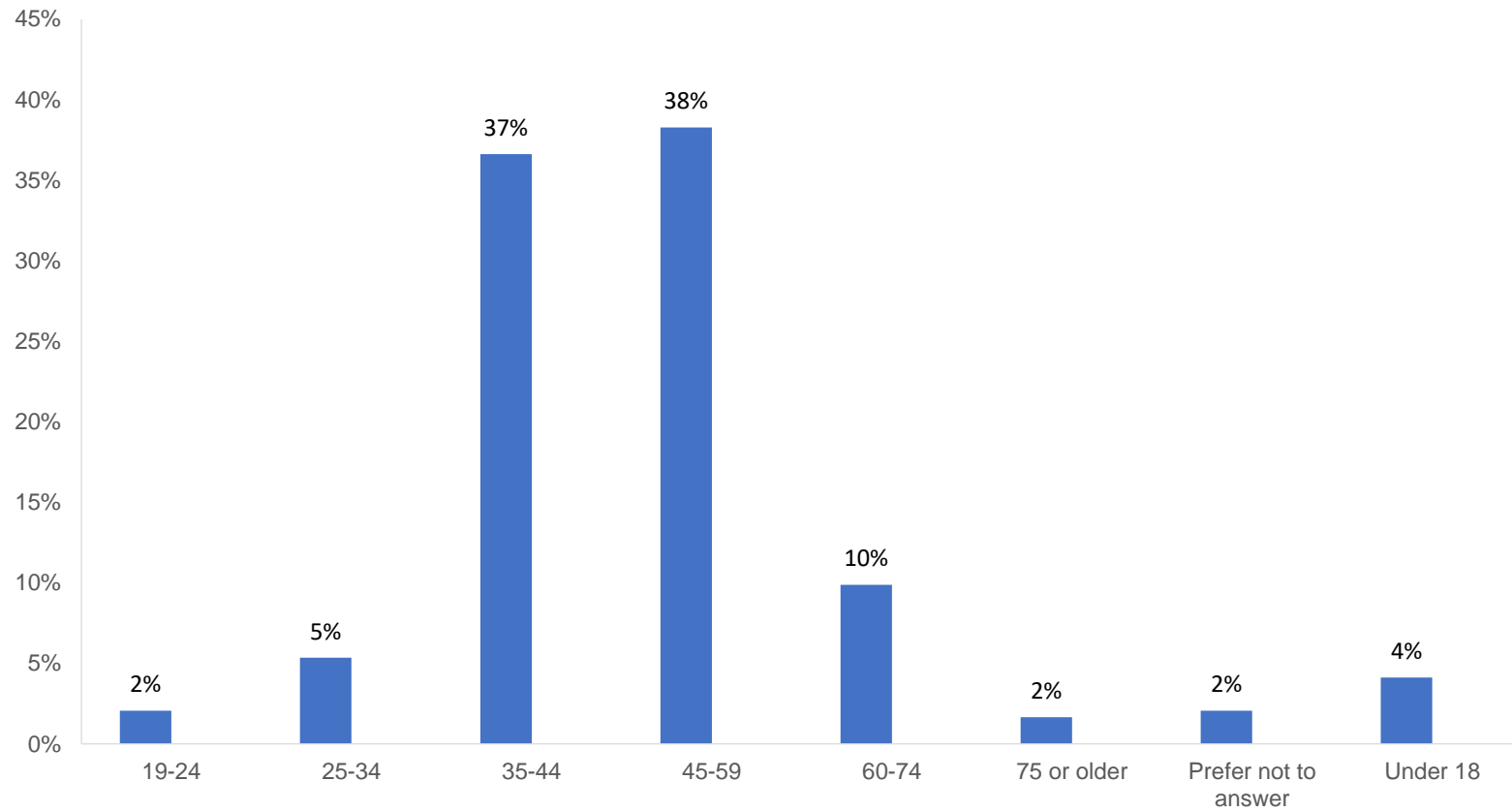
*Note: Additional differences were observed in other segments but many have small sample sizes too small to draw insights*

5. Respondents agree that Medway is a good places to live/work, but is lacking diversity and conversations about diversity / race are not seen as respectful and productive
6. Key topics from open-end responses found mentions of:
  1. Diversity, Equity, Inclusion and how it is observed and perceived in our community
  2. Housing and Transportation and the populations they serve. (Ex. no sidewalks/public transportation only attracts people with vehicles, expensive housing prices out lower income families)
  3. Divisions within our community and how we treat each other (Mentions of special interest groups and individuals)
  4. Bullying both by adults and children
  5. Effectiveness of programs and actions within schools (Special education, holiday acknowledgement, hiring practices, etc.)



