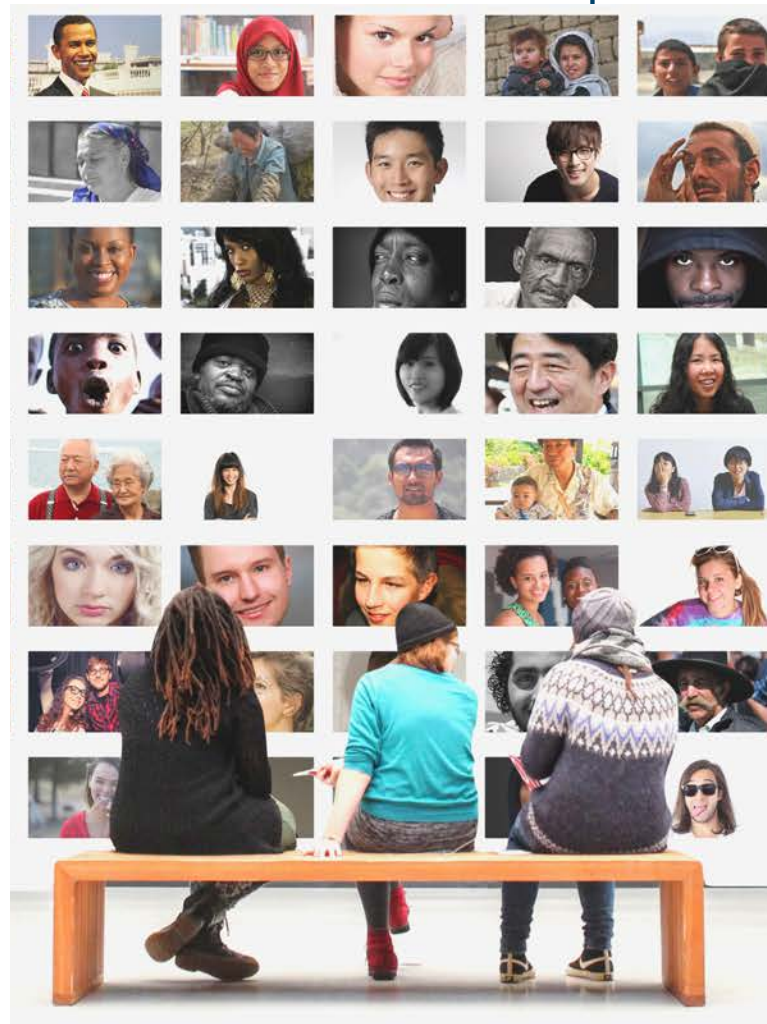


2020

# Diversity and Inclusion Survey Results



City of Chandler  
Human Relations Commisison



# Executive Summary

In June 2020, the high-profile killings of George Floyd, Breonna Taylor and Ahmaud Arbery precipitated national attention on systemic racism in the United States -- impacting culture, government, and industry. In response to these events, several surrounding cities in the East Valley began cultural dialogues with residents in the form of "Listening Sessions" and internal review of current and future Diversity and Inclusion efforts.

At a Chandler City Council Meeting on June 8, Mayor Kevin Hartke and the City Council issued a Unity proclamation, which tasked the Chandler Human Relations Commission (HRC) to engage with the community and make recommendations to the City Council to benefit the quality of life, economic opportunity and relationships within Chandler.

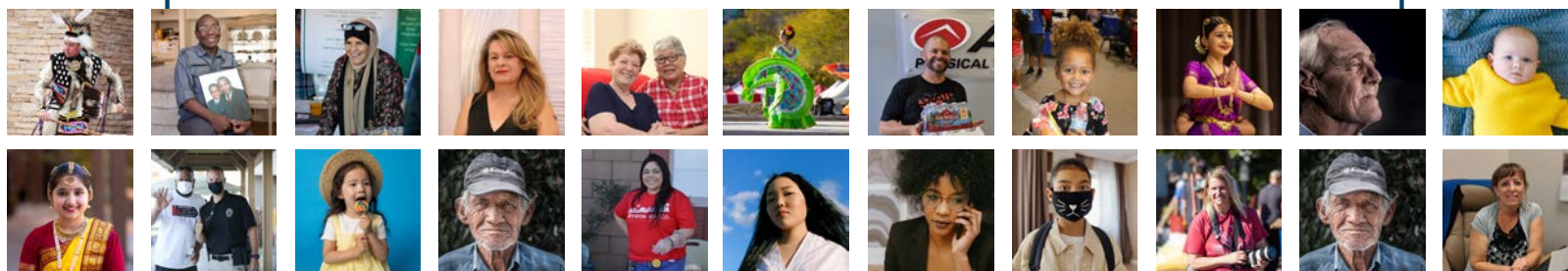
The Human Relations Commission approved the creation of a subcommittee consisting of HRC Chair Jacob Bello, Shannon Begay and Tyler Conaway at their July 8th meeting. The purpose of this subcommittee was to oversee all steps related to the survey, including survey question development and a review of all responses.

Jacob Bello, chairman of the HRC shared, "This survey will give Chandler residents the chance to express their thoughts and opinions on this topic. We hope to provide our leaders with a clear view of how the community-at-large hopes to progress towards innovative efforts in diversity and inclusion."

