



Date: June 24, 2025

Honorable Mayor and Council Members:

Author and title: Andrea Fernandez Landa, IDEA Program Analyst II

Title: **External actions and update regarding the Inclusion, Diversity, Equity and Accessibility (IDEA) Action Plan**

Jen Callaway, Town Manager

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### **Recommended Action:**

1. Direct staff of begin working on the proposed external actions as part of the 2025–2027 Strategic Priorities Workplan.
2. Receive an update regarding progress and next steps with the Inclusion, Diversity, Equity and Accessibility Action Plan.

### **Discussion:**

One of Town Council's strategic focus areas for 2025-2027 is to *enhance communication and public outreach*. In alignment with this goal, Town staff—guided by a Steering Committee with representation from all departments—have been actively developing an Inclusion, Diversity, Equity, and Accessibility (IDEA) Action Plan since early 2024. On October 22, 2024, Council received an update regarding the progress of the draft action plan and next steps. The purpose of this staff report is to provide an additional update on progress since the October Council presentation and to seek direction to proceed with certain draft actions while staff complete the draft action plan. Staff anticipate presenting the draft action plan to Town Council in September 2025.

The IDEA Action Plan will be a 5 year guiding document. While some actions are expected to launch within the next two years, many are intended to become ongoing efforts that support long-term community inclusion, accessibility and engagement.

Development and implementation of an IDEA Action Plan aligns with several actions in the 2040 General Plan, including the following:

- **Community Character Element Policy CC-4.8: Tribal Consultation.** Coordinate with the Washoe Tribe of Nevada and California and other culturally affiliated tribes through Assembly Bill 52 and Senate Bill 18, as applicable, and encourage applicants to contact tribes when preparing development proposals to encourage the preservation of, protection of, monitoring of, and mitigation for impacts to tribal cultural sites.



- **Community Character Element Action Item CC-6.A: Public Outreach.** Review the Town's policies and programs related to diversity, equity, and inclusion. Create policies for equitable public outreach, including targeted outreach to underrepresented community groups, ensuring the availability of bilingual materials and interpreters for all community meetings, and conducting meetings in accessible locations.
- **Community Character Element Policy CC-6.1: Compassionate Leadership.** Be a vocal leader in efforts that facilitate a culture of inclusion, compassion, acceptance, and unity in the entire Truckee community.
- **Community Character Element Policy CC-6.2: Inclusive Public Participation.** Proactively involve all members of the community in the public decision-making process through concerted outreach efforts that target a variety of groups, including those for whom English is not a first language.
- **Community Character Element Policy CC-6.3: Creative Communication.** Implement new technology and creative approaches to communication to reach a broader segment of the community.
- **Community Character Element Policy CC-6.4: Community Events.** Encourage and support community-wide and cultural events, including performing arts, that bring Truckee's population together.
- **Community Character Element Policy CC-6.5: Support Services.** Support the work of community institutions, government agencies, nonprofits, and the Tahoe Forest Health System to enhance desired community services, including a library, parks and recreational amenities, childcare services, health clinics, and wellness gardens.
- **Community Character Element Policy CC-6.6: Services for Underserved Populations.** Collaborate with partner agencies and nonprofit organizations to provide mental health and homeless services and programs, including access to resources and emergency housing options.
- **Community Character Element Policy CC-6.7: Support for Seniors.** Support community groups that seek to create senior housing and senior services in Truckee.
- **Safety and Noise Element Policy SN-6.3: Inclusive Emergency Planning.** Ensure emergency planning is representative of the diversity of Truckee and provides members of disadvantaged populations meaningful opportunities to engage in emergency planning efforts.

#### **Inclusion, Diversity, Equity and Accessibility Action Plan Update:**

Over the past six months, the IDEA Program Analyst II has focused on broad-based community outreach, engaging with a wide range of residents and community partners to gather input and feedback. This outreach has aimed to better understand local perspectives on inclusion, access, and representation, and has informed the development of proposed actions. These actions are intended to be incorporated into both the IDEA Action Plan and the 2025–2027 Strategic Priorities Workplan, reflecting a community-informed approach to advancing the Town's inclusion and engagement goals. In parallel, the IDEA Steering Committee has met regularly to offer guidance on the plan, helping to ensure that both the narrative and the recommended internal and external actions are aligned and cohesive. A summary of

the outreach events and conversations is provided below, with detailed information on events and outreach provided as Attachment 2.

