

Priority: Enhance Communication & Public Outreach

Task	Goal	Lead Department	Target Date	Description
Goal 2	Implement Inclusion, Diversity, Equity & Accessibility (IDEA) Action Plan			
2.1	Use results from the upcoming Community Satisfaction Survey to finalize external IDEA actions.	Neighborhood Services- IDEA	Complete	The Town's Steering Committee has come up with a list of planned IDEA actions. There has been extensive outreach for community feedback to ensure those planned actions are aligned with community needs.
2.2	Conduct staff survey regarding prioritization of internal IDEA actions. Utilize survey results to finalize proposed internal IDEA actions to be included in workplan and IDEA action plan.	Neighborhood Services- IDEA	Complete	In 2024 the Town's IDEA Action Plan committee worked with consultants to complete an IDEA assessment and draft action plan. A staff survey will help inform prioritization of internal-facing actions to be including in the next two-year work plan.
2.3	Finalize public facing IDEA Action Plan document for Town Council adoption. Following Action Plan adoption, additional Action Plan tasks will be added to this workplan.	Neighborhood Services- IDEA	Complete	The IDEA Action Plan will be a public document that summarizes the Town's internal and external IDEA actions, both planned and ongoing. Once the Action Plan is adopted by Town Council, specific actions will be added to the 2025-2027 Strategic Priorities Workplan.
2.4	Develop a Community Engagement Framework	Neighborhood Services- IDEA / Communications Program	Launch by August 2026, then ongoing	In collaboration with the Communications Program Manager, this document provides strategic guidance for consistent, coordinated outreach and inclusive engagement strategies across Town of Truckee departments, where and when relevant. This may include: <ul style="list-style-type: none"> -Consulting local Community Based Organizations (CBOs) that directly serve communities of focus to engage these communities in new Town projects. -Holding listening sessions to gather feedback and adjust engagement strategies. -Creating tailored outreach for the Hispanic/Latine community, working with Sierra Community House and their Promotoras. -Organizing events like community workshops and focus groups to understand community needs and craft effective messages. -Providing Community Outreach training for key Town staff to effectively engage with communities of focus. -Using Community Based Participatory Research (CBPR) to gather meaningful feedback on new programs and initiatives. -Distributing outreach materials with CBOs, such as flyers in Meals on Wheels bags for seniors or at the Tahoe Ability Program offices, for example. -Participating in community meetings like Golden Meet and Greet, advisory committees, and school events to increase engagement.
2.5	Develop a Housing Equity Framework.	Neighborhood Services- IDEA	Complete	This framework is intended to support the identification of barriers to access, encourage inclusive participation, and inform approaches to more equitable distribution of housing resources and benefits. It will be developed in alignment with the Housing Element of the General Plan, with the aim of helping ensure that Town of Truckee housing programs consider the needs of the entire community, including a particular emphasis on communities of focus.
2.6	Create a Youth Commission	Neighborhood Services- IDEA	Launch by February 2027, then ongoing	This will be an advisory group made up of young people who can provide input on local issues and collaborate with the Town on matters affecting their communities. Efforts will be made to encourage diverse participation, with the goal of increasing youth voice, engagement, and agency in local decision-making.
2.7	Create an Outreach Partnership Grant Program	Neighborhood Services- IDEA	Launch by June 2026, then ongoing	The goal of this program is to foster mutually beneficial partnerships that strengthen our outreach and engagement strategies by leveraging the expertise, cultural competency, and on-the-ground connections of our CBO partners.
2.8	Explore opportunities to increase awareness of TART Connect and Dial-a-Ride	Neighborhood Services- IDEA / Communications Program	Ongoing	This effort focuses on raising awareness of TART Connect and Dial-a-Ride, particularly among community members who may be unfamiliar with these services. It includes developing clear and accessible information, offering multilingual materials, and partnering with local organizations to share resources and host informational sessions. The goal is to help residents better understand how to use these transportation options and create welcoming pathways for all community members to access them.
2.9	Create a series of Veteran Spotlight videos to recognize and celebrate our veteran community members	Neighborhood Services- IDEA / Communications Program	Nov-25	These videos may serve as an opportunity to share personal stories, highlight the experiences of veterans in Truckee, and may foster greater community appreciation and connection.
2.10	Explore the needs of community members with disabilities and facilitate conversations regarding strategies to better serve these needs	Neighborhood Services- IDEA	Ongoing	This goal focuses on understanding the experiences and needs of community members with disabilities. This may include formal and informal conversations and engagement with trusted organizations such as Tahoe Ability Program, Achieve Tahoe, and Alta California Regional Center; direct connections with members of this community of focus; and other efforts to identify barriers to participation in Town programs and services. The intent is to gain deeper insight into the lived experiences of individuals with disabilities—broadly defined to include physical, cognitive, developmental, and sensory differences—and to explore strategies that may support more inclusive practices across departments.