# Demographics

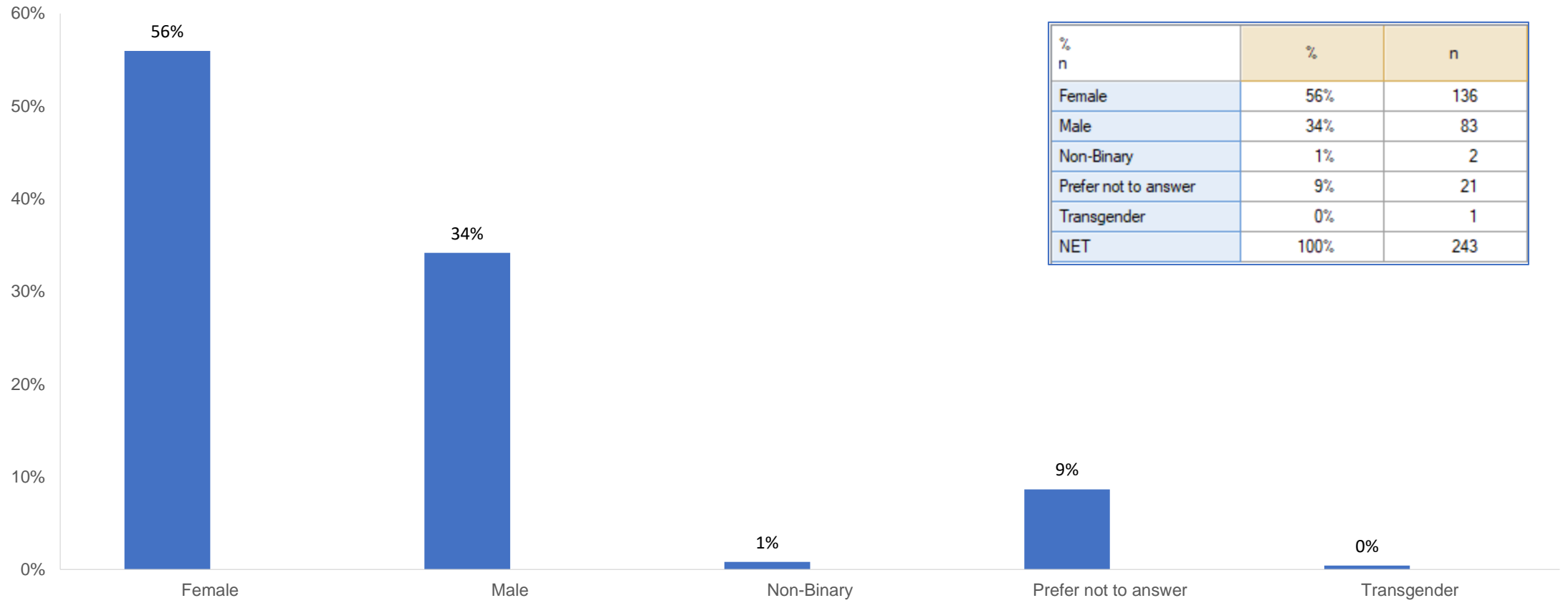
# Age



% n	%	n
19-24	2%	5
25-34	5%	13
35-44	37%	89
45-59	38%	93
60-74	10%	24
75 or older	2%	4
Prefer not to answer	2%	5
Under 18	4%	10
NET	100%	243

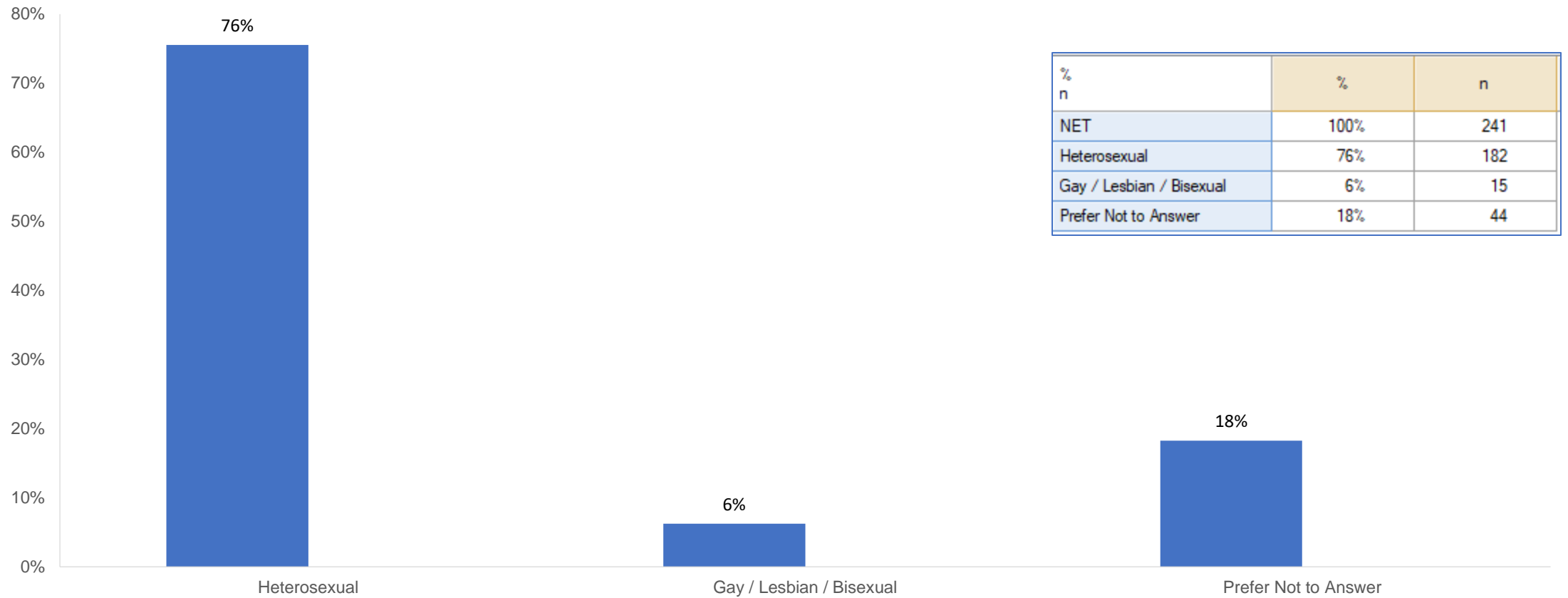
Total sample; Unweighted; base n = 243; total n = 245; 2 missing

# Gender



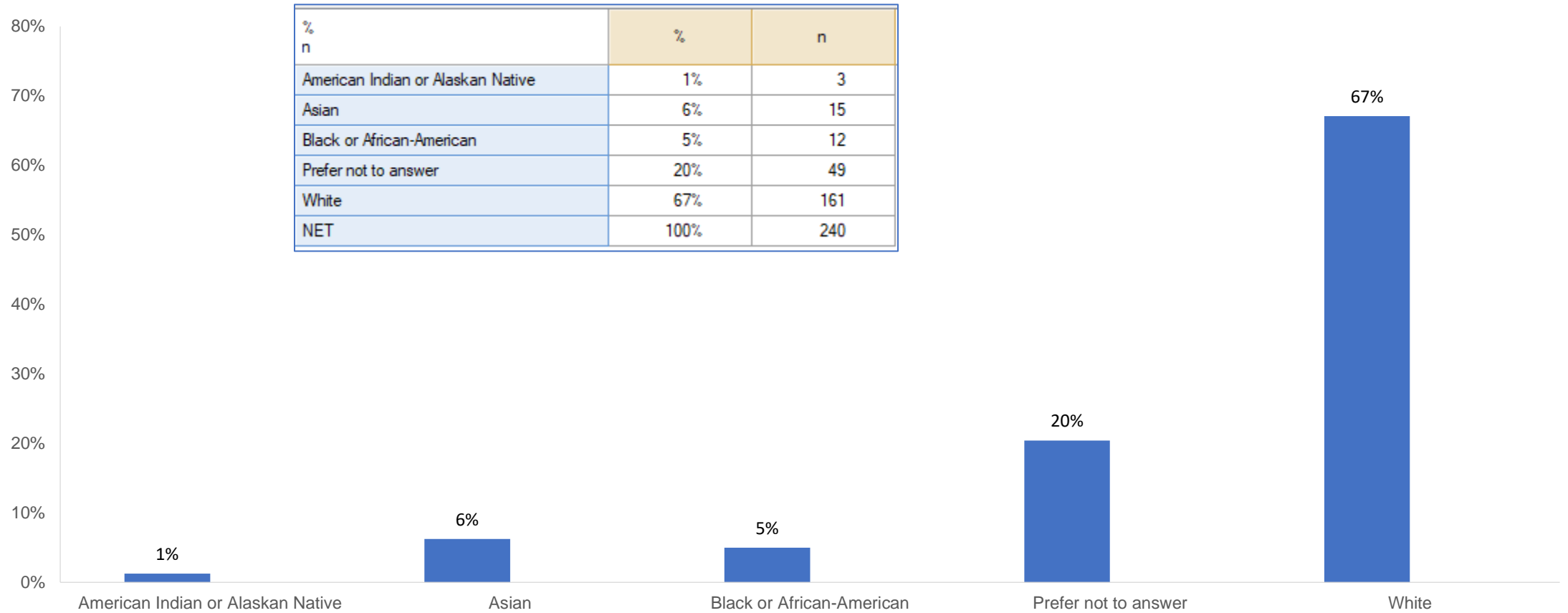
Total sample; Unweighted; base n = 243; total n = 245; 2 missing

