

# Diversity, Equity and Inclusion Community Survey



**The Town of Wellesley**

September 2024



# EXECUTIVE SUMMARY

## Introduction

In order to gauge if the Town provides services and programs equitably to all residents and stakeholders, and measure resident and stakeholder satisfaction, REG collected feedback from a Town-wide community survey. The survey was collected online between July 18th and September 12th 2024. Utilizing and convenience sample, REG created a brochure to advertise the survey and Town government inserted the brochures into 5,852 residential and commercial utility bills. Paper copies were also made available at Town center and all Wellesley Free Library -- locations.

Convenience sampling is a non-probability sampling method where researchers select participants based on their easy accessibility, meaning they choose individuals who are readily available to them at the time of the study, resulting in lower costs. Compared to a probability sample, a convenience sample may not accurately represent the larger population of the Town due to the lack of random selection. With convenience sampling, researchers can quickly gather data by selecting readily available participants, making it ideal for preliminary studies or pilot projects where time and cost is a constraint. It can be used to gain initial insights into a topic before conducting a more rigorous study with a representative sample.

Participants answered 28 statements related to the Town's operations. The majority of the statements focused on obtaining feedback on three key measures *where inequities commonly occur for public sector municipalities providing services and programs: access, quality, and treatment*. Additionally, respondents answered demographic and background questions to create a more robust profile of the respondents. Racial and gender demographics of the community survey participants are presented below. Because demographic questions were not required, certain demographics or groups within the population may be overrepresented or underrepresented in the sample. The study's findings may not be relevant to other contexts or situations outside the specific sample.

The community survey collected responses from 1433 Town residents and stakeholders. REG and Elite Research analyzed the validity of all responses to ensure respondents took a reasonable amount of time to complete the survey, responded to a minimum number of statements to provide meaningful content, and responses varied from one statement to the next. *Of the 1433 respondents who began the survey, 968 valid surveys were identified and considered for analysis.*

## Quantitative Survey Items

Residents and stakeholders highly rated their experience living in Wellesley. *Respondents were most satisfied with access to public services such as fire, police, emergency, and rescue services, parks and recreation programs, and quality library services, indicated by 90% or greater agreement.* More than three-quarters reported that they are satisfied living or working in Wellesley (84%). The majority of respondents agreed with all except six of the 25 survey statements.

The following survey statements received less than 50% agreement from residents and stakeholders:

- access to provide input to Wellesley's School committee (47%)
- access to Town government employment opportunities (46%)
- satisfied with the transparency of Town government's decision-making process (41%)
- access to affordable and quality housing options (40%)
- feedback on Town government policies are valued by decision-makers (39%)
- access to become a vendor or contractor to do business with Town government (25%)

## Race and Ethnicity

White respondents and people of color experienced Wellesley government and community life differently. White participants more positively rated the community than did people of color for all 28 community statements. White respondents had statistically significantly higher agreement scores for 15 of the 25 positively directed community statements where higher agreement indicates more positive views on the town for overall satisfaction, most public service dimensions, and elements of town government. Respondents of color had significantly higher scores than white respondents for all three items reflecting barriers and discrimination due to identity factors.

## Gender

Male and female respondents similarly rated Wellesley for most items. The small group of respondents identifying as all other genders had lower agreements than males and females for nearly all statements. There were minimal differences for most community statements. Males had significantly lower agreement regarding access to a quality library than did females. Females were more satisfied with the transparency of the Town government's decision-making process, more strongly agreed that Wellesley is welcoming and inclusive of diverse groups. Females more strongly agreed than males that they have felt or know someone who has been mistreated in Wellesley due to identity factors (Q27) and had or known individuals with intentions to leave Wellesley due to encountering identity-based discrimination (Q28).

## Homeownership and Renters

Homeowners and renters experience life in Wellesley very differently. Comparative analysis revealed that respondents owning homes significantly rate Wellesley community life more favorably than do renters for 17 of the 28 statements. Renters did not more positively rate Wellesley on any of the community survey items. The items with the biggest gap between homeowners and renters (Homeowner mean agreement score out of 1-5 scale minus renters mean agreement score out of 5) were feeling connected/sense of belonging/inclusion within Wellesley (Gap = .99), feeling Wellesley is welcoming and inclusive of diverse groups (Gap = .97), having access to affordable and quality housing options (Gap = .85), and seeing their culture and/or identity reflected in Town government events and activities (Gap = .78). Renters had significantly greater agreement with the final three statements regarding barriers, exclusion, and plans to leave Wellesley due to discrimination.

## Age

Older respondents tend to view their experiences in Wellesley more favorably than younger respondents do. Generally, agreement levels increase as the age of respondents increase. There was a significant positive correlation between age and favorable responses regarding Wellesley for 17 of the 28 statements. There were no statements where younger ages were associated with more favorable views on Wellesley or Town government.

Wealth influences perspectives on Wellesley as well. Increased income is associated with increased satisfaction living and/or working in Wellesley (Q1), access to quality health and human services (Q6), access to affordable/quality housing (Q8), access to affordable and nutritious food, groceries, and household necessities (Q9), access to public transportation (Q10), sense of connection/belonging/inclusion within Wellesley (Q20), recognition of Wellesley as welcoming and inclusive of diverse groups (Q22), and belief that their culture and/or identity is reflected in Town government events and activities (Q23). Decreased income was associated with stronger negative feedback for the final three statements (Q26-Q28) regarding barriers, discrimination and plans to leave Wellesley due to identity factors.

## Qualitative Survey Items

The survey also included two open-ended text questions regarding what is the most critical action the town can do to advance Diversity, Equity, and Inclusion, and what can Town government do to improve the experience of visitors to Wellesley and make them feel welcome? More than two-thirds of respondents completed responses to each of these items.

