



Date: September 8, 2026

Honorable Mayor and Council Members:

Author and title: Andrea Fernandez Landa, Inclusion, Diversity, Equity & Accessibility (IDEA) Program Analyst II

Title: **Language Access Plan**

Jen Callaway, Town Manager

Recommended Action: That Council adopt the Language Access Plan (LAP) and direct staff to implement the LAP as a framework for providing more consistent, coordinated, and equitable language access across Town programs, services, and public engagement efforts.

This item was continued from the August 25, 2026, regular Town Council meeting.

Discussion: Town Council adopted the Inclusion, Diversity, Equity, and Accessibility (IDEA) Action Plan in September 2025, which identified the development of a Language Access Plan as Action 3.1. The proposed Language Access Plan (LAP) fulfills that action by establishing a Townwide framework for identifying language access needs, coordinating interpretation and translation services, and supporting meaningful access to Town programs, services, and public participation opportunities for individuals with Limited English Proficiency (LEP).

The Town has supported language access for many years through bilingual outreach, interpretation and translation services, partnerships with community-based organizations, bilingual staff, and culturally responsive programming. These efforts, while successful, have largely been implemented on an ad hoc basis without a single organizational framework. The LAP formalizes existing practices, establishes consistent procedures across departments, and provides guidance for future implementation while allowing flexibility based on operational needs and available resources.

Implementation of the LAP also advances the Town Council's Strategic Priority of enhancing communication and public outreach and supports implementation of the Truckee 2040 General Plan policies related to inclusive public participation, equitable access to services, and effective communication.



LAP Development

The LAP was developed through a comprehensive needs assessment that incorporated demographic analysis, community engagement, and an internal review of existing Town services and practices. Staff reviewed U.S. Census and regional demographic data to better understand community language needs while recognizing that demographic data alone may not fully capture local language access needs. Community engagement included focus groups, prioritization exercises, presentations, and discussions with residents and community partners, including Sierra Community House, Tahoe Truckee Unified School District, Tahoe Ability Program, la Junta Regional, and the Community Collaborative of Tahoe Truckee.

Community feedback consistently emphasized the importance of prioritizing language access for emergency communications, public safety information, housing, transportation, Town Council meetings, and other essential Town services. Participants also highlighted the value of bilingual communication through social

media, community events, and public-facing service counters, as well as the need for consistent Townwide coordination of language access services.

An internal review of existing practices identified opportunities to strengthen coordination, streamline translation and interpretation requests, and expand access to on-demand interpretation services through a potential contract with LanguageLine Solutions.

As part of this effort, staff developed a standardized internal facing Translation and Interpretation Request Form in Laserfiche, the Town's enterprise content management and business process automation platform, to support implementation of the LAP. The form creates a consistent Townwide process for requesting language services, improves coordination between departments, and reduces reliance on informal email requests or individual workflows. The form also provides a mechanism for tracking the volume, type, and purpose of language access requests, including which departments are utilizing services and what materials or programs most frequently require language support. This data will help inform future planning, budgeting, and resource allocation.

Conclusion:

The LAP establishes a flexible framework for providing interpretation, translation, bilingual communication, and other language assistance services across Town operations. The LAP prioritizes language access for vital information, including emergency communications, public safety messaging, disaster preparedness, housing information, and other essential services, while providing guidance for prioritizing non-vital information based on community need, available resources, and outreach priorities.

The LAP designates the IDEA Program Analyst II as the Town's Language Access Coordinator and identifies the IDEA Committee as a forum for collaboration, feedback, and cross-departmental guidance related to language access efforts. Through the establishment of consistent procedures, staff coordination, training, ongoing evaluation, and the centralized Translation and Interpretation Request Form, the LAP will improve the Town's ability to provide accessible and equitable communication across departments and better respond to community language needs.

Priority:

☒	Enhanced Communication	☒	Climate and Greenhouse Gas Reduction	☒	Housing
☐	Infrastructure Investment	☒	Emergency and Wildfire Preparedness	☒	Core Service

Fiscal Impact: Adoption of the Language Access Plan has no immediate fiscal impact beyond existing budgeted resources for translation and interpretation services. Any future staffing or program enhancements identified during implementation will be considered through the Town's annual budget process.

Public Communication: The Language Access Plan was developed through collaboration with community members, regional partners, community-based organizations, and Town staff. The staff report, agenda materials, and Language Access Plan will be translated into Spanish, and Spanish interpretation will be available during the Town Council meeting. Upon adoption, the Language Access Plan will be posted on the Town's website.

Attachments:

1. Language Access Plan. (See also: <https://townoftruckee.box.com/s/6cz1ggy7bhg8x0h98jbwmuobxz4enzr>)
2. Internal Translation and Interpretation Request Form.