# Sexual Orientation



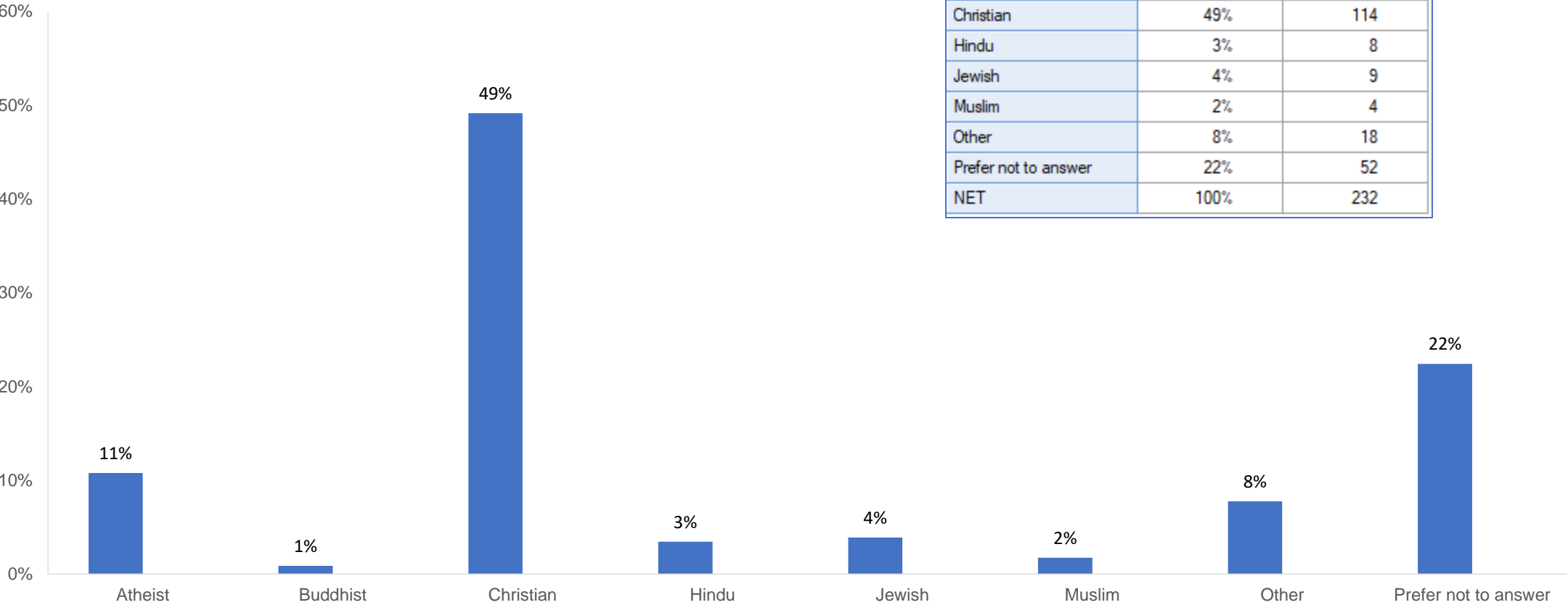
Total sample; Unweighted; base n = 241; total n = 245; 4 missing

# Race



Total sample; Unweighted; base n = 240; total n = 245; 5 missing

# Religion

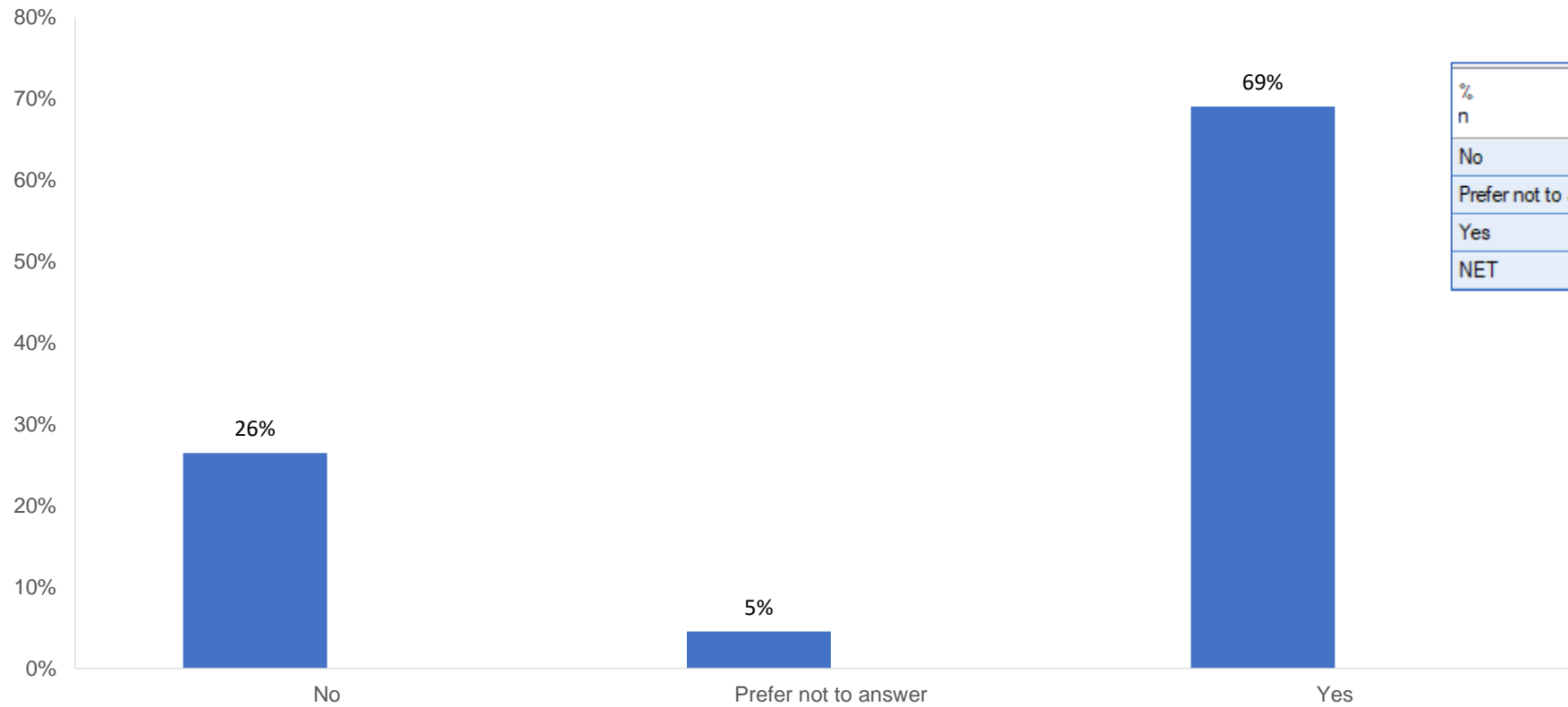


% n	%	n
Atheist	11%	25
Buddhist	1%	2
Christian	49%	114
Hindu	3%	8
Jewish	4%	9
Muslim	2%	4
Other	8%	18
Prefer not to answer	22%	52
NET	100%	232