**The participant responses indicate several key conclusions regarding community engagement and inclusivity in Wellesley:**

1. *Perception of Inclusivity:* There is a mixed perception of Wellesley as a welcoming community, particularly towards Asian families and individuals from lower income classes. Some residents feel that the town is not socially welcoming to diverse income levels.
2. *Government Responsiveness:* Many residents express frustration with the responsiveness of town government and the communication channels available for providing feedback. There is a desire for better engagement and responsiveness from local representatives.
3. *Diversity and Representation:* Participants believe that representatives should work to counter the stereotype of Wellesley as a wealthy, predominantly white town. There is a call for more representation and events that celebrate diversity, such as Pride celebrations, Juneteenth and events for various cultural groups.
4. *Community Events:* There is a strong interest in hosting more community events that cater to non-majority groups, which would enhance the sense of belonging and inclusivity in the town.
5. *Overall Sentiment:* While some residents feel that the town is doing a commendable job in maintaining a culturally diverse environment, others highlight significant areas for improvement in terms of social inclusivity and government engagement.

Participants also highlighted the need for better communication from town officials, including clearer updates on decisions and policies. Suggestions include regular newsletters and summaries of town meetings to keep the community informed. Several participants also voiced concerns about the responsiveness of town government, indicating a perception that their views are not adequately represented. There are also significant concerns about the school committee's responsiveness to community feedback, with calls for more transparency and engagement in decision-making processes related to education.

Concerns were raised about the quality of town services, including the need for improved public transportation, pedestrian safety, and maintenance of public spaces. Some residents also mention the need for more recreational facilities and activities for youth and seniors.

Many respondents expressed worries about the high cost of living in Wellesley, particularly regarding housing affordability and taxes. They provided suggestions for more equitable tax policies and financial support for seniors and low-income residents.

Below are sample quotes from town residents and stakeholders:

- “Make volunteer/elected roles more realistic for more/diverse people to do. Not only make giving feedback accessible but follow up with information and outcomes. Improve schools - specifically addressing bullying and harassment behaviors.”
- “Make underserved voices heard.”
- “Make transparency a real word, not just lip service.”

- “Make government more accessible to residents by being open and transparent; stop encouraging new volunteers and then only selecting “known” people; stop talking and surveying about inclusiveness and actually be inclusive.”
- “Make an effort to reach out to and listen to those who aren’t as vocal as the usual voices.”
- “Listen to a broader group of people - not just the loud ones.”
- “Let’s not overreact on DEI items which end up alienating people more than achieving the wanted objectives.”
- “Create opportunities for citizens to casually meet and “bump” into each other. I am missing events that unite the town on an ongoing basis, e.g. farmers market, street festival, etc.”
- “Create more events that promote diversity, sexual, gender, race, SES, and ethnicity-based.”
- “Create more affordable housing.”
- “There is a perception that the town lacks diverse dining and shopping options, which may deter visitors.”

There is a general consensus that while quality of life within Wellesley is ideal, need for improvement exists, especially in areas like enhancing the multiplicity of representation in town government to reflect the community's diversity, improving community engagement, addressing socioeconomic disparities, and addressing the necessity for affordable housing.

Sincerely,



Bird Guess

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# RESULTS

## Data Collection

A total of 1433 individuals engaged with the survey invitation and information with 436 individuals who clicked the survey link without engaging with any of the survey items. The survey response data for the remaining 997 actual respondents was reviewed to determine the validity of individual responses. Responses were reviewed to ensure respondents took a reasonable amount of time to complete the survey, they responded to enough of the items to provide meaningful content, and their responses varied from one item to the next.

Respondents who completed the survey too quickly (less than a minute), too slowly (more than a day to complete), answered less than a third of the survey questions, or answered the same way across all items were removed from the final data. Possible duplicate surveys were reviewed to ensure only one case per person was retained. Of the 1433 total responses, 436 were removed for invalid responses listed below. There was only one self-identified person of color removed from the sample due to the below invalid data checks.

- 407 surveys were removed for clicking the survey link and not interacting with any survey items (there is no demographic information available for these individuals).
- 6 surveys were removed for taking too long (+2.5 standard deviations for duration which is approximately 5 days)
- 7 surveys were removed for being too fast (less than one minute)
- 6 surveys were removed for dropping out within the first 10 survey items (must complete at least 50% of the survey items)
- 10 surveys were removed for having no variance to items across the survey (or answering the same for every item).

## Demographics

*The valid sample contained responses from 968 Wellesley residents and stakeholders.* Participants answered 28 statements related to the Town. Respondents also answered demographic and background questions in order to create a more complete profile of the respondents. Demographic frequencies are presented below. The overall results are reviewed, as well as the results stratified according to key demographics such as minority status, gender, home ownership, age, and income.

The majority of participants are straight (heterosexual) (54.1%), homeowners (67.3%), do not have a disability (70.2%), do not own/operate a business within Wellesley (67.9%), live in Wellesley (50.5%). The largest group of participants are white (47.7%), female (39.6%), have earned a master's degree (30.8%), work in the private sector (26.9%), are 55-64 years old (16.3%), earn \$300,000 to \$499,000 annually (7.9%). Respondents skipped or reported that they preferred not to answer many of the demographic items. Unknown (missing responses) or prefer not to say responses account for 22%-53% of responses for the demographic items. These rates were higher than the rates residents refrained from sharing this information from both of the peer communities surveyed in Massachusetts previously. Typically one-fourth to one-third of residents refuse to provide responses to indicate their gender, race, and income, but these rates were one-third to one-half in Wellesley. As such, they are larger than to be expected, but not an order of magnitude different than comparable studies

The largest group of unknown/PNS responses are for household income (52.7%), sexual orientation (42.0%), race/ethnicity (39.5%), and gender (34.5%). *The most popular means for hearing about the survey were via Utility Bill (26.7%) and email (15.6%).* Just 1.4% of respondents indicated using Google Translate or other translation tools to understand information on the Town of Wellesley website.