#### *One-on-One Community Conversations*

As part of the Town's commitment to inclusive, community-informed planning, more than 30 individual meetings were held with local stakeholders from diverse backgrounds and professions. These conversations provided valuable insight into barriers to access, community strengths, and priorities for inclusion in Truckee.

#### *Educational Partners and Liaisons*

The IDEA Analyst met with bilingual interpreters, translators, and staff from the Tahoe Truckee Unified School District, including special education, counseling, and administrative personnel. These discussions highlighted the needs of students and multilingual families navigating the school system.

#### *Community-Based Organizations*

IDEA staff engaged with leaders from key service organizations such as Sierra Community House, Nevada County Health and Human Services, Truckee Fire Protection District, and others. These conversations shed light on pressing issues including housing insecurity, healthcare access, public safety, and service gaps.

#### *Cultural Advocates and Communities of Focus*

Staff also spoke with advocates for historically marginalized groups, including LGBTQIA+ organizers, veterans, the Washoe Tribe, and leaders supporting Hispanic/Latine and Spanish-speaking families. These voices helped center the needs of communities the Town has prioritized for focused inclusion efforts.

#### Community-Wide Outreach and Feedback

##### *IDEA Community Workshop*

To ensure broader input, the Town hosted an IDEA Community Workshop designed to be inclusive and welcoming. Bilingual interpretation, childcare, and dinner were provided to lower participation barriers. Through interactive activities, attendees shared personal experiences and hopes for a more inclusive Truckee.

Participants reviewed 13 proposed Town actions, casting votes and providing comments aimed at refining and strengthening each initiative. Attendees supported most initiatives and called for incentives to encourage public participation, expanded outreach through platforms like WhatsApp, and tailored support and stronger inclusion efforts for communities of focus such as the Latine/Hispanic community, people with disabilities, people experiencing homelessness and people with limited English proficiency. Several comments encouraged the Town to deepen partnerships with local organizations, improve accessibility in both communication and infrastructure, and explore multi-year grant funding to sustain community-based efforts. The overall focus was on practical, long-term strategies aligned with community priorities and the varied needs of Truckee residents.

Feedback was reviewed by the IDEA Steering Committee and used to inform the next stage of community input. A detailed summary of feedback received during the feedback is provided in Attachment 3.

##### *Community Survey with True North Research*

With the feedback from the IDEA Community Workshop, staff worked in collaboration with True North Research, to conduct a statistically valid survey, available in English and Spanish, to assess community members' level of support to proposed community-facing actions. This assessment was included as part of the broader Community Satisfaction Survey. Staff refined the Spanish-language version to ensure it was accessible and meaningful for Spanish-speaking residents (i.e. the IDEA Analyst reviewed the translation to help ensure the wording reflected the way this community's Spanish speakers naturally communicate).

600 adult residents participated in the survey and the responses reflect a strong overall endorsement of the Town's proposed actions to foster inclusion, diversity, equity and accessibility, with a majority of participants supporting every proposed action.

Support was especially strong for actions aimed at enhancing engagement, improving accessibility, and increasing the Town's presence at community events, as well as fostering collaboration with Community-Based Organizations. Over 90% of respondents supported engaging with residents with various abilities to identify service improvements, participating in community events and meetings, distributing materials through trusted local organizations, and facilitating direct community input through workshops and listening sessions. High levels of support also extended to creating a Youth Commission and collaborating with veterans. Details about the IDEA Section of the Community Satisfaction Survey results can be found in Attachment 4.

#### Staff Survey

IDEA and Human Resources staff led an internal survey to gather employee input to inform prioritization of draft internal IDEA actions and identify priorities for future staff training. The IDEA steering committee is still reviewing these survey results and finalizing recommended internal actions. These results and recommendations will be included in the Draft Action Plan that staff anticipate bringing to Town Council for consideration in September 2025.

#### **Summary of Proposed External IDEA Actions:**

As addressed above, the Steering Committee is still finalizing the draft action plan document. Yet, the committee has completed work on the recommended external-facing actions that will be included in the draft plan. Staff are seeking Council's direction to move forward with work on these proposed external actions this summer while we finalize the draft action plan document.