Total sample; Unweighted; base n = 232; total n = 245; 13 missing



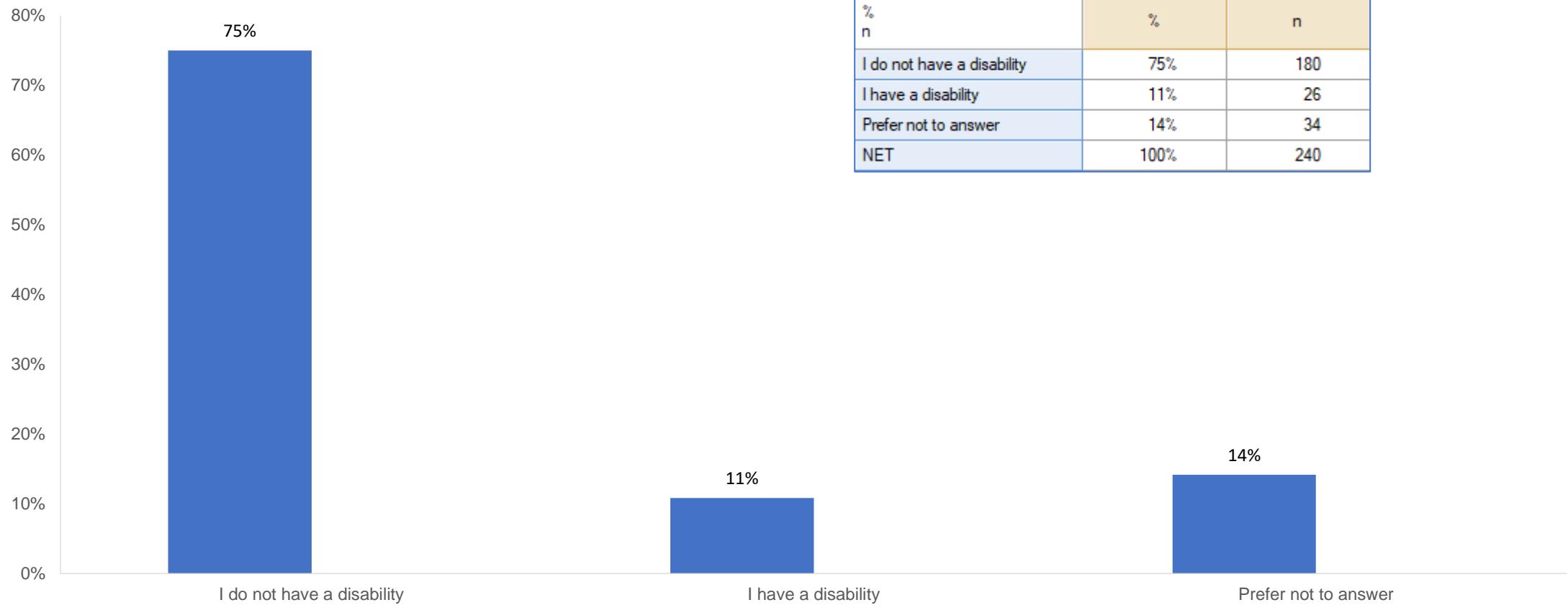
# Do you have children under the age of 18 currently living with you?



% n	%	n
No	26%	64
Prefer not to answer	5%	11
Yes	69%	167
NET	100%	242

Total sample; Unweighted; base n = 242; total n = 245; 3 missing

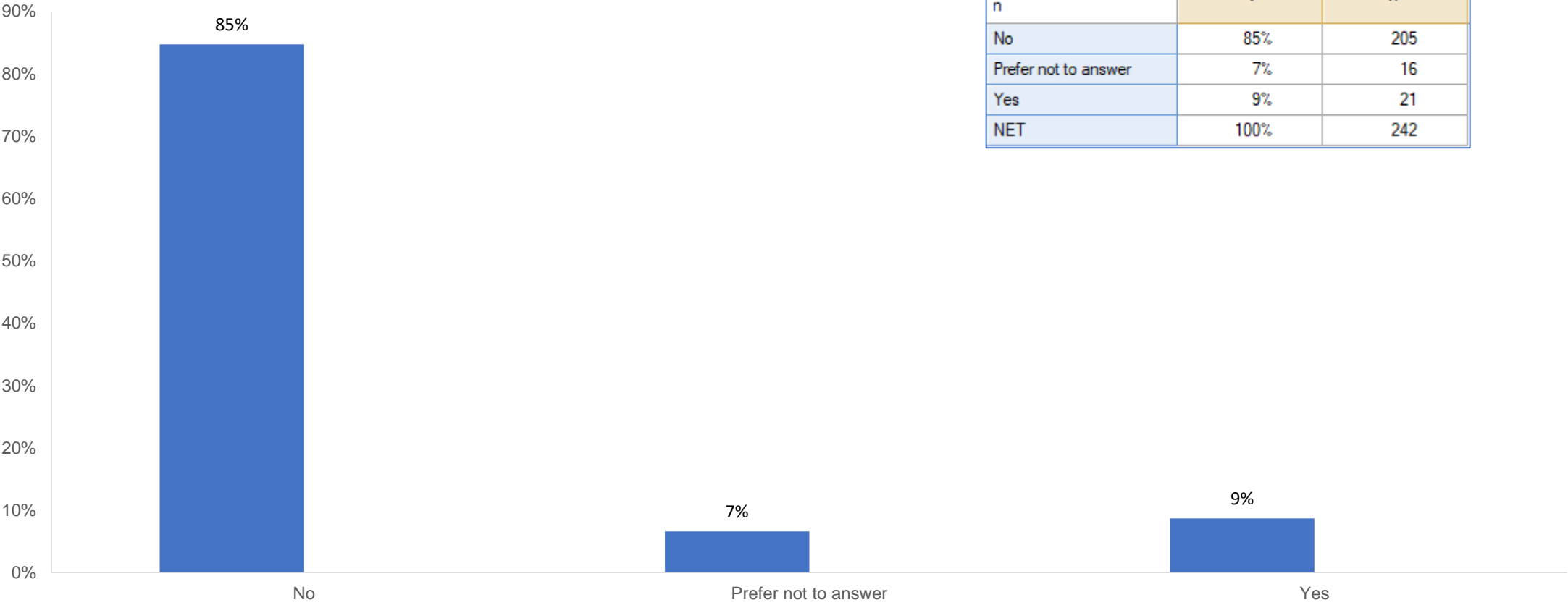
# Disability status



% n	%	n
I do not have a disability	75%	180
I have a disability	11%	26
Prefer not to answer	14%	34
NET	100%	240