Gender	N	Percent
Male	234	24.2%
Female	383	39.6%
Non-binary/non-conforming	7	.7%
Transgender	4	.4%
Other	6	.6%
Unknown/PNS	334	34.5%

Age	N	Percent
Under 24 years old	4	.4%
25 - 34 years old	19	2.0%
35 - 44 years old	78	8.1%
45 - 54 years old	148	15.3%
55 - 64 years old	157	16.2%
65 - 74 years old	150	15.5%
75+ years old	101	10.4%
Unknown/PNS	311	32.1%

Race/Ethnicity	N	Percent
Asian or Asian American	51	5.3%
Black or African American	24	2.5%
Hispanic or Latinx (non-white)	18	1.8%
Native Hawaiian/Pacific Islander	1	0.1%
White	461	47.6%
Multiracial	14	1.4%
Other	17	1.8%
Unknown/PNS	382	39.5%

Minority	N	Percent
Person of color	114	11.8%
White	461	47.6%
Unknown/PNS	393	40.6%

Home Ownership Status	N	Percent
Own	656	67.8%
Rent	69	7.1%
Other	26	2.7%
Unknown/PNS	217	22.4%

Total Annual Household Income	N	Percent
Less than \$60,000	24	2.5%
\$60,000 to \$99,999	38	3.9%
\$100,000 to \$149,999	60	6.2%
\$150,000 to \$199,999	60	6.2%
\$200,000 to \$249,999	43	4.4%
\$250,000 to \$299,999	49	5.1%
\$300,000 to \$499,999	77	8.0%
\$500,000 to \$1,000,000	69	7.1%
Over \$1,000,000	38	3.9%
Unknown/PNS	510	52.7%

Education	N	Percent
Less than High School	2	.2%
High School Diploma	4	.4%
Associates Degree	7	.7%
Bachelor's Degree	190	19.6%
Master's Degree	299	30.9%
PhD, MD, JD	184	19.0%
Other	6	.6%
Unknown/PNS	276	28.6%

Live/Work in Wellesley	N	Percent
Live	489	50.5%
Work	41	4.2%
School	2	.2%
None	101	10.4%
Unknown/PNS	335	34.7%

Use Google Translate to Understand Town Website	N	Percent
Yes	14	1.4%
No	733	75.8%
Unknown/PNS	221	22.8%

Own or Operate Business in Wellesley	N	Percent
Yes	94	9.7%
No	657	67.9%
Unknown/PNS	217	22.4%

Occupation	N	Percent
Student	5	.5%
Employed within private sector	262	27.1%
Employed within the public sector	45	4.6%
Self-employed/business owner	94	9.7%
Unemployed and seeking work	8	.8%
Unemployed and not seeking work	17	1.8%
Disabled and not able to work	5	.5%
Retired	200	20.7%
Volunteer	41	4.2%
Other	32	3.3%
Multiple occupations	47	4.9%
Unknown/PNS	212	21.9%

Heard about Survey	N	Percent
Utility bill	260	26.9%
Town of Wellesley website	108	11.2%
Friend or family member	87	9.0%
Wellesley Library	18	1.9%
Other	299	30.9%
Other: Email	151	15.6%
Other: Swellesley	49	5.1%
Other: Social media	25	2.6%
Other: Chamber of Commerce	16	1.6%
Other: Work	12	1.2%
Other: Council on Aging	11	1.1%

\*Percentages may not sum to 100% as respondents could select multiple sources.

## Wellesley Community Survey Overview

The aggregate mean (average) scores for each of the 28 statements provide an overview for the current state of the Town of Wellesley. The first 25 items are positively directed in that higher mean (average) scores and higher agreement correspond to more positive views on Wellesley community life. The final three items captured feedback regarding experiences with discrimination and barriers due to identity factors. Higher mean scores and agreement for these items reflect negative experiences in Wellesley.

Results are presented for individual items, but general trends are discussed. There were eight statements with consensus agreement reflected by mean scores above 4.0 out of 5.0. These scores indicate that the average respondent agreed with each of these statements. *The most highly rated items were related to access to basic civic services and community resources, but the fifth most highly rated statement was overall satisfaction living and/or working in Wellesley (Mean = 4.31, SD = 1.06).* All residents highly rated access to quality library services (*Mean = 4.81, SD = .61*), access to quality fire, police, emergency, and rescue services (*Mean = 4.78, SD = .67*), access to quality parks and recreation programs (*Mean = 4.58, SD = .83*), access to quality health and human services (*Mean = 4.32, SD = .95*), access to quality public schools (*Mean = 4.19, SD = 1.17*), access to affordable and nutritious food, groceries, and household necessities (*Mean = 4.14, SD = 1.21*), and fair/respectful treatment by Town government employees (*Mean = 4.13, SD = 1.45*).

There was less consensus around the following survey statements:

- access to provide input/feedback to Wellesley's School Committee (47%)
- access to obtain employment opportunities with the Town government (46%)
- satisfaction with transparency of Town government's decision-making processes (41%)
- access to affordable/quality housing options (40%)
- opinions are valued and considered by Town government decision-makers (39%)
- access to become a vendor or contractor to do business with Town government (25%).

Overall, two-thirds of the items (17 out of 25 statements) had mean scores between 3.0 and 4.0 indicating that responses reflected aggregate levels between neutral and some agreement with the statements. The average mean score for respondents completing the survey is 3.80 which reflects a general sentiment of moderate agreement regarding the community statements. *Fewer than one-third of all respondents agreed with the final three statements regarding experiencing discrimination and barriers due to identity factors. Nearly one-third of respondents did indicate feeling denied, excluded or treated less favorably than others in Wellesley due to identity factors*

**95%**

Agreed

Access to Quality Fire, Police, Emergency, and Rescue Services

**95%**

Agreed

Access to Quality Library Services

**90%**

Agreed

Access to Parks and Recreation Services

**25%**

Agreed

Town Vendor or Contractor Access

**39%**

Agreed

Opinions are Valued and Considered by Town Government Decision-makers

**40%**

Agreed

Access to Affordable and Quality Housing Options

Combined results for all residents are presented for each statement according to their mean score (1-5) which is based on the frequency of responses (percentages) for each agreement level. Mean scores are visually presented in the form of blue bars where higher numbers reflect higher consensus agreement levels. Reviewing the frequencies of responses to each of the agreement statements provides additional detail into the feedback provided by residents.