It is the belief of the HRC subcommittee that no single recommendation will "solve" all the perceived issues. The best results will be obtained by initiating these recommendations in collaboration with community groups, cultural leaders, Chandler schools and City of Chandler departments such as Human Resources, Communications and Public Affairs, Neighborhood Resources and Chandler Police.

The City of Chandler is a world-class City that provides an exceptional quality of life for all residents. Initiating these recommendations will take critical steps towards the building of trust and value among residents who work, live and play here.

The following recommendations were developed by the Human Relations Commission subcommittee and approved by the full Human Relations Commission at their October 21, 2020 regular meeting.



## Recommendations to City of Chandler

We recommend employing a Diversity and Inclusion consultant to work with City departments in the following areas:

- Identify best practices to improve diversity statistics within the City's administration.
- Evaluate recruiting pipelines which ensure hiring opportunities for city roles reach diverse audiences.
- Revamp and maintain regular training and education for city staff.
- Collaborate with relevant stakeholders for creating media regarding existing community building events and efforts.
- Enrich educational forums, townhalls and cultural events for residents.
- Enhance the network of communication with Chandler schools on Diversity education.
- Evaluate necessary staffing, such as Diversity and Inclusion Officer, and resources to accomplish consultant recommendations.

## Human Relations Commission and Mission

The members of the Chandler Human Relations Commission include:

Jacob Bello, Chair  
Ozetta Kirby  
Shahzad Amjad  
Trini Decker  
Shen-Yi  
Michelle Chang

Sharyn Younger, Vice Chair  
Victor Hardy  
John Anguiano  
Joseph Curbelo  
Tyler Conaway  
Shannon Begay

The mission of the Chandler Human Relations Commission is:

“Elevating and celebrating the diverse population of Chandler through ongoing engagement in multicultural, educational and inclusive efforts so that everyone is valued and has the opportunity to thrive.

The 11 members broadly represent the diverse demographics of the community. The Commission makes recommendations to discourage all manner and the manifestation of discriminatory practices and assist the City Council and City departments on ways in which people from different racial, cultural or religious backgrounds can be made to feel at home within the Chandler Community.

## Survey Process and Questions

The Chandler Human Relations Commission subcommittee worked with Diversity staff to create a survey with the goal of capturing accurate and insightful information on the future of Diversity and Inclusion initiatives in Chandler.

Diversity staff worked with the Communications and Public Affairs Department to provide an online survey (in English and Spanish) that was open to Chandler residents and those who work or spend time in Chandler. The survey was open online from September 9 – 30, 2020. In total, 665 responses were received.

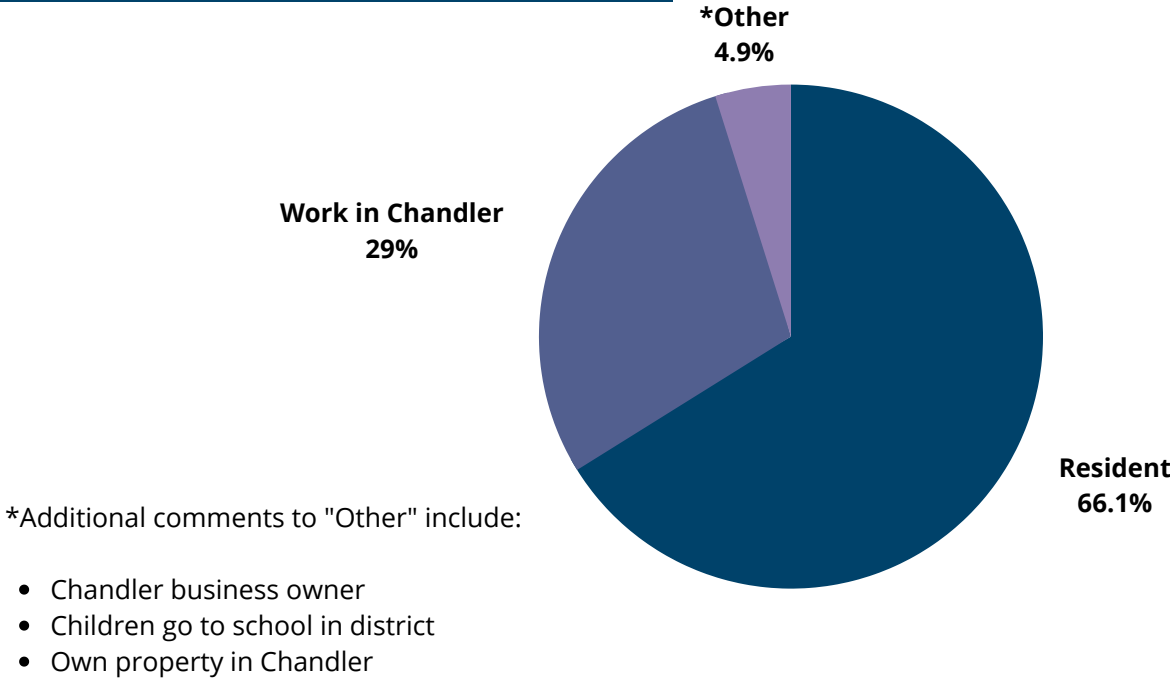
The questions asked in this survey were:

1. What is your affiliation with the City of Chandler? Select all that apply.
2. What is your current zip code?
3. How long have you lived there?
4. What are some of the reasons you chose to live or work Chandler?
5. The Chandler Human Relations Commission's mission is to elevate and celebrate the diverse population of Chandler, so that everyone is valued and has the opportunity to thrive. Do you feel your voice is represented in Chandler's city government (through the City's policies/programs/events)?
6. Are you aware of the City's Diversity programs and events?
7. When was the last time you attended a City event?
8. What can the City of Chandler do to improve diversity and inclusion for all its residents?
9. Please provide your contact information if you would like to get involved with the City's Diversity Office. A member of our staff will contact you directly.
10. Do you know who your elected officials are?
11. Do you know how to connect with Chandler elected officials?
12. How do you receive news and information about the City of Chandler? Select all that apply.
13. What is your income level?
14. What is your age?
15. How do you identify yourself? Select all that apply.
16. Do you have anything else to share?

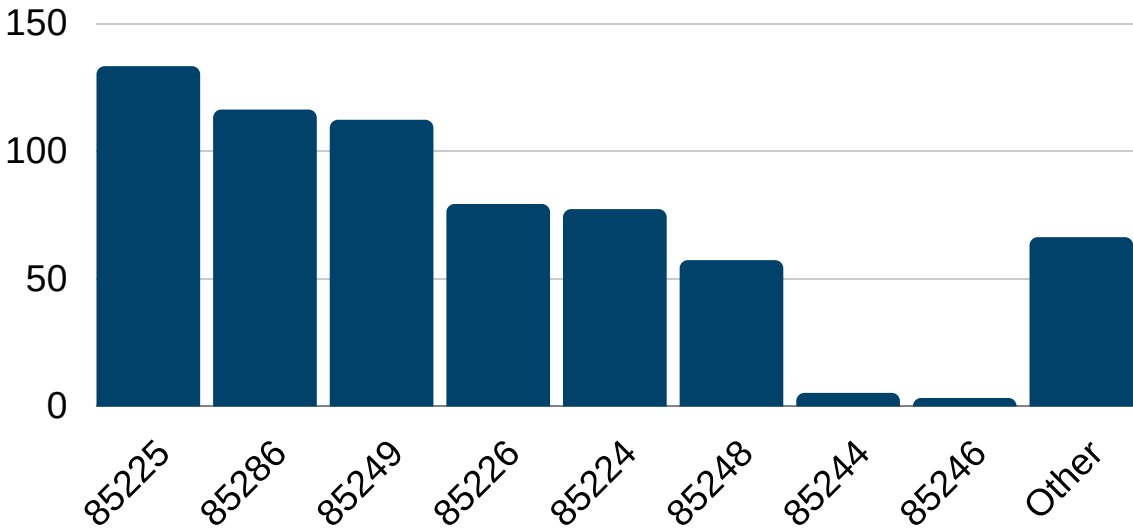
## Disclaimer

Statements captured in this report are based on the opinions, concerns and feelings of the individuals taking the survey. The Chandler Human Relations Commission has not been able to corroborate the views expressed in this survey. We strongly urge you to not make any generalizations from the information presented in the following report.

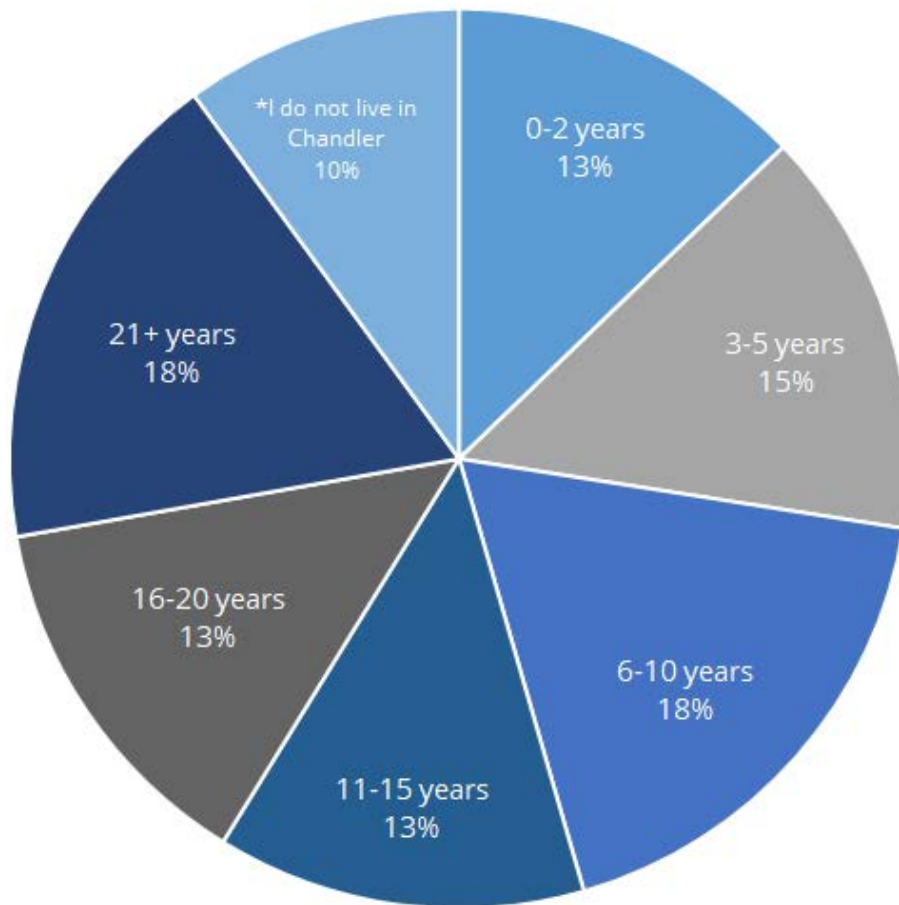
# What is your affiliation with the City of Chandler?