Total sample; Unweighted; base n = 240; total n = 245; 5 missing

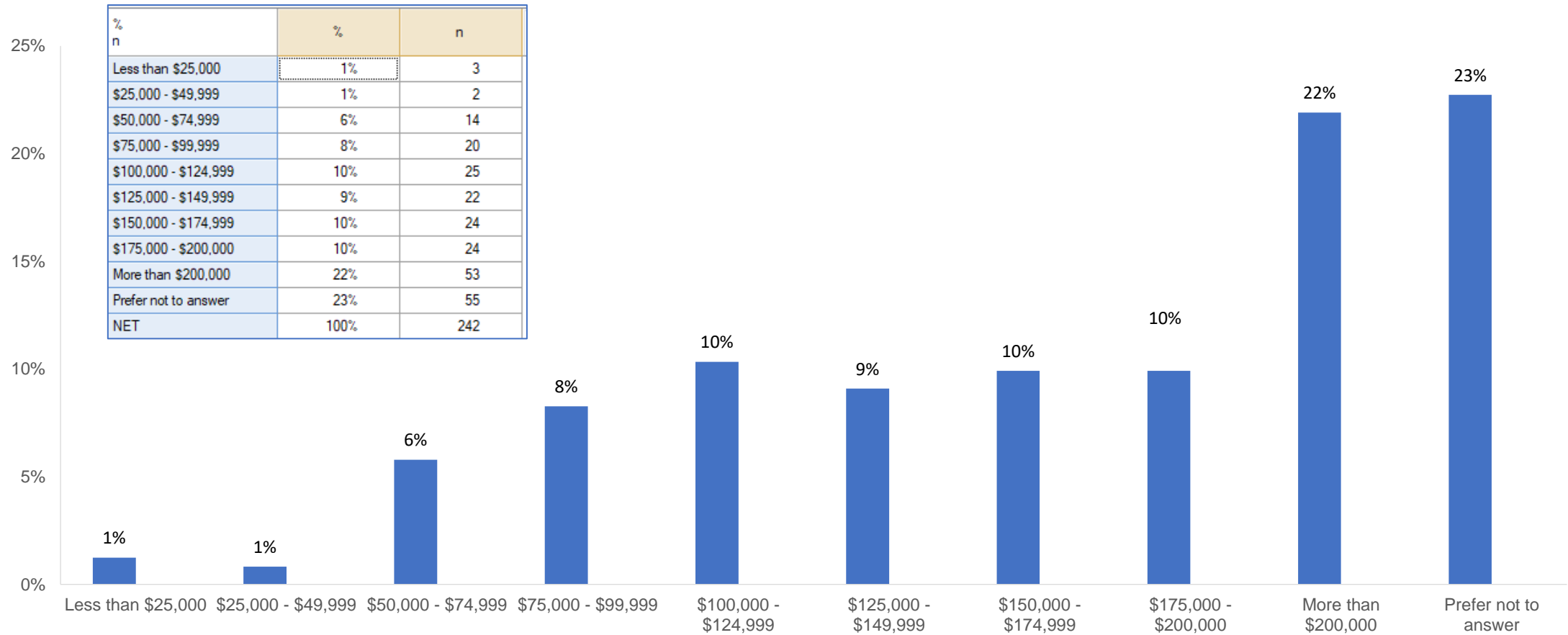
# Veteran Status



% n	%	n
No	85%	205
Prefer not to answer	7%	16
Yes	9%	21
NET	100%	242

Total sample; Unweighted; base n = 242; total n = 245; 3 missing

# Total Household Income



Total sample; Unweighted; base n = 242; total n = 245; 3 missing

# Home Ownership & Renting



Total sample; Unweighted; base n = 233; total n = 245; 12 missing

# IDEA Committee Community Forum



TOWN OF MEDWAY



# Our Mission Statement

The mission of the Medway Inclusion, Diversity & Equity Advisory (IDEA) Committee is to **provide feedback and recommendations** to the Select Board geared toward policy development designed to continue and where appropriate **enhance the promotion and fostering of Medway as a community that is inclusive and welcoming to all peoples of all backgrounds, beliefs, and cultures.**

This mission statement shall in no way be construed to suggest that Medway does not excel in these efforts, but rather seeks to fully explore our standards, our practices, and our collective efforts today and to build upon them for an even better tomorrow.

# Committee Timeline

## PHASE I

APR '21 – NOV '21

### COMMITTEE FORMATION

- Committee appointments and organization - April 2021
- Plan for gathering community feedback - June/July 2021
- Define common language and terms - October 2021
- Finalize projected timeline - November 2021

## PHASE III

MAY '22 – SEPT '22

### PRELIMINARY FINDINGS

- Community Forum #2 - September 2022
- Conduct additional follow-up work as needed
- Draft final report and recommendations - September 2022

## PHASE II

DEC '21 – APR '22

### INFORMATION GATHERING

- Launch Community Feedback Form - December 2021
- Conduct focus groups with the organizations in committee charge - December/January 2022
- Community Forum #1 – May 2022
- Release Community Survey Medway community - March/April 2022

## PHASE IV

OCT '22 – NOV '22

### FINAL PRESENTATION

- Final presentation to Select Board - November 2022



# Our Definitions

## Diversity

**Diversity** is the presence of differences within our community

## Equity

**Equity** is the opportunity for equal outcomes for all

## Inclusion

**Inclusion** is fostering a community where everyone belongs

# Focus Group Agenda

## **Focus Group Process**

### **Completed Focus Groups**

- Town Administration & Select Board
- Medway Schools Teachers & Administrators
- Medway High School Students
- Medway Police Department
- Medway Marches
- Council on Aging and Housing Authority
- Small Business Community Representatives
- Affordable Housing Committee/Affordable Housing Trust