For example, results from the first statement “satisfaction living or working in Wellesley” reveals a mean score of 4.31 (out of 5). The blue bar representing this mean score stretches into the “Strongly Agree” response (between 4.0-5.0). These results are mirrored in the frequencies reflecting 61% “Strongly Agree”, 24% “Somewhat Agree”, 5% “Neither Agree Nor Disagree”, 8% “Somewhat Disagree”, and 3% “Strongly Disagree”

### Wellesley Community Survey Statements

	Strongly Disagree	Somewhat Disagree	Neither Agree Nor Disagree	Somewhat Agree	Strongly Agree	Mean
Satisfaction Living or Working in Wellesley	3%	8%	5%	24%	61%	4.31
Access for Input/Feedback on Town Government Policies	8%	11%	16%	33%	33%	3.72
Town Government's Communication/Engagement	7%	14%	16%	35%	28%	3.62
Access to Fire, Police, and Emergency Services	2%	0%	3%	8%	87%	4.78
Access to Parks and Recreation Services	1%	3%	6%	17%	74%	4.58
Access to Health and Human Services	1%	3%	18%	18%	60%	4.32
Access to Quality Library Services	1%	1%	3%	7%	88%	4.81
Access to Affordable and Quality Housing	18%	19%	23%	15%	25%	3.09
Access to Groceries and Household Necessities	5%	10%	9%	19%	57%	4.14
Access to Public Transportation	8%	16%	12%	24%	41%	3.75
Access to Quality Public Schools	5%	8%	11%	18%	59%	4.19
Buildings Accessible for Limited Mobility Individuals	2%	5%	28%	24%	42%	3.99
Participation on Town Boards and Commissions	6%	9%	19%	28%	39%	3.86
Accessible Town Meetings and Elected Officials	8%	14%	18%	27%	33%	3.63
Feedback Influences Town's Policies	18%	17%	26%	21%	18%	3.04
Satisfaction with Town's Transparency Making	18%	20%	21%	23%	18%	3.05
Access to Provide Input to the Select Board	10%	14%	23%	27%	26%	3.45
Access to Provide Input to Wellesley's School Committee	15%	14%	24%	27%	20%	3.23
Treated Fairly and with Respect by Town Employees	4%	7%	15%	20%	54%	4.13
Connection/Inclusion to Wellesley	8%	11%	14%	30%	38%	3.79
Familiarity with Town's Commitment to Advance DEI	10%	14%	21%	29%	27%	3.50
Town is Welcoming and Inclusive of Diverse Groups	10%	21%	15%	20%	34%	3.47
Culture/Identity Reflected in Town Government and	12%	10%	18%	22%	39%	3.66
Access to Employment Opportunities	7%	6%	42%	19%	27%	3.53
Vendor/Contractor Access	6%	3%	66%	9%	16%	3.25
Barriers in Accessing Town Services/Programs	42%	18%	28%	9%	4%	2.17
Treated Less Favorably due to Identity Factors	48%	8%	13%	16%	15%	2.43
Planning to Leave Wellesley due to Discrimination	61%	9%	15%	7%	7%	1.90

Note. The blue bar reflects the average/mean rating on a 1 = strongly disagree to 5 = strongly agree scale. The number reflects the percent of respondents who selected each category.

## Minority Consensus on DEI Commitment

White respondents and respondents of color experience Wellesley life and government differently. The overall mean scores present the profile of the Town collectively, but further analysis segmented by minority racial/ethnic background provides important context. A series of Analyses of Variance (ANOVA) tests revealed that white respondents had significantly greater agreement ( $p < .05$ ) than people of color regarding 15 of the 25 positively directed community statements where higher agreement indicates greater community satisfaction. The average gap between mean scores for white respondents and respondents of color was .35 for the first 25 positively directed statements. *There were no statements where respondents of color had more positive views of Town government or community life.*

White respondents reported significantly higher agreement for each of the following statements:

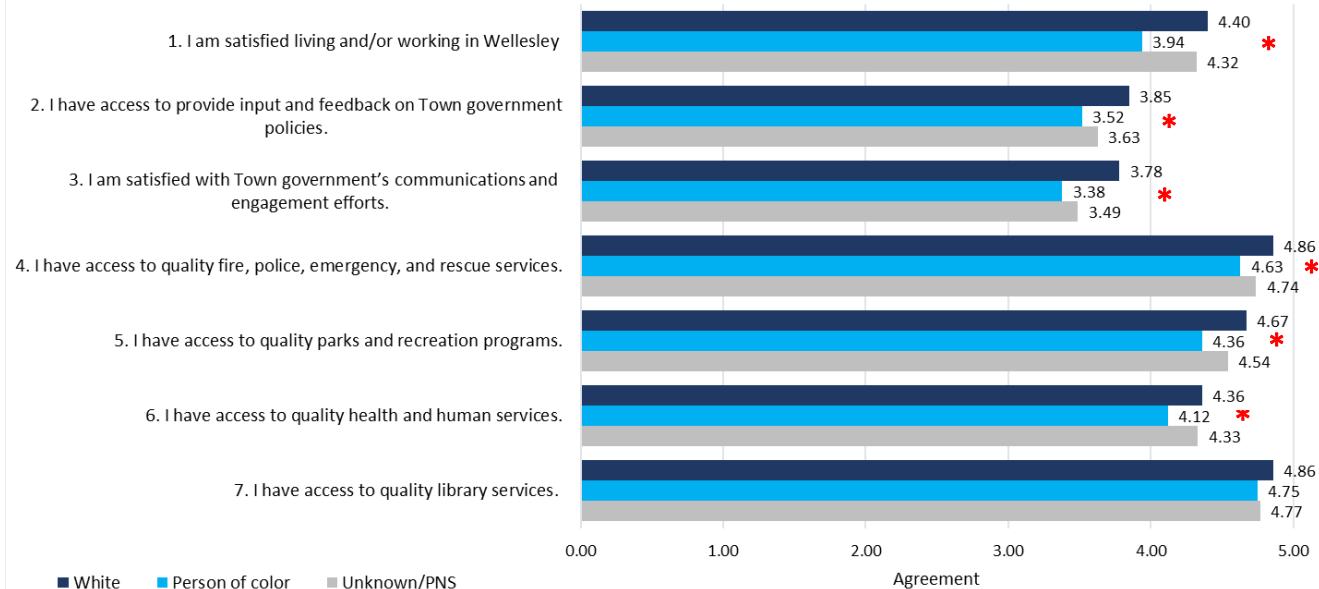
- I am satisfied living and/or working in Wellesley (1)
- I have access to provide input and feedback on Town government policies. (2)
- I am satisfied with Town government's communications and engagement efforts. (3)
- I have access to quality fire, police, emergency, and rescue services. (4)
- I have access to quality parks and recreation programs. (5)
- I have access to quality health and human services. (6)
- I have access to quality public schools. (11)
- I have access to participate on Town government boards and committees. (13)
- I feel Town Meeting (Wellesley's annual legislative session) and elected officials are accessible to me. (14)
- I have access to provide input and feedback to the Select Board (e.g. elected Town officials). (17)
- I have access to provide input and feedback to Wellesley's School Committee (e.g. elected Town officials). (18)
- I am treated fairly and with respect by Town government employees. (19)
- I feel connected and a sense of belonging and inclusion within Wellesley (20)
- I feel Wellesley is welcoming and inclusive of diverse groups (e.g. race/ethnicity, income levels, sexual orientation, religion, and other identities). (22)
- I see my culture and/or identity reflected in Town government events and activities. (23)