# What is your current zip code?



## How long have you lived here?

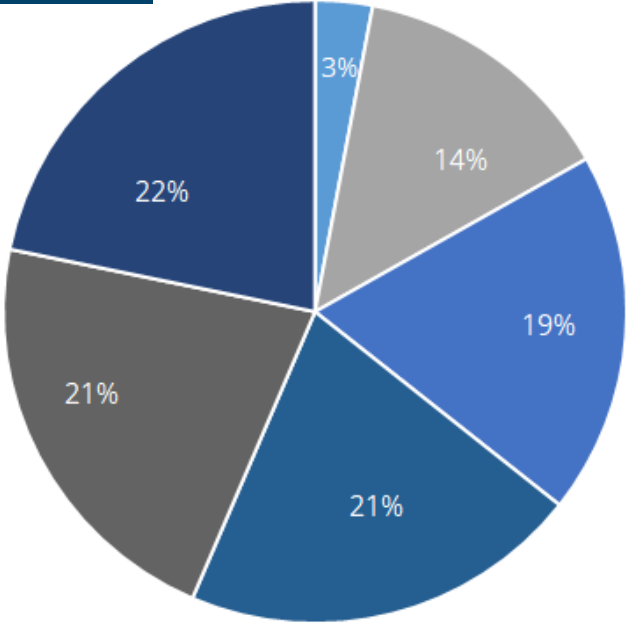


\*Additional comments to "I do not live in Chandler" include:

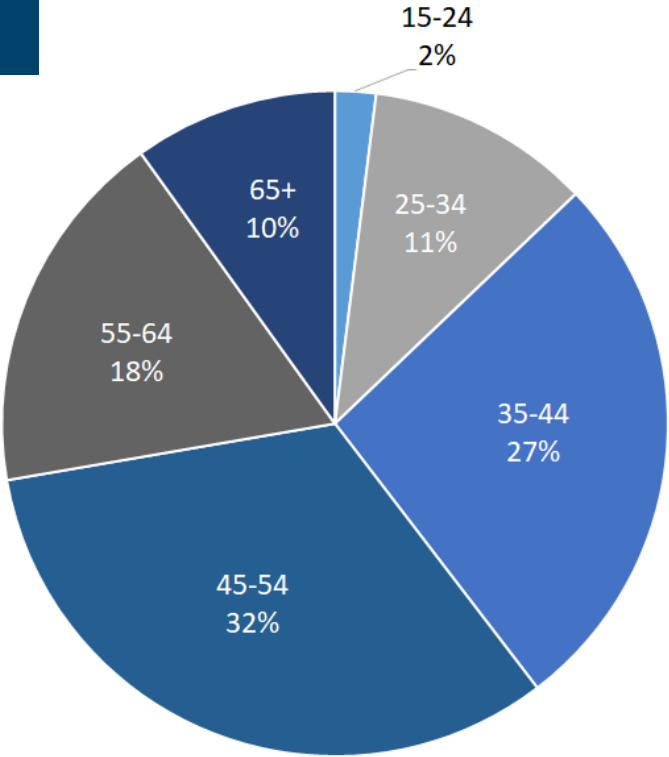
- Chandler business owner
- Children go to school in district
- Own property in Chandler

# What is your income level?

- Less than \$25,000
- \$26,000 - \$50,000
- \$51,000 - \$75,000
- \$76,000 - \$100,000
- \$101,000 - \$150,000
- \$150,000+

