

IDEA Action Plan - Executive Summary

Introduction

The Inclusion, Diversity, Equity, and Accessibility (IDEA) Action Plan marks a meaningful step forward in the Town of Truckee's ongoing effort to create a community where everyone feels welcome, is valued, and is able to thrive. Rooted in the belief that equity and inclusion strengthen our collective well-being, this plan offers a shared framework to guide thoughtful action and effective community engagement across departments and services.

Methodology

The IDEA Action Plan was developed through a thoughtful, two-year process that combined internal evaluation with extensive, bilingual community engagement. The Town began this work in late 2023 with support from the Equity and Wellness Institute (EqWI), which conducted a deep review of internal policies, staff culture, and demographic data. This included interviews with over 20 staff members and community partners, a comprehensive employee survey, and an environmental justice analysis. Several communities of focus were identified through these efforts, which helped shape the next steps in the process.

Building on this foundation, the Town led a robust public engagement effort from fall 2024 through spring 2025. More than 30 interviews were conducted with community leaders, educators, and service providers representing or belonging to communities of focus. A bilingual IDEA Community Workshop allowed participants to offer direct feedback and vote on priority actions. To broaden outreach, the Town partnered with True North Research to conduct a community-wide survey in English and Spanish, confirming strong support for the proposed direction. One of the final efforts in this phase included an internal staff survey that helped to shape priorities for implementation of internal actions.

Throughout, a cross-departmental IDEA Steering Committee played a central role in interpreting findings, shaping engagement strategies, and translating insights into actions that the Steering Committee recommended as meaningful and achievable for the Town. The resulting five-year plan outlines six focus areas with targeted actions, as summarized below.

1. Community Engagement

The Town is committed to encouraging deeper trust and strengthened civic participation across the community. This focus area embeds inclusive, culturally responsive outreach practices into everyday operations to foster meaningful and sustained engagement.

Actions:

- Develop a Community Engagement Framework
- Adopt a Housing Equity Framework
- Create a Youth Commission
- Establish an Outreach Partnership Grant Program
- Expand outreach about transportation services
- Create a series of Veteran Spotlight videos
- Conduct targeted engagement with individuals with disabilities

2. Tribal Recognition and Engagement

The Town honors the sovereignty and heritage of the waší·šiw (Washoe people) and seeks to build stronger, more collaborative relationships with the Washoe Tribe. This focus area promotes cultural recognition, mutual respect, and shared stewardship.

Actions:

- Work with the Washoe Tribe of Nevada and California to strengthen and expand the Town and Tribe's working relationship

3. External Communications

Equitable communication helps ensure that all community members can access, understand, and engage with Town information. This focus area enhances language access, accessibility, and digital inclusion to better serve a multilingual and diverse population.

Actions:

- Create a Language Access Plan
- Offer staff training on Language Access and individuals with Limited English Proficiency
- Explore the use of relevant social media platforms for outreach
- Expand access to environmental and emergency resources
- Ensure ADA Title II compliance across digital platforms
- Offer staff training on best practices for engaging with individuals with disabilities

4. Organizational Culture and Structure

The Town is committed to fostering an internal culture where IDEA values are understood, embraced, and reflected in daily work. This focus area promotes cross-departmental collaboration and clear structures for long-term progress.

Actions:

- Establish a standing IDEA Committee

5. Staff Education around IDEA

Staff at all levels play a key role in advancing IDEA. This focus area supports training and learning opportunities to equip staff with the tools and knowledge to lead with empathy, equity, and effectiveness.

Actions:

- Provide role-specific training on topics such as language and ADA access, HR policy refreshers, harassment and discrimination, cultural competency and unconscious bias, inclusive engagement strategies, IDEA relevance to individual roles.

6. Equitable Town Processes

Inclusive internal practices help ensure that all Town staff feel respected, supported, and empowered. This focus area strengthens HR systems and recruitment strategies to reflect the values and diversity of the broader community.

Actions:

- Develop inclusive recruitment strategies in collaboration with local partners
- Provide specialized HR training on skills to promote respect, empathy, and safety

Conclusion

The IDEA Action Plan is not the end of a process but the beginning of a shared journey toward a more inclusive, connected, and thriving Truckee. Grounded in community input and aligned with the Truckee 2040 General Plan's Vision for the Future, the plan outlines clear priorities and actions that reflect a commitment to inclusion, diversity, equity and accessibility. Continued progress depends on collaboration, reflection, and sustained effort.

The Town looks forward to ongoing engagement and encourages community members to participate in ways that feel meaningful to them. Together, we can support a community where everyone feels seen, heard, and valued, and where each person has the opportunity to thrive.