*Respondents of color reported significantly greater scores for the final three statements where greater agreement reflected experiencing barriers due to identity factors (26), discriminatory treatment due to identity factors (27) and a desire to leave Wellesley due to identity discrimination (28). Results for these three items suggest that people of color have higher agreement regarding these statements of experiencing discrimination than do white respondents.*

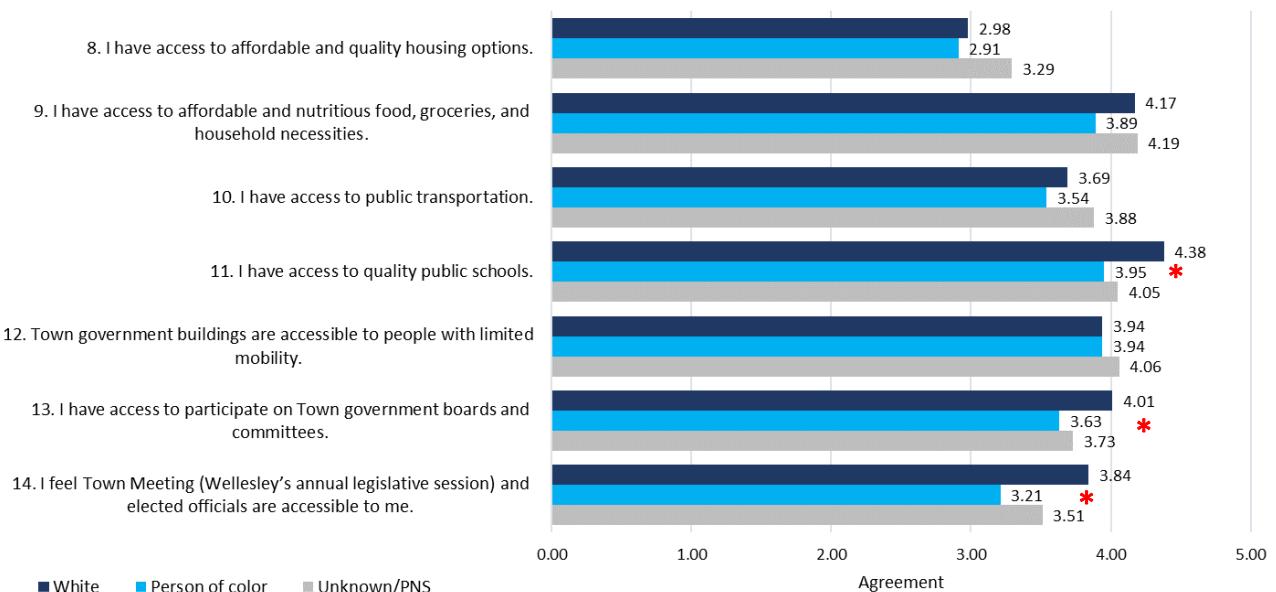
In the community statements illustrated below, red asterisks indicate statistically significant differences. *There were nine statements that represented the highest level of statistically significant differences between White and POC respondents factoring in sample size.* Those items were identified as statements (1), (4), (5), (11), (14), (19), (20), (23), and (28) on the following page.

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### Wellesley Community Survey Statements by Minority (1 of 4)