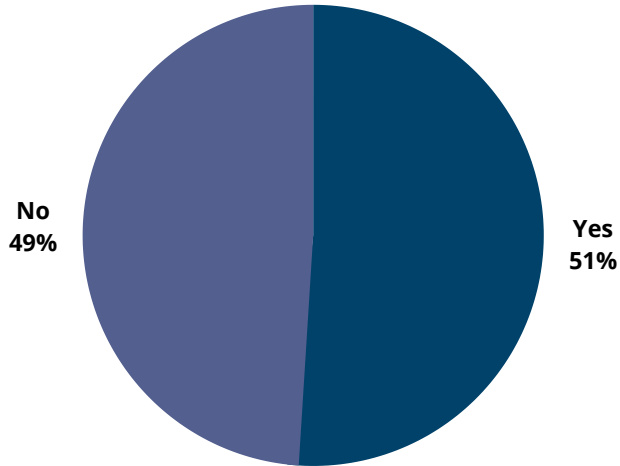


# What is your age?

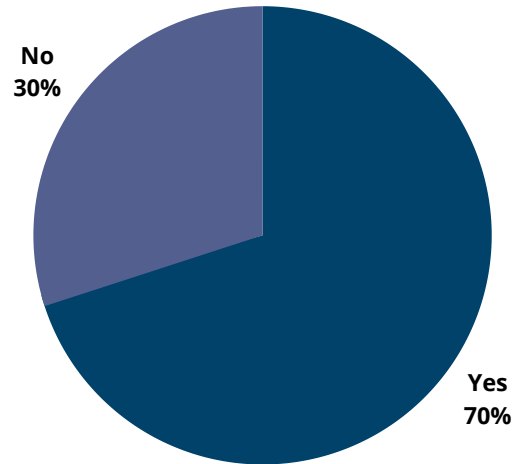




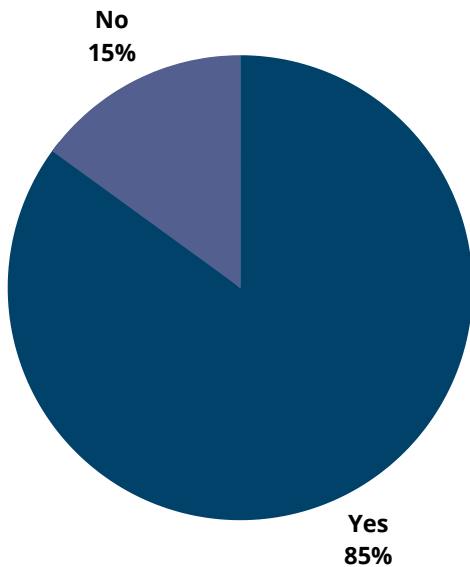
**Are you aware of the City's Diversity programs and events?**



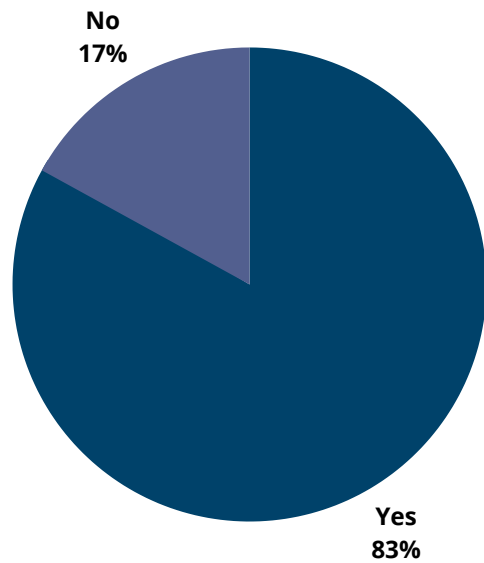
**Have you attended a City event?**



**Do you know who your elected officials are?**



**Do you know how to connect with Chandler elected officials?**



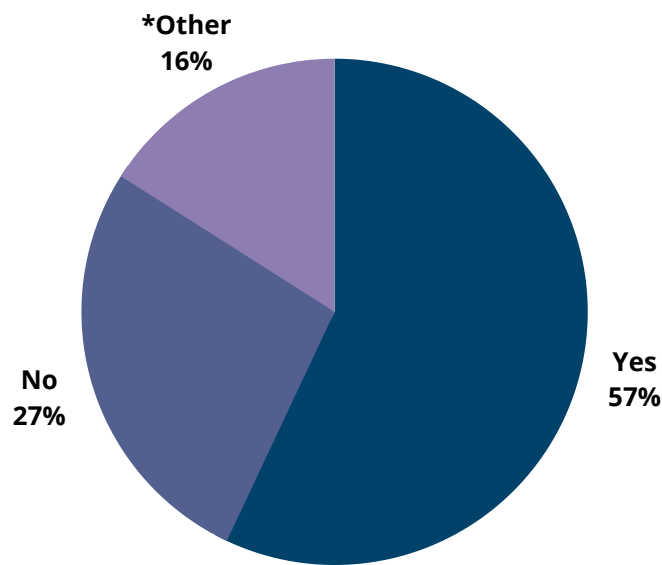
## How do you receive news and information about the City of Chandler?

<b>City Website</b>	<b>59%</b>
<b>Facebook</b>	<b>49%</b>
<b>Friends/Family Neighbors</b>	<b>44%</b>
<b>Local Newspaper and Magazines</b>	<b>39%</b>
<b>Publications</b>	<b>36%</b>
<b>CityScope</b>	<b>33%</b>
<b>Nextdoor</b>	<b>25%</b>
<b>TV or radio stations</b>	<b>23%</b>
<b>Instagram</b>	<b>20%</b>
<b>Email: eNewsletters</b>	<b>19%</b>
<b>Twitter</b>	<b>17%</b>
<b>YouTube</b>	<b>7%</b>
<b>LinkedIn</b>	<b>6%</b>
<b>*Other, please specify</b>	<b>6%</b>

\*Additional comments to "Other" include:

- Chandler Library newsletters
- Visitor guide
- Chandler Chamber of Commerce
- Legislative meetings
- Mailed City of Chandler newspaper/magazine
- CUSD
- City's internal communications (Quicklook, Chanweb)
- Go chandler
- Chandler officials, city council
- San Tan Sun News/Community Impact Newspaper/Local news reports online