2.11	Continue engaging with the Washoe Tribe of Nevada and California	Neighborhood Services- IDEA	Ongoing	This is aimed to strengthen and expand the Town and Tribe's working relationship. This will include: <ul style="list-style-type: none"> -Acknowledging Washoe Tribal history publicly, through relevant Proclamations during Council meetings and by including a link on the Town of Truckee's homepage to the Washoe Tribe of Nevada and California website/history. -Working with the Washoe Tribe on projects like development project consultations, naming parks, and cultural consultations. Inviting Tribal Liaison to virtual meetings to accommodate travel constraints. -Adopting a land acknowledgement, approved by the Tribe, as part of this IDEA Action Plan, with the potential for use in other Town documents and communications.
2.12	Develop a Language Access Plan (LAP)	Neighborhood Services- IDEA	Present to Town Council by March 2026, then ongoing implementation	An LAP is a strategy to help people who speak different languages understand and access services, information, and programs. It outlines how to provide translation, interpretation, and other language support for non- English speakers. This may include: <ul style="list-style-type: none"> -Establishing guidelines for which materials need translation or interpretation and when to provide it. -Reviewing the need and resources for Spanish translation and interpretation at all Town Council meetings. -Making website translation tools easy to find on all Town pages. -Ensuring newsletters are available to the Hispanic community and translated into Spanish. -Evaluating communication best practices and providing alternative outreach methods (like flyers, handouts, and surveys in Spanish) for communities that would benefit from those.

2.13	Provide Language Access training for staff	Neighborhood Services- IDEA / Human Resources	Oct-26	Following the completion of the Language Access Plan, this training initiative will provide Town staff with an overview of the Plan and offer best practices for engaging with non-English speaking individuals and those with limited English proficiency. The training is intended to strengthen staff awareness and build confidence in serving diverse community members, supporting more inclusive and consistent communication practices across departments.
2.14	Interpretation & Translation Services	Neighborhood Services- IDEA	Complete	Track expenditures for contracted interpretation and translation services, and staff time overseeing interpretation and translation to inform Town's consideration of how to effectively provide these services.
2.15	Explore the use of relevant social media platforms, such as WhatsApp when and where relevant.	Neighborhood Services- IDEA / Communications Program	Launch by January 2026, then ongoing	In collaboration with the Communications Program Manager, explore the use of relevant social media platforms, such as WhatsApp and WhatsApp Communities, as appropriate, to support outreach when they may be useful, effective, or align with expressed interests from communities of focus. WhatsApp is a free messaging app that allows users to send texts, make voice and video calls, and share media over the internet. WhatsApp Communities are a feature that lets users organize multiple group chats under one umbrella, making it easier to manage large groups or organizations. WhatsApp is especially popular among Spanish speakers and international travelers, including many J-1 visa holders, due to its widespread global use, cost-free communication features, and ability to stay connected with family and peers across countries. We have received feedback from those communities asking staff to use this platform to communicate with them.
2.16	Provide opportunities for community members to engage with and better access the Town's environmental and emergency preparedness programs and plans.	Neighborhood Services- IDEA / Communications Program / Sustainability Program / Office of Emergency Services	June 2027, then ongoing	This may include: -Collaboration between IDEA, Communications and Sustainability staff to develop a summary of the Climate Action Plan to provide a relatable and understandable overview for all town residents. -Collaboration between IDEA, Communications and Sustainability staff to support updates to the Keep Truckee Green website and help ensure sustainability information is easier to navigate and understand. -Collaboration between Communications, IDEA and the Office of Emergency Services on the design of outreach materials, workshops, meetings, and events that aim to reflect the needs and preferences of communities of focus.
2.17	Align the Town's web content and mobile applications with updated Title II regulations under the Americans with Disabilities Act (ADA).	Neighborhood Services- IDEA / Communications Program	Apr-25	This will be done in collaboration with the Communications Program Manager and it is also the first goal in the 'Achieve and Maintain Digital Accessibility Compliance' section of the workplan.
2.18	Provide Accessibility training for staff	Neighborhood Services- IDEA / Human Resources	June 2027, then ongoing	This training initiative will offer Town staff an overview of the Town's ADA Plan, Title II requirements related to written material compliance, and best practices for engaging with individuals with disabilities. The goal is to support more inclusive, accessible service delivery by increasing staff understanding and confidence in applying accessibility standards and principles.