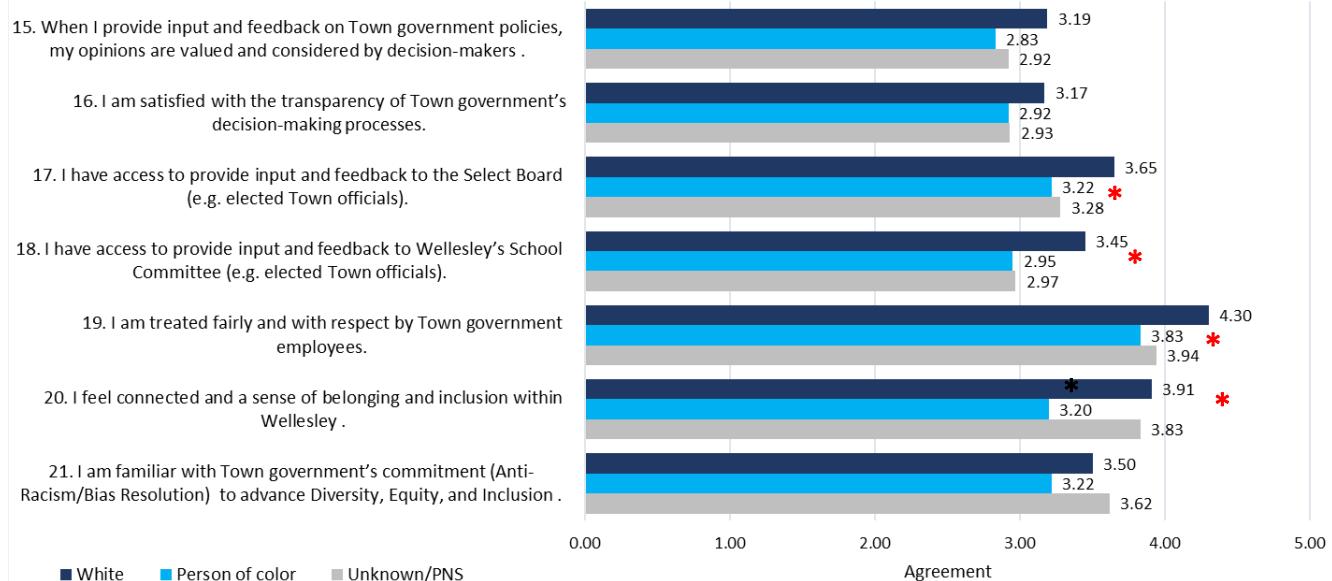


### Wellesley Community Survey Statements by Minority (2 of 4)

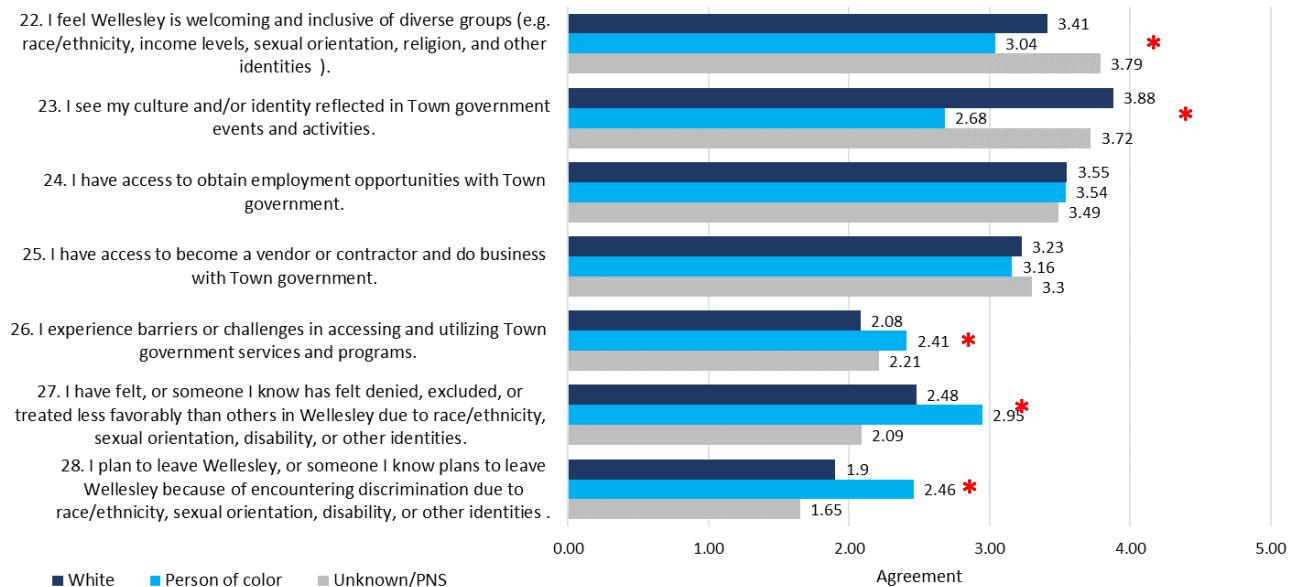


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### Wellesley Community Survey Statements by Minority (3 of 4)



### Wellesley Community Survey Statements by Minority (4 of 4)



\*Statistically significant difference between white and POC mean score

### Gender Consensus on DEI Commitment

Results were also compared according to gender differences. Only male and female comparisons are presented for comparison due to small subgroup sample sizes for other genders and sexual orientation. Respondents identifying as all other genders and sexual orientation had lower agreements than males and females for nearly all statements. There were minimal differences for most community survey statements. Males had significantly lower agreement regarding access to a quality library than did females. Females were more satisfied with the transparency of the Town government's decision-making process, more strongly agreed that Wellesley is welcoming and inclusive of diverse groups. Additionally females more strongly agreed that they have felt or know someone who has been mistreated in Wellesley due to identity factors ( $Mean = 2.78, SD = 1.57$ ) than males agreed about exclusion/mistreatment in Wellesley due to race/ethnicity, orientation, and other identities

(*Mean* = 2.09, *SD* = 1.48). Similarly, females had significantly greater agreement regarding intentions to leave Wellesley due to encountering identity-based discrimination (*Mean* = 2.10, *SD* = 1.40) than did males (*Mean* = 1.70, *SD* = 1.13).

## Age Consensus on DEI Commitment

Responses were evaluated according to the age of respondents. Approximately one-third of respondents (32.7%) did not include their specific age. Pearson's correlations were evaluated to identify associations between agreement levels and ages. Generally, older respondents agreed more strongly with most statements. There were significant positive correlations between age and agreement for 15 of the 25 positively directed statements. *These results suggest that older respondents more strongly agree with the majority of statements than do younger respondents.*

Agreement with each of the following statements increases as age increases in respondents:

- I am satisfied living and/or working in Wellesley (1)
- I have access to provide input and feedback on Town government policies. (2)
- I am satisfied with Town government's communications and engagement efforts. (3)
- I have access to quality fire, police, emergency, and rescue services. (4)
- I have access to quality parks and recreation programs. (5)
- I have access to quality health and human services. (6)
- I have access to quality public schools. (11)
- Town government buildings are accessible to people with limited mobility. (12)
- I have access to participate on Town government boards and committees. (13)
- I feel Town Meeting (Wellesley's annual legislative session) and elected officials are accessible to me. (14)
- When I provide input and feedback on Town government policies, my opinions are valued and considered by decision-makers. (15)
- I am satisfied with the transparency of Town government's decision-making processes. (16)
- I have access to provide input and feedback to the Select Board (e.g. elected Town officials). (17)
- I have access to provide input and feedback to Wellesley's School Committee (e.g. elected Town officials). (18)
- I am treated fairly and with respect by Town government employees. (19)
- I feel connected and a sense of belonging and inclusion within Wellesley . (2)
- I am familiar with Town government's commitment (Anti-Racism/Bias Resolution) to advance Diversity, Equity, and Inclusion. (21)
- I feel Wellesley is welcoming and inclusive of diverse groups (e.g. race/ethnicity, income levels, sexual orientation, religion, and other identities).(22)
- I see my culture and/or identity reflected in Town government events and activities. (23)