The proposed external actions developed through the outreach, engagement and feedback process are summarized below with more detailed descriptions provided in Attachment 1. The list provided below encompasses all of the external actions that staff anticipate will be included in the draft Action Plan that will be presented for Town Council consideration around September 2025.

1. Develop a Community Engagement Framework, in collaboration with the Communications Program Manager, that provides strategic guidance for consistent, coordinated outreach and inclusive engagement strategies across Town of Truckee departments, where and when relevant. *Target date: Launch by August 2026, then ongoing.*
2. Develop a Housing Equity Framework. *Target date: Present to Town Council in August 2025, then ongoing implementation.*
3. Create a Youth Commission. *Target date: Launch by February 2027, then ongoing.*

4. Create an Outreach Partnership Grant Program to partner with local Community Based Organizations (CBOs) that work with the Town's communities of focus to support outreach and engagement. *Target date: Launch by June 2026, then ongoing.*
5. Explore opportunities to increase awareness of TART Connect and Dial-a-Ride, and create pathways for community members to learn more about them and how to access them. *Target date: Ongoing.*
6. Create a series of Veteran Spotlight videos to recognize and celebrate our veteran community members. *Target date: November 2025.*
7. Explore the needs of community members with disabilities and facilitate conversations regarding strategies to better serve these needs. *Target date: Ongoing.*
8. Continue engaging with the Washoe Tribe of Nevada and California in an effort to strengthen and expand the working relationship between the Town and the Tribe through ongoing dialogue, mutual learning, and potential areas of collaboration. *Target date: Ongoing.*
9. Develop a Language Access Plan as a strategy to help people who speak different languages understand and access services, information, and programs. *Target date: Present to Town Council by March 2026, then ongoing implementation.*
10. In collaboration with the Communications Program Manager, explore the use of relevant social media platforms, such as WhatsApp and WhatsApp Communities, as appropriate. *Target date: Launch by January 2026, then ongoing.*
11. In collaboration with the Communications Program Manager, align the Town's web content and mobile applications with updated Title II regulations under the Americans with Disabilities Act (ADA). *Target date: April 2027, then ongoing.*
12. Provide opportunities for community members to engage with and better access the Town's environmental programs and plans, as well as Emergency Preparedness resources. *Target date: June 2027, then ongoing.*

### **Next Steps**

Revisions to the IDEA Action Plan, including recommended staff training, internal actions, and Land Acknowledgement sections, are ongoing. Anticipated next steps include the following:

- Continuing to work with the internal IDEA Steering Committee to review and refine the Plan narrative and prioritize internal actions.
- Collaborating with the Washoe Tribe of Nevada and California to develop appropriate land acknowledgements for Town use.

Staff anticipate completing the above actions and presenting the Draft Action Plan to Town Council around September 2025. While this plan process is wrapping up, staff recommend that Council provide direction to staff to begin implementation of proposed external actions listed above. If Council directs staff to begin work on these actions, they will be added to the 2025–2027 Strategic Priorities Workplan. These items would replace Communication and Public Outreach priority Task 2.1: Finalize IDEA Actions based on Results from the Community Satisfaction Survey.

**Summary:** Staff recommend that Town Council direct staff of begin working on the proposed external actions as part of the 2025–2027 Strategic Priorities Workplan and receive an update regarding progress and next steps with the Inclusion, Diversity, Equity and Accessibility Work Plan

**Priority:**

<input checked="" type="checkbox"/>	Enhanced Communication	<input checked="" type="checkbox"/>	Climate and Greenhouse Gas Reduction	<input checked="" type="checkbox"/>	Housing
<input type="checkbox"/>	Infrastructure Investment	<input checked="" type="checkbox"/>	Emergency and Wildfire Preparedness	<input checked="" type="checkbox"/>	Core Service

**Fiscal Impact:** There is no new fiscal impact associated with this update. The proposed external IDEA actions were considered during the development of the adopted Town budget, which reflects anticipated implementation costs. Any future internal IDEA actions requiring funding will be brought to Council through the annual budget or budget amendment process.

**Public Communication:** Agenda posting

**Attachments:**

1. Proposed External IDEA Actions
2. IDEA Program Analyst II Outreach Efforts
3. IDEA Community Workshop Feedback
4. IDEA Section of the Community Satisfaction Survey