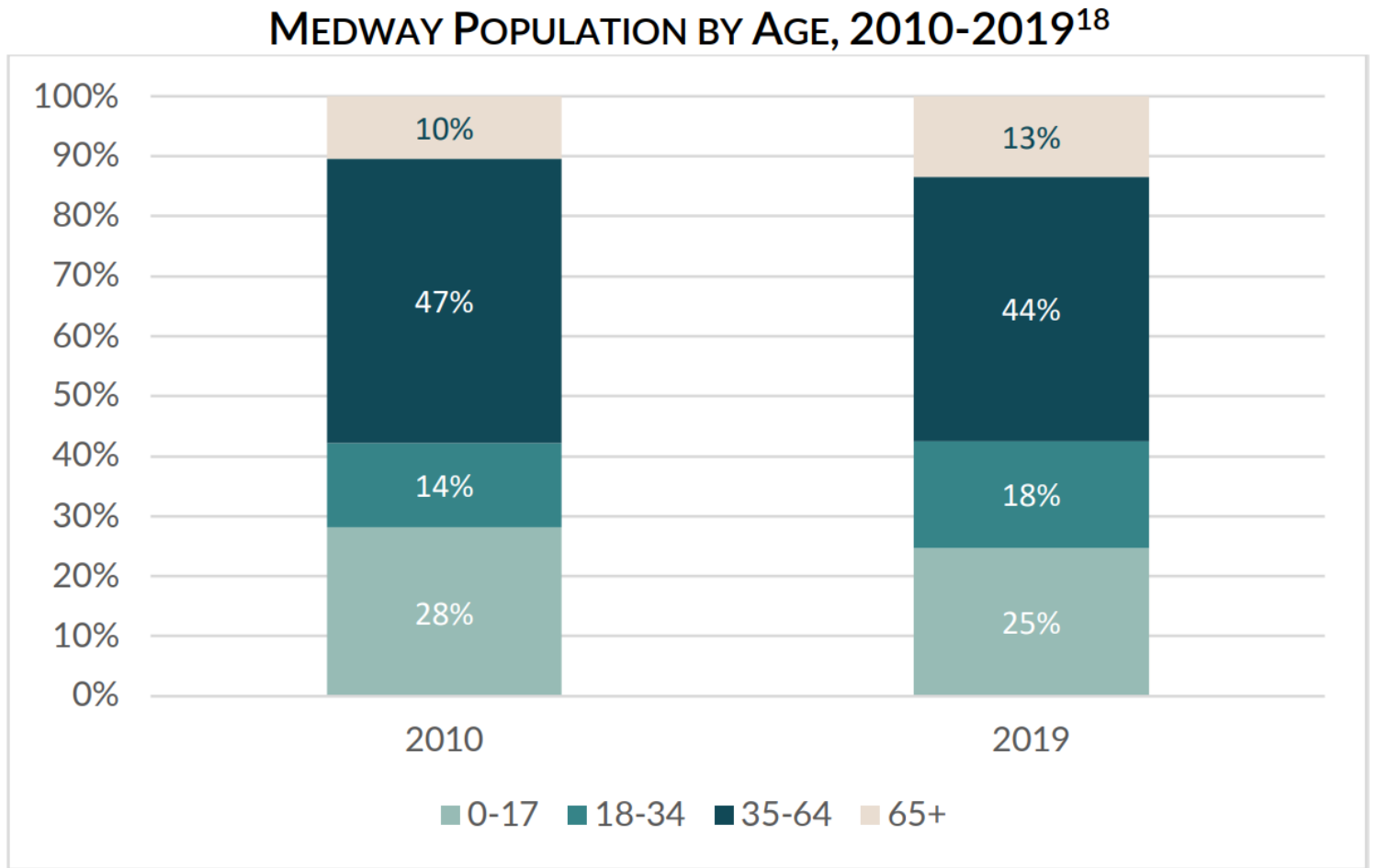
### **Discussion Topic**

Tell us about the greatest challenges and opportunities facing your organization as it relates to each:

- Diversity
- Equity
- Inclusion

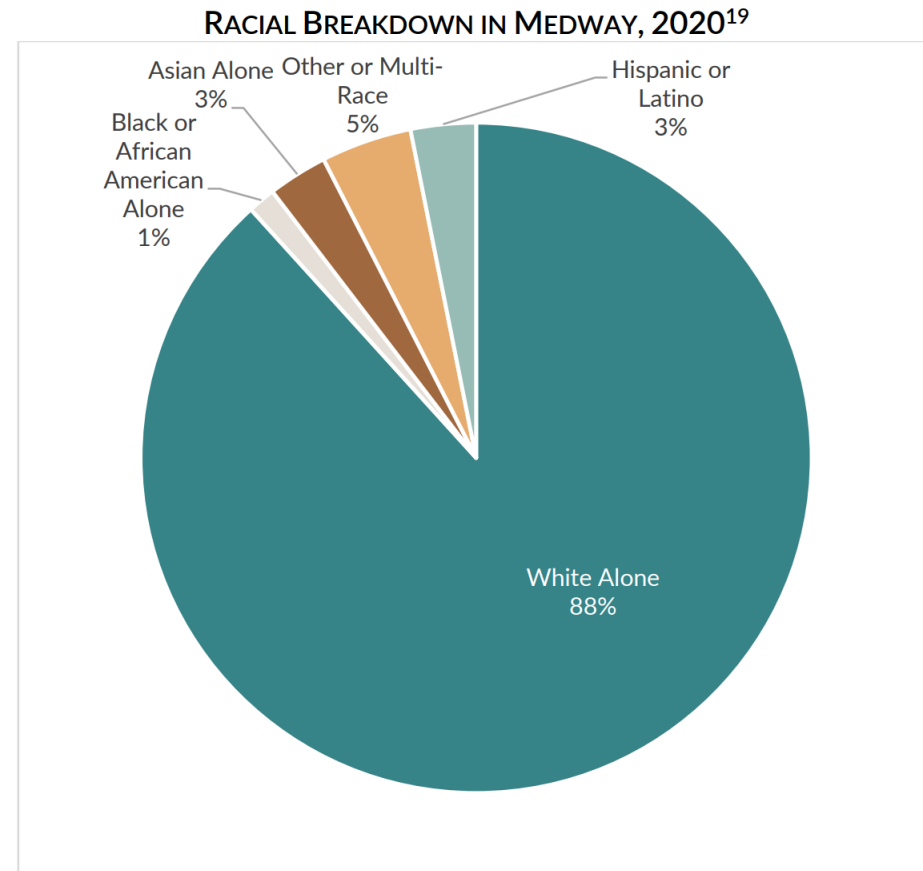
# EXISTING CONDITIONS IN MEDWAY

# Age Demographics



- Medway currently has 13,325 residents
  - **Increase** in residents over 65 and a **decrease** in residents under 18
  - This trend is projected to continue through 2030
- **Key Takeaway:** Medway's population is aging.