*Younger respondents more strongly agreed that they have felt or someone they know has felt denied, excluded or treated less favorably than others in Wellesley due to identity factors and that they plan to leave Wellesley due to encountering discrimination than do older respondents.*

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## Income Consensus on Racial Equity Commitment

Wealthy residents more highly rate Wellesley than lower income residents. Pearson's correlations were evaluated to identify significant correlations between income and racial equity commitment. Analysis revealed statistically significant positive correlations between income and agreement with 10 of the 28 community statements.

Increased income was associated with more positive views of Wellesley for the following items:

- I am satisfied living and/or working in Wellesley (1)
- I have access to quality health and human services. (6)
- I have access to affordable and quality housing options. (8)
- I have access to affordable and nutritious food, groceries, and household necessities. (9)
- I have access to public transportation. (10)
- I feel connected and a sense of belonging and inclusion within Wellesley. (20)
- I feel Wellesley is welcoming and inclusive of diverse groups (e.g. race/ethnicity, income levels, sexual orientation, religion, and other identities). (22)
- I see my culture and/or identity reflected in Town government events and activities. (23)
- I experience barriers or challenges in accessing and utilizing Town government services and programs. (26)
- I plan to leave Wellesley, or someone I know plans to leave Wellesley because of encountering discrimination due to race/ethnicity, sexual orientation, disability, or other identities. (28)

## Homeownership Consensus on Racial Equity Commitment

Homeowners and renters experience life in Wellesley very differently. Comparative analysis revealed that respondents owning homes significantly rate Wellesley community life more favorably than do renters for 17 of the 28 statements. Renters did not more positively rate Wellesley on any of the community survey items. The items with the biggest gap between homeowners and renters were feeling connected/sense of belonging/inclusion within Wellesley (**Gap** = .99 - **Owners**: *Mean* = 3.89, *SD* = 1.21; **Renters**: *Mean* = 2.90, *SD* = 1.51), feeling Wellesley is welcoming and inclusive of diverse groups (**Gap** = .97 - **Owners**: *Mean* = 3.76, *SD* = 1.33; **Renters**: *Mean* = 2.79, *SD* = 1.58), having access to affordable and quality housing options (**Gap** = .85 - **Owners**: *Mean* = 3.19, *SD* = 1.38; **Renters**: *Mean* = 2.35, *SD* = 1.52), and seeing their culture and/or identity reflected in Town government events and activities (**Gap** = .78 - **Owners**: *Mean* = 3.56, *SD* = 1.37; **Renters**: *Mean* = 2.77, *SD* = 1.43). Renters had significantly greater agreement with the final three statements regarding barriers, exclusion, and plans to leave Wellesley due to discrimination.

Home owners more strongly agreed with each of the following statements than renters did:

- I am satisfied living and/or working in Wellesley (Q1)
- I have access to provide input and feedback on Town government policies. (Q2)
- I am satisfied with Town government's communications and engagement efforts. (Q3)
- I have access to quality fire, police, emergency, and rescue services. (Q4)
- I have access to quality parks and recreation programs. (Q5)
- I have access to quality health and human services. (Q6)
- I have access to quality library services. (Q7)
- I have access to affordable and quality housing options. (Q8)
- I have access to affordable and nutritious food, groceries, and household necessities. (Q9)
- I have access to public transportation. (Q10)
- I have access to quality public schools. (Q11)
- Town government buildings are accessible to people with limited mobility. (Q12)
- I have access to participate on Town government boards and committees. (Q13)

- I feel Town Meeting (Wellesley's annual legislative session) and elected officials are accessible to me. (Q14)
- When I provide input and feedback on Town government policies, my opinions are valued and considered by decision-makers . (Q15)
- I am satisfied with the transparency of Town government's decision-making processes. (Q16)
- I have access to provide input and feedback to the Select Board (e.g. elected Town officials). (Q17)
- I have access to provide input and feedback to Wellesley's School Committee (e.g. elected Town officials). (Q18)
- I am treated fairly and with respect by Town government employees. (Q19)
- I feel connected and a sense of belonging and inclusion within Wellesley. (Q20)

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## APPENDIX: Community Survey

### Town of Wellesley DEI Community Survey

Wellesley is a community that highly values diversity, human dignity, and respect for all individuals. In order to demonstrate Wellesley's commitment to diversity, equity, and inclusion and help establish Wellesley as a more welcoming and inclusive town for all individuals, the Select Board office has created the Wellesley Diversity, Equity, and Inclusion (DE&I) initiative. This community survey is one component of the Town's DE&I initiative. The survey is available in six languages. A web browser on any device in which the primary language is English, Chinese, Portuguese, Spanish, Vietnamese, or Korean, will display the survey in that language.

**The purpose of the Town of Wellesley's DE&I community survey is to:**

- measure community satisfaction and ensure all stakeholders (e.g., residents, businesses) are treated equitably
- ensure all stakeholders have equal access to quality services
- help the Town identify and understand the lived experiences of Wellesley community members, and
- discover opportunities to move the Town forward in integrating diversity, equity, and inclusion in all areas of Town government.

**All responses to this survey are entirely voluntary, anonymous, and confidential.** The Town has contracted with the Racial Equity Group (REG) to collect and analyze the survey response data. REG does not release individual responses to the Town of Wellesley leadership or anyone else. Individual responses are aggregated to effectively inform the town, while still maintaining anonymity.