2.19	Create a standing IDEA Committee	Neighborhood Services- IDEA	January 2026, then ongoing	This Committee will comprised of 6-8 Town staff members from various departments to provide ongoing input on internal and external IDEA programs and support integration of Action Plan recommendations and future organizational initiatives. They will play a critical role in guiding and supporting IDEA efforts, ensuring that staff training is informed by staff voices from across the organization and tailored to the job functions that would benefit from such training.
2.20	Collaborate with local partners to develop inclusive job recruitment and advertising strategies	Neighborhood Services- IDEA / Human Resources	Jun-27	By collaborating with local agencies, educational institutions and Community Based Organizations to develop job recruitment strategies we can help to attract qualified applicants from all segments of the community. This may include: -Identifying pathways for advertising jobs to all segments of the community. -Developing a framework for how managers can most effectively advertise different types of jobs (i.e. specialized/ difficult to recruit vs. easier to recruit positions).
2.21	Training for HR Staff	Human Resources	Jun-27	Provide opportunities for the Human Resources (HR) Division to attend at least one training to enhance knowledge and skills to promote a culture of empathy, respect, and psychological safety.
Ongoing Annual Actions		Lead Departments	Hours Requirement	Description
	Town and partner meetings, events and workshops.	Neighborhood Services- IDEA	480 - 540 hours/ year	The IDEA Program Analyst coordinates, plans, organizes and/or participates in several events, meetings, and workshops with community partners and organizations. Some of these include: Monthly Community Collaborative Resource Sharing Meetings Monthly Racial Equity Team Meetings Monthly Equity & Inclusion Leadership Alliance meetings Monthly Promotoras meetings Monthly Child Abuse Prevention Council meetings Quarterly Junta Regional de Programas para la Comunidad Latina meetings Quarterly United for Action meetings Quarterly Spanish-only Mending Workshops with the Truckee Roundhouse Yearly events such as Día de Muertos, Día de los Niños, Community Swim Night, Día de las Madres, Hispanic Heritage Festival, Pride events, Town Community Workshops and others. As needed Special Education Parent Advisory Committee and English Learner Advisory Committee meetings with the Tahoe Truckee Unified School District.

Focus Area	BIKE RACK These Items have been suggested for staff support but in the holding rack at this time	
Enhance Communication & Public Outreach	Neighborhood Services- IDEA	<p>Interpretation and Translation.</p> <p>Consider adding a staff position to provide interpretation, translation, and bilingual community liaison capacity to support outreach and engagement across all Town departments and services.</p> <p>-Providing in-house interpretation and translation will ensure greater consistency in the Town's Spanish language communications and will allow the Town to be nimbler with time-sensitive translation and interpretation needs.</p> <p>-As an interim step, staff will continue to track expenditures for contracted interpretation and translation services and staff time spent overseeing interpretation and translation to inform the Town's future consideration of how to effectively provide these services</p>
	Human Resources	<p>ADA Self-Evaluation.</p> <p>Conduct a re-evaluation of the Town's ADA self-evaluation to ensure the Town continues to meet requirements to address physical and programmatic barriers that limit the accessibility of Town programs, activities, or services to individuals with disabilities</p> <p>-The Town completed an ADA Self-Evaluation and Transition Plan in 2012 and completed a Site Accessibility Evaluation assessment of the Town Hall facility in April 2025. A re-evaluation of the Town's complete ADA self-evaluation will assess progress and identify potential opportunities to address any identified barriers.</p>
	Human Resources	<p>HR Policies Training.</p> <p>Provide refresher trainings for supervisory staff on human resources policies such as hiring and protected leave.</p>
	Human Resources	<p>Workplace Complaints Training.</p> <p>Provide additional staff training on how to respond to workplace issues such as racism, harassment, and other workplace complaints.</p>
	Human Resources	<p>Flexible Work Benefits.</p> <p>Encourage leadership and bargaining groups to continue to consider additional flexible, work-from-home, paid family leave, and childcare programs and benefit options.</p> <p>-Changes to employee benefits and work conditions are, and would continue to be, addressed through the bargaining process with each employee group. Telework flexibility was discussed extensively during the most recent bargaining process. The current level of telework flexibility was determined by leadership to be the maximum amount feasible to balance Town needs and provide equity across departments (i.e. positions that can and cannot telework). The current employee group MOUs extend through June 30, 2027</p>
	Human Resources	<p>Bilingual Stipend.</p> <p>Evaluate the current bilingual stipend certification process to streamline and reduce barriers in the process.</p> <p>-The Town's MOU with each employee bargaining unit provides additional pay to employees who are bilingual in English and Spanish and use Spanish in the scope of their work. Currently, eligible employees must take a test to demonstrate their proficiency in reading, speaking, and writing Spanish.</p>