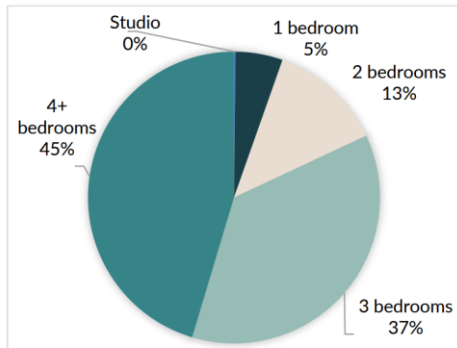
# Racial Demographics



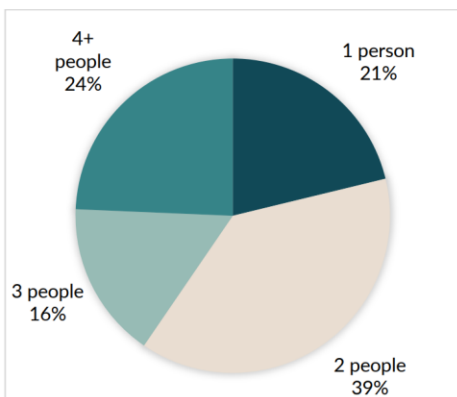
- In 2000, **over 97%** of Medway's population identified as White Alone
- In 2020, that number dropped to **88%**
- About 93% of Medway's population speaks English as their primary language
- **Key Takeaways:** Medway's population is becoming more racially diverse, and we have close to 1,000 residents for whom English is not primary.

# Housing

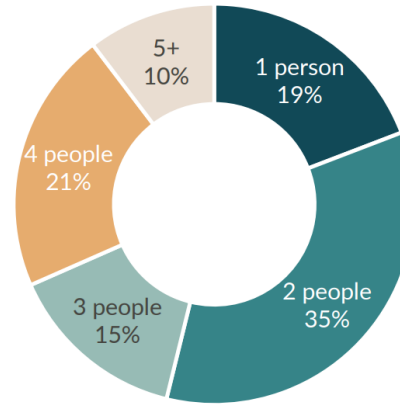
MEDWAY HOUSING UNITS BY NUMBER OF BEDROOMS, 2019<sup>30</sup>



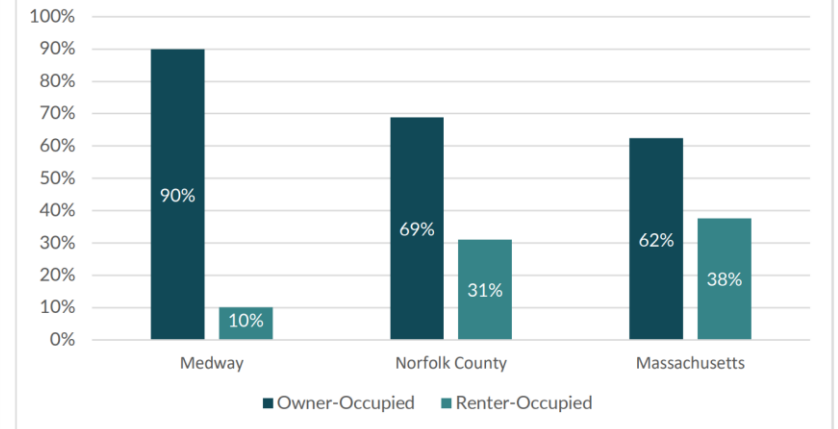
MEDWAY HOUSING UNITS BY HOUSEHOLD SIZE, 2019<sup>31</sup>



MEDWAY HOUSEHOLD SIZE, 2019<sup>17</sup>



OCCUPIED HOUSING UNITS BY TENURE, 2019<sup>23</sup>



- Over half of Medway households (54%) are estimated to be single or two-person households
- 90% of Medway's housing is owner-occupied (only 10% rental units), compared to 69% in Norfolk County and 62% across Massachusetts
- Smaller households tend to prefer alternatives to owner-occupied single family homes – rentals are smaller and more economically attainable
- 1,200 households in Medway (26%) are cost-burdened, meaning they spend more than 30% of their monthly income on housing costs
- Additional rental units coming online in the future (under construction)
- **Key Takeaways:** There is currently a mismatch between housing options and household sizes and needs – Medway needs more smaller housing options.



# Accessibility & Transportation



Dial-a-Ride vehicles. *Source: JM Goldson*

- Sidewalk coverage in Medway is a bit disconnected
  - Some primary roadways like Route 109, West St, Winthrop St, and Holliston St, do not connect residents to each other or to activity centers across town
- Public transit (GATRA) has been significantly reduced due to the COVID-19 pandemic
  - Dial-A-Ride used to serve 2,000 passengers/year
  - Norfolk T shuttle used to serve over 7,600 passengers/year
- **Key Takeaways:** Medway has challenges with accessibility due to disconnected network of sidewalks, and public transit options have declined while needs have increased, especially among seniors.



# OUR FINDINGS & COMMON THEMES



# Defining Diversity

## What Does Diversity Mean?

**Diversity** is a broad term that includes, but is not limited to, differences in:

- Mental Health
- Age
- Physical Ability
- Learning Ability
- Race/Ethnicity
- Accessibility Needs
  - Language
  - Transportation
  - Public Service Needs
- Gender/Identity
- Religion
- Socio-Economic Status
- Thought/Ideology/Politics

**Key Takeaway:** Diversity is about far more than race.

# Core Themes

- Lack of awareness of Medway's diversity
- Town, schools, and police are committed to issues regarding diversity, equity, & inclusion
- Town has demonstrated willingness to make changes to support inclusivity
  - Formation of IDEA Committee
  - Inclusion of menorah & kinara at Choate Park in December
  - Banners in Thayer House during holiday season
- Expectations and realities can differ for residents who are part of under-represented populations
- Diversity, Equity, & Inclusion are “hot button”, politically-charged issues, making it difficult to define, discuss, and reach consensus on them
- Current social media climate in town creates hesitancy to speak up
- Mental health issues are a growing concern among residents of all ages
- Change is possible – will be incremental and require collective, collaborative effort

# Specific Areas of Focus

- Housing
- Accessibility
  - Language
  - Transportation
  - Public Services
- Information Sharing
  - Communication
  - Education of Residents
  - “Social Capital” Gap
- Specific Populations
  - Police
  - Under-represented Populations
  - Schools
  - Seniors

# Housing

## **Affordability**

- Single-family homes make up the majority of housing stock in Medway
- Many cannot afford to stay in their homes (age in place) but lack options for where to go
- Limited stock of rental units currently, more under construction
- Price for rentals is unaffordable for many
- Mismatch between household size (majority one- or two-person households) and housing stock (majority 3+ bedroom single-family homes)

## **Affordable Housing**

- Town has worked hard to meet state-mandated 10% threshold for affordable housing
- Relatively few existing Medway residents qualify or appear interested
- Affordable Housing in Medway may not be attractive to people who seek:
  - Public services
  - Public transportation
  - Translation services
  - Locally unavailable mental health resources
  - A more culturally-diverse population

# Housing (cont'd)

## **Public Housing**

- Medway maintains four public housing facilities.
  - Lovering Heights and Kenney Drive are Over-55 state-funded housing
    - Aging complexes with poor funding, accessibility & transportation
      - No elevators
      - Limited access ramps
  - Mahan Circle is federally-funded Over-55 housing.
    - Better funding, amenities and accessibility
  - Maple Lane is federally-funded family housing
    - Limited number of units
    - Limited accessibility
- Federally-funded properties offer better quality than state-funded locations