In this survey, we will ask demographic questions. We want to make sure we hear from a diverse group of people and understand their experiences. You will be presented with a series of statements to rate your level of agreement with each based on your lived experience in the Wellesley community.

Some questions will contain the following wording:

- **“Town government”** – refers to the Select Board office, Town government departments, facilities, boards and committees, programs, and services.
- **“Access,”** – provides for the capacity, ability and means to obtain Town government services, the benefits of Town government programs, or Town government opportunities.
- **“Wellesley”** – refers to the community as a whole.

This survey will remain open until September 12, 2024 at 11:59pm EST.

We value your voice, ideas, experiences, and hope to hear from you!

If you experience problems or have questions, please email [info@racialequitygroup.com](mailto:info@racialequitygroup.com) or call 1.888.369.1339

Please respond using a scale with the following options:

Strongly Disagree  
Somewhat Disagree  
Neither Agree nor Disagree  
Somewhat Agree  
Strongly Agree  
Don't Know

1. I am satisfied living and/or working in Wellesley
2. I have access to provide input and feedback on Town government policies.
3. I am satisfied with Town government's communications and engagement efforts.
4. I have access to quality fire, police, emergency, and rescue services.
5. I have access to quality parks and recreation programs.
6. I have access to quality health and human services.
7. I have access to quality library services.
8. I have access to affordable and quality housing options.
9. I have access to affordable and nutritious food, groceries, and household necessities.
10. I have access to public transportation.
11. I have access to quality public schools.
12. Town government buildings are accessible to people with limited mobility.
13. I have access to participate on Town government boards and committees.
14. I feel Town Meeting (Wellesley's annual legislative session) and elected officials are accessible to me.
15. When I provide input and feedback on Town government policies, my opinions are valued and considered by decision-makers.
16. I am satisfied with the transparency of Town government's decision-making processes.
17. I have access to provide input and feedback to the Select Board (e.g. elected Town officials).
18. I have access to provide input and feedback to Wellesley's School Committee (e.g. elected Town officials).
19. I am treated fairly and with respect by Town government employees.
20. I feel connected and a sense of belonging and inclusion within Wellesley.
21. I am familiar with Town government's commitment (Anti-Racism/Bias Resolution) to advance Diversity, Equity, and Inclusion.
22. I feel Wellesley is welcoming and inclusive of diverse groups (e.g. race/ethnicity, income levels, sexual orientation, religion, and other identities).
23. I see my culture and/or identity reflected in Town government events and activities.
24. What can Town government do to improve the quality of life and sense of belonging for all Wellesley residents? **(Open Text Item)**
25. I have access to obtain employment opportunities with Town government.
26. I have access to become a vendor or contractor and do business with Town government.
27. I experience barriers or challenges in accessing and utilizing Town government services and programs.

28. I have felt, or someone I know has felt denied, excluded, or treated less favorably than others in Wellesley (e.g. restaurants, shops, schools) due to race/ethnicity, sexual orientation, disability, or other identities.
29. I plan to leave Wellesley, or someone I know plans to leave Wellesley because of encountering discrimination due to race/ethnicity, sexual orientation, disability, or other identities.
30. What can Town government do to improve the experience of visitors to Wellesley and make them feel welcome? **(Open Text Item)**

What is your race or ethnicity?\*

- Asian or Asian American
- Black or African American
- Hispanic or Latinx (non-white)
- Native American or Alaska Native
- Native Hawaiian or Pacific Islander
- White
- Two or more races, please specify: \_\_\_\_\_ \*
- Other - please specify: \_\_\_\_\_ \*
- Prefer not to say

What is your age?\*

- Under 18 years old
- 18 - 24 years old
- 25 - 34 years old
- 35 - 44 years old
- 45 - 54 years old
- 55 - 64 years old
- 65 - 74 years old
- 75+ years old
- Prefer not to say

What is your gender?\*

- Male
- Female
- Non-binary /non-conforming
- Transgender
- Gender not listed, please specify: \_\_\_\_\_ \*
- Prefer not to say

What is your sexual orientation? (check all that apply)\*

Lesbian

Gay

Bisexual

Queer

Straight (heterosexual)

Orientation not listed, please specify: \_\_\_\_\_ \*

Prefer not to say

What is your current primary occupation?\*

Student

Employed within private sector

Employed within the public sector

Self-employed/business owner

Unemployed and seeking work

Unemployed and not seeking work

Disabled and not able to work

Retired

Volunteer

Not listed, please specify: \_\_\_\_\_ \*

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Do you live, work, or attend an educational institution within Wellesley?\*

Live

Work

Attend educational institution

All of the above

None of the above

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If none of the above apply, what brings you to Wellesley?\*

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How often do you visit? the Town of Wellesley?\*

Which category best describes your total annual household income?\*

- Less than \$60,000
- \$60,000 to \$99,999
- \$100,000 to \$149,999
- \$150,000 to \$199,999
- \$200,000 to \$249,999
- \$250,000 to \$299,999
- \$300,000 to \$499,999
- \$500,000 to \$1,000,000
- Over \$1,000,000
- Prefer not to say

Do you own or operate a business within Wellesley?\*

- Yes
- No

Do you own or rent your home?\*

- I own my home
- I rent my home or apartment
- Other, please specify: \_\_\_\_\_ \*

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What is the primary language spoken in your home?\*

---

Are other languages spoken?\*

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Do you use Google translate (or other translation tools) to understand information on the Town of Wellesley website?

- Yes
- No

Do you have a disability (e.g. physical, mental)?\*

Yes

No

What is the highest level of education you have obtained?\*

Less than High School

High School Diploma

Associates Degree

Bachelor's Degree

Master's Degree

PhD, MD, JD

Other, please specify: \_\_\_\_\_

Prefer not to say

How did you hear about this survey?

Utility bill

Town of Wellesley website

Friend or family member told me

Wellesley Library

Other, please specify **(open text item)**

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Thank you for taking our community survey! Your voice and responses are very important to helping our Town create and maintain environments of equal opportunity, belonging and inclusion for all residents and stakeholders.