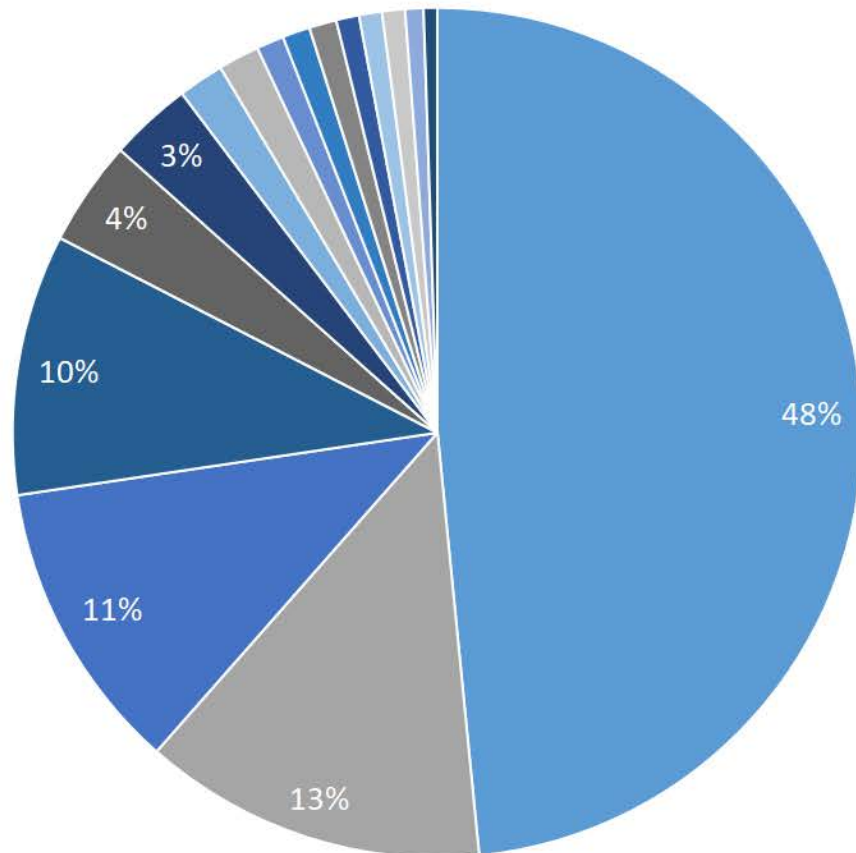
## Do you feel your voice is represented in Chandler's city government (through the City's policies/programs/events)?



Additional comments to "Other" include:

- I haven't been as involved on that level to test out if limitations exist or opportunities are there. I'm a pretty resourceful person but I do wonder what the experience is for those who don't know how to locate information.
- Generally, yes, but city leaders need to hit the streets more versus just seeing the city from the lens of their neighborhoods and city hall.
- Policies no but as far as events there is a wide range which is great. As an African American, I do not think that enough people know the black history Chandler has to offer. As far as policy with council I do not think the underprivileged communities are being heard of their needs.
- I think the city puts too much emphasis on diversity as a value. Merit should be the only value.
- Limited diversity represented in city government.
- It's not up to a city to do this. If someone wants their voice heard, they can make contact with the area of city government that they need to reach.
- I've never seen any problems with CHANDLER.
- We need more Councilmembers who represent the community around us. We need more funding to help communities who need it. There are many neighborhoods and groups that are overlooked and in my opinion, not valued or celebrated.
- Have not been as active in following so unable to answer, but plan to improve on that
- I see things that are good for mostly able-bodied folks, but less so for those with invisible disabilities.

## Check all that apply:



- White (48%)
- Hispanic, Latino or Spanish (13%)
- Black or African American (11%)
- \*Other, please specify (10%)
- LGBTQ+ (4%)
- American Indian or Alaska Native (3%)
- Asian Indian (2%)
- Filipino (2%)
- Chinese (1%)
- Other Asian: Pakistani, Cambodian, Hmong, etc. (1%)
- Korean (1%)
- Vietnamese (1%)
- Japanese (1%)
- Native Hawaiian (1%)
- Chamorro (1%)
- Samoan (1%)

Additional comments to "Other" include:

- American.
- Decline to answer.
- Ally to all of the above.
- I identify myself by my name, not my ethnicity or sexual orientation which can tend to divide us.
- Immigrant.
- I have an LGBTQ+ member of my household, so I am very interested in those issues.
- Thank you, I appreciate the breakdown of race /ethnicity.
- Autistic

# What can the City of Chandler do to improve Diversity and Inclusion for all its residents?

The following themes were consistently reflected in survey responses to this question.

- 1. Con/General**
- 2. Pro/General**
- 3. Education Opportunities**
- 4. LGBTQ+ Inclusion**
- 5. Staffing/Leadership Representation**
- 6. Community Policing**
- 7. Expand Events and Locations**
- 8. Expand Communication and Marketing**
- 9. Other**



## Con/General

- Stop talking about it. You are deliberately trying to create division and racism where it doesn't exist.
- Nothing. Stay the \*\*\*\* out of everyone's lives. Stop pandering to the outrage of the month club. The role of government is infrastructure and public safety. Anything else is excessive and wastes tax payer money.
- The "diversity and inclusion" that is being practiced is along lines of race and other social identity issues such as gender or sexual orientation and needs to be shut own. This is not true diversity, but leftist political ideology disguised as social justice. People should be hired on their merits, not their gender or skin color. For example, it is racist to hire someone just because they are black, because you are saying that blacks somehow cannot compete and function in society at the same level as others. I believe the same way about diversity and inclusion programs, as they are inevitably used as tools for discrimination where the claim is that it is okay since it the discrimination (usually against white, male and straight sexual orientation) provides some perceived equity in the community.