## **Housing Authority Issues**

- The state 5% set-aside demographic mandate unworkable
- Lack of “minority” residents (as defined by state of MA DHCD) seeking housing in Medway
- Residents from other towns not seeking to relocate to Medway
  - Older complexes
  - Lack of services
  - Lack of transportation

# Accessibility

## Language

- English as a Second Language student population is rapidly increasing
- Schools and Municipal buildings designed for English-speaking population
  - Lack of multilingual signage and services
  - Lack of translation services
    - Affects student, elderly, and immigrant residents
    - Documents and interpersonal communication affected
    - Expensive solutions
    - Prevents full participation in the community

## Transportation

- Limits students with unreliable transportation from participating in existing school programs, extracurricular activities
- Limited elder transportation services are stressed by demand
- Barrier to attracting new residents who rely on public transportation

## Public Buildings & Services

- Limited accessibility for persons with physical impairments
- There is a lack of centralized resource and service delivery
- Social workers located at Housing Authority and Senior Center – no resources for general resident population
- No place for new residents to go when they arrive in Medway for direction
  - Often schools are the first interaction new families have
  - Schools not equipped to meet broad range of needs being presented



# Information Sharing

## **Communication**

- Many residents do not feel informed about important happenings in town
- Expand resources like business directory, centralized town calendar with events (not just board/committee meetings), more recorded meetings
- Medway-specific Facebook pages have created division among residents
- Lack of a platform for discussing DEI issues productively/respectfully

## **Education of Residents**

- Many residents do not know how small towns in MA work / municipal regs
- Residents want to know how to become involved, what decisions they can impact, ways to elevate their ideas/concerns/questions
- Lack of awareness of municipal/school hiring practices and requirements

## **“Social Capital” Gap**

- Long-time residents of Medway know who to contact with issues and how to get things done
  - Newer residents lack this knowledge, and there is currently no resource to help residents acquire it
  - Creates an inequity amongst residents based on who knows what/whom

# Medway Police Department

- The Medway Police Department has steadily diversified in recent years
  - Diversity efforts are dependent on meeting archaic civil service hiring requirements
    - Must hire from resident preferred list
    - Very little diversity availability
    - Outstanding candidates excluded by residency and test scores
  - Civil Service currently under review by state commission
  - 30 by 30 program
    - National Program 30% of sworn officers be women by 2030
    - Medway not in position to meet this goal by 2030
    - 2040 is more likely due to the relative youth of Medway's force
    - Currently 12% of Medway's officers are women
  - School Resource Officer (SRO) program meets state regulations related to training, arrests, program requirements
    - National concerns related to juvenile arrests by SROs addressed by Massachusetts law change during 2017.
- Currently have a clinician (shared with Franklin), 3 years in and expecting to receive another.
  - Clinician is 100% grant funded by Dept. of Mental Health.
  - Second clinician will be split funded with Franklin
- Will have 14 officers with Crisis Intervention Training
- 20-25% is recommended; Medway is currently 56% and continuing to train
- MPD transparently shares data and statistics through annual reports



# Under-Represented Populations

## **BIPOC and LGBTQ+**

- BIPOC and LGBTQ+ residents are underrepresented in the population
  - Some struggle to find commonality
  - Lack of adult role models and mentors for youth
  - May not be understood by long term residents
  - Challenges exist in attracting / retaining BIPOC and LGBTQ+ town and school employees
  - Schools seeing incidents targeted against students of color. Students in the LGBTQ+ community, and other minority populations
  - These incidents can have a ripple effect throughout the community
  - Lack of opportunity for transparency can be misunderstood and lead to resentment or feelings of isolation

## **Mental Health Issues**

- Significant rise in mental health issues among residents in recent years, especially during the pandemic
- Growing concern about lack of resources to support residents' mental health needs
- Mental health issues can affect anyone at anytime
  - Can have detrimental impact on individuals, families, and the community
  - Resources targeted at specific population groups is desired
    - Youth/Students
    - Seniors
    - Underprivileged
    - Veterans

# Medway Public Schools

- Schools are seeing an increasingly diverse student population
- Excellent after-school sports and program availability
- Invested and caring teachers and staff
- Schools supportive of differing cultures, races, genders, sexuality
- More opportunity to expand learning opportunities exists
- Broader educational materials than in the past
- Excellent counselors
- Adults work hard to make students feel comfortable
- Surveys are common tools which sometimes fail to gain sought-after participation
- Students below high school level are less exposed to diverse materials, support, and programs
- Bullying between students in Middle School grades is an ongoing issue
- Acceptance of differences among students is not universal
  - Special Needs
  - Sexuality
  - Gender
  - Race
  - Culture
- Difficulty attracting and retaining diverse teachers and staff
- Difficulty identifying needs of specific families and individuals
- Difficulty sharing resources with other districts
- Lack of longevity of successful efforts due to ever-changing school population

# Seniors

- Seniors being priced out of Medway, many unable to live independently – can't afford housing, prescriptions, medical care, food, utilities, etc. – but do not have options for somewhere else to go
- Lack of smaller, more affordable housing options to meet their needs
- Role of Senior Center has changed dramatically over recent years
  - Used to be a place for connection, socialization, classes, lunches, and similar programming.
  - Now at least 70% of what Senior Center does is “putting out fires”, intervention, and providing human services resources
    - Applications for SNAP benefits
    - Fuel assistance
    - Mass Health
- Seniors being dropped off at Senior Center need more care/services than Senior Center can provide
- Many seniors lack access to/understanding of technology, risk falling victim to online scams
- Particularly impacted by transportation issues – increasing medical appointments at farther distances, Town unable to provide support

# Summary of Key Takeaways

- Medway has become increasingly diverse in the last 20 years, but there remains a general lack of awareness about how the town has changed.
- The Town, Schools, and Police have started providing resources to support changing needs of residents, and more needs to be done.
- Specific areas of concern fall under the categories of:
  - Housing
  - Accessibility
    - Language/Translation Services
    - Transportation
    - Public Services
  - Information Sharing
    - Communication
    - Education of Residents
    - “Social Capital” Gap
- Current climate is highly politicized, making discussion of these issues more challenging
- There is a need for resources to help those in the majority consider the needs of those in the minority.
- Equity & Inclusion = Access
  - How do we ensure we continually consider the needs of others for access to all Medway has to offer?

# Next Steps



- The IDEA Committee has created a survey for anyone who lives or works in Medway
- Survey Link:
- Survey will be open until Tuesday, May 31, 2022
- Approximately 7-10 minutes to complete
- Opportunity to answer the same question asked in all focus groups:
  - What are the greatest opportunities and challenges as it relates to diversity, equity, and inclusion in Medway?



Questions?