## Pro/General

- Make sure all people feel valued and that all voices are heard.
- I think Chandler does a good job of offering events and opportunities for lots of different cultures and backgrounds.
- Speak for those who don't have a strong voice.
- Value ALL citizens, not just the ones with the loudest voices at any given time.
- Include all always.
- Make sure that all race, gender feel comfortable and apart of the city.

## Themes

### **Education Opportunities**

- Provide education to all city employees, law enforcement, school faculty etc. to defeat racism. Make it known that Chandler does not tolerate discrimination of any kind and that our community is welcoming to all regardless of race, religion or sexual orientation.
- Diversity and implicit bias training for all city employees and the PD. Celebrations of non- traditional holidays such as Juneteenth and Dawali... but done by reaching out to the communities that celebrate and centering them.
- More partnerships with local company employee resource groups to generate best practice sharing, listening sessions and promote training and awareness opportunities within the community.
- Increase resources for City's Diversity strategic planning to assure residents are included and represented. Develop diversity initiatives as part of the general plan. Consider equity and inclusion versus 'diversity'. Expand definition of anti-discrimination policy to represent ALL citizens.
- It would be great for the city to partner more with its school district. We appreciate the support we get from the diversity department and opportunities for grants. We look forward to continuing to work with the city.
- More storytelling on social platforms showcasing diversity among residents and business owners. Celebrate other cultures publicly and stand up against injustice. Be direct with messaging- don't dance around issues because they are uncomfortable.
- It is my experience that we lack the fundamental vocabulary to engage in meaningful dialogs. When we talk race relations, I do not know what are acceptable terms. Is getting that conversation started as simple as an ongoing article in the local publications, or a short public message on TV stations?

### **LGBTQ+ Inclusion**

- Address the needs of the LGBTQ population by amending the ordinance to prevent discrimination in housing and employment. Also, when we can meet in public, showcase the LGBTQ community in an event.
- Please start participating openly in the LGBTQ pride event.
- I think you do a pretty good job, and work to be proactive with events and activities. I would like to see better public LGBTQ support, however. It seems to be a hidden issue. Our Council especially needs to get on board.
- We are often compared to Gilbert or Tempe and I find it strange that they tend to acknowledge certain events that go unnoticed in Chandler. During pride week. Gilbert lit their water tower and I don't recall any mention from our city government.
- I would like the city council to more thoughtfully assess the benefits of supporting non-discrimination policies, particularly in the area of LGBTQ inclusion, and to invest more heavily in events that encourage diversity and inclusion among all residents.

## Themes

### **Staffing/Leadership Representation**

- We need better representation in leadership roles within our city government. We need to encourage and support individuals who are not reflected to RUN for office. This is essential. These efforts must be intentional, in that we understand what barriers may exist to marginalized individuals who end up not running for office. Innovation exists when we embrace a diversity of thought, race, gender in all levels of our government.
- Promote diversity louder at every chance you get. Make sure there is equal representation at every level of government. Just be intentional and consistent.
- The City of Chandler should demonstrate its commitment to diversity through its actions. It is good to have a statement about embracing diversity - however the words should be reflected in the actions of the city including its financial support of diversity and inclusion programs.
- Hire more diverse staff in City/Police/Fire to reflect the diversity of the community.
- Hire more diverse staff, provide more resources to under-served populations (those experiencing homelessness, mentally ill, elderly, disabled people). Improve accessibility of services .
- Hold consistent town halls where those in the community have the opportunity to learn, discuss, or contribute to the conversation. I was happy to see that a more diverse group was elected to our city council. I hope those that serve, or hope to serve in the future, recognize that with their election comes an obligation to listen to all citizens, not only those that share their political views or also see life through their personal lens.
- Ensure all committees have diverse representation, provide programs and funding for people from underrepresented communities, ensure diverse hiring practices.
- Hire more diverse people into leadership positions. Promote inclusion programs. Chandler has historical been ran by white folks while the minorities percentages continue to grow.

### **Community Policing**

- Show a more diverse police force and have community engagement events that represent the entire City of Chandler.
- Maybe just have PD have outreach events. Given the current climate and views of PD on the national level. (Not chandler that I have seen thankfully) it is always good to build trust within your community regardless if you have had issues or not.
- Continue to improve access to basic life necessities. Continue to improve police relationships with diverse populations and interactions with schools.
- Police - with the tensions on a rise in the country, feature the diversity of the department more.
- Hire diverse police officers and teacher etc, ensure any social media posts or marketing efforts display diversity. Celebrate diversity often.

## Themes

### **Expand Events and Locations**

- Once public health permits create more public events in other parts of Chandler (not just downtown and Tumbleweed). For example, smaller events in places like Navarrete Park, Gazelle.
- Meadows Park or Apache Park. Expand opportunities through The Vision Gallery for rotating art displays within neighborhoods that reflects the history of the neighborhood. Create more social media spotlights that demonstrate community members of all backgrounds. Utilize Chamber of Commerce to create pathways to employment for those who may not currently have equal access. Ensure that Diversity Office is engaged with zoning regarding the pending historic preservation ordinance.
- A lot of the events happen in either downtown or Tumbleweed. West Chandler would benefit from events to bring the community together without having to travel far or be stuck in traffic- such as Downtown. There are quite a few parks in our vicinity that would benefit from engagements such as music under the stars, children's activities, etc.
- Continue to host cultural events and possibly host the more well-known cultural events that are typically recognized to be held in Phoenix, Tempe, etc. Continue to work with schools to increase diversity in not only the student population but highly encourage schools to hire diverse teachers and staff.
- More community events....expand multicultural events, international music, food festivals, international clothing fashion show, share traditions and beliefs. Highlight a culture every month to learn about similarities Improving Diversity comes with acknowledging others maybe through cultural events beyond Hispanic cultures but Asian, African, Greecean, Indian and Pakistani.
- Host Town Hall events- Cultural Fairs- Highlight minority business owners in the city! Provide Information on companies in Chandler that have a D&I initiative or ethnic ERG
- Provide more diverse event options within the community with more communication presented to all. More online presence of virtual events during this time. Awareness and diversity/inclusion.
- Training and seminars. Open forum discussions with the city council and various other businesses and organizations.
- Make all events accessible. I use a wheelchair, and accessibility is poor at most of the city's events. We are a new city. We should be a leader.



## Themes

### **Expand Communication and Marketing**

- I think the city does a good job hosting events, but as someone who works in Chandler...I rarely see the advertisements for them. Maybe the marketing can be improved. I'm lucky to see these items as part of my work, but otherwise I wouldn't know about them.
- Continue to hire with diversity in mind. Continue to show case diverse populations in city print and advertising, help diverse populations thrive through needed public social services and city supports when needed.
- More articles in the San Tan Sun would be a start. Have some about important (non christian) holidays, and events.
- Public art, lighting city hall different colors, murals, investing in art for every public and government facility, public opinion polls, weekly or monthly surveys, mayor interviewing different kinds of people (even if just for a minute), a program to put new photographs of actual chandler residents in all chandler media, not buying photographs of people not actually from chandler for marketing materials, reaching out to regional organizations (for women, religions, minorities, different ages, different orientations, etc) to ask how Chandler can participate in a larger regional way to become known as the diversity center (more than Phoenix by default, and more than Tempe by reputation).
- I think the City does a good job with diversity and inclusion for the residents. Maybe more outreach to underserved areas of the City.

### **Other**

- Be inclusive of residents with disabilities, especially in programs offered to the community (i.e., caption video addresses, provide multiple contact options - phone, text, live chat). More representation of BIPOC, disabled individuals, etc. on staff, boards, and committees. Allow more multi-family housing to be built for affordable housing for all.
- It's time to move on from events to more quantitative action. The city should study the latest strategies to provide assistance to marginalized community members. Whether that means developing more homeownership opportunities for black and Latinax residents or reaching out to Chandlers LGBTQ community members to determine their comfort in living in our community. Events are great. But the world is hurting. Take real actions to set goals and implement programs that provide justice for all.
- Please don't forget the contribution our churches make to this community. I realize that in decades past churches were part of the cultural mainstream and that the Diversity Office is probably focused on those groups who have been traditionally overlooked. In doing so, please remember the contributions that churches (and other religions) make to our community (IHELP, etc) and that they, too, are part of the diversity in our city.

# Themes

## Other (Continued)

- Defining what diversity and inclusion means for Chandler and how it looks like in the day to day. People need to feel this is about them, and for them and how it is experienced in different ways for different people. We need more spaces to share stories so we can all connect in a human level. Finally, provide training related to unconscious bias for example. We don't know what we don't know until we make a conscious effort to identify how our biases impact our decisions, our behavior and the way we treat others.
- Affordable housing for people who want to own. I know Chandler is limited on space, but our residents can't better their financial future by remaining tenants.
- Could I suggest an Autism-friendly event(s) for -Autistic Adults-? Not everyone is diagnosed as a child or has Autistic children, and even then, I'm sure they might appreciate a chance for their Autistic late teen and young adults to have some programming. Before COVID, I went to quite a few events down town, but I always packed my firing range rated earplugs to help block out some of the extremely loud music and other noises over the PA etc.
- I think the primary obstacle is helping diverse communities understand the processes that ALREADY exist for them to pursue accountability and have their voices included in community discussion. I'm saddened as I interact with individuals who believe 'the system' doesn't represent them yet also never engage WITH 'the system.' So helping individuals/communities better understand the paths that ALREADY exist to represent them, seems key. Thank you; we appreciate those who serve our community.
- Recognize that residents are all colors and ages, and don't automatically assume that current programs address are sufficient.
- Continue to invite all residents, especially those from underrepresented backgrounds, to the table to make decisions and lead events, make it a safe space for all to participate and be treated with respect. Visibility and representation is incredibly meaningful. While I was growing up, having more of that would have meant the world to me. I think supporting and having diverse writers/speakers/creators of publications, social media (which I feel the IG page is doing well), and other communication is important to help elevate underrepresented voices. I am hopeful for the younger generation this will be the case.
- Support and promote women and minority owned businesses and initiatives.

