

Becker County Transit
Language Assistance Plan



Ensuring Meaningful Access for Limited English Proficient Individuals

Effective:
2/2023

Purpose.....	1
Definitions	2
Identification of LEP Individuals - the Four Factor Analysis	3
A. Language Assistance Measures.....	3
Recording Use of Language Assistance Services.....	4
Public Engagement / Participation.....	4
B. Staff Training	5
Staff Training Program and Training Log	6
C. Notice to LEP individuals	6
D. Monitoring and Updating the Language Assistance Plan	7
E. Contact Information	8

Appendices

- Appendix A:** Four-Factor Analysis
- Appendix B:** Limited English Proficiency (LEP) Data
- Appendix C:** Language Identification
- Appendix D:** Public Participation Plan
- Appendix E:** Language Service / Public Participation Log
- Appendix F:** Staff Training Resources and Training Log
- Appendix G:** Public Notice of Rights under Title VI
- Appendix H:** Title VI Complaint Procedure
- Appendix I:** Title VI Complaint Form
- Appendix J:** Title VI Investigations, Complaints & Lawsuits Log
- Appendix K:** Title VI Non-elected Decision Makers
- Appendix L:** LAP Resolution Template

Purpose

The purpose of this Language Assistance Plan (hereinafter "LAP") is to meet Federal Transit Administration's (FTA's) requirements to comply with Title VI of the Civil Rights Act of 1964, which prohibits discrimination on the basis of race, color, or national origin.

"No person shall, on grounds of race, color, or national origin, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving federal assistance." - Civil Rights Act of 1964

As a subrecipient of FTA funds, Becker County Transit system resolves to take reasonable steps to provide meaningful access to its public transit services for persons who do not speak English as their primary language and who have a limited ability to read, speak, write, or understand English. The FTA refers to these persons as Limited English Proficient (LEP) persons. For LEP individuals, meaningful access denotes access that is not significantly restricted, delayed, or inferior as compared to programs or activities provided to English proficient individuals.

The completion of this LAP for persons with Limited English Proficiency conforms to the requirements of the FTA Circular 4702.1B Title VI Requirements and Guidelines for Federal Transit Administration Recipients.

The U.S. DOT's FTA Office of Civil Rights' publication "Implementing the Department of Transportation's Policy Guidance Concerning Recipients' Responsibilities to Limited English Proficient Persons – A Handbook for Public Transportation Providers," dated April 13, 2007, was used in the preparation of this plan.

The LAP provides guidance to Becker County Transit staff who may interact directly with LEP individuals or whose work involves providing information or services to the public. The plan provides protocols for identifying LEP individuals, language assistance measures, and staff responsibilities and training related to ensuring meaningful access for LEP individuals.

The DOT LEP Guidance recommends that all recipients, especially those that serve large LEP populations, should develop an implementation plan to address the needs of the LEP populations they serve. The DOT LEP Guidance provides that to provide for effective implementation plans would typically include the following five elements:

1. Identifying LEP individuals who need language assistance (Four Factor Analysis)
2. Providing language assistance measures
3. Training staff
4. Providing notice to LEP individuals
5. Monitoring, evaluating, and updating the plan

For further questions regarding this plan, please contact:

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Definitions

Disproportionate Burden: Refers to a neutral policy or practice that disproportionately affects low-income populations more than non-low-income populations. A finding of disproportionate burden requires the recipient to evaluate alternatives and mitigate burdens where practicable.

Four Factor Analysis: The assessment provided by federal regulation to help the Transit system determine the level of language assistance required for a program or activity.

Interpretation: The act of listening to a communication in one language (source language) and orally converting it to another language (target language) while retaining the same meaning.

Language Assistance Guide: Provides an itemized list of non-English languages and can be used as a tool to help an LEP individual identify their preferred language to the Transit system staff.

Language Assistance: Oral and written language services needed to help LEP individuals communicate effectively with staff and ensure meaningful access to, and equal opportunity to fully participate in, the programs and activities provided by the Transit system.

Limited English Proficient (LEP): Individuals whose primary language is a not English and who have a limited ability to read, speak, write, or understand English. Individuals may be proficient in English for certain types of communication (e.g., speaking or understanding), but still be LEP for other purposes (e.g., reading or writing).

Meaningful Access: Language assistance that results in accurate, timely, and effective communication at no cost to the LEP individual. For LEP individuals, meaningful access denotes access that is not significantly restricted, delayed, or inferior as compared to programs or activities provided to English proficient individuals.

Public Engagement: Any process that (1) involves the public in identifying and solving challenges and problems and uses public input to make sustainable decisions, (2) educates or informs the public about a topic or issue, or (3) seeks to build meaningful connections and trust with the public through communication and interaction.

Timely: Language assistance provided at a time and place that avoids the effective denial of the service, benefit, or right at issue or the imposition of undue burden on or delay in important rights, benefits, or services to LEP individuals.

Translation: The replacement of a word, phrase, or text in one language (source language) with an equivalent- meaning word, phrase, or text in another language (target language).

Vital Documents: Paper or electronic written material containing information that is (1) critical for accessing programs, services, benefits, or activities, (2) directly and substantially related to public safety, or (3) required by law.

Identification of LEP Individuals – the Four-Factor Analysis

Title VI and its regulations require subrecipients to take reasonable steps to ensure meaningful access to the transportation system’s information and services. What constitutes reasonable steps to ensure meaningful access is contingent on a four-factor analysis established by the U.S. Department of Justice.¹ The four-factor analysis is an individualized assessment that should be applied to all transportation system programs and activities to determine what reasonable steps must be taken to ensure meaningful access for LEP individuals.

Becker County Transit has completed the four-factor analysis attached as **Appendix A**. The Analysis is intended to assist in ensuring compliance with federal limited English proficiency guidance and Title VI of the Civil Rights Act of 1964. This analysis does not cover every situation, and compliance determinations are made on a case-by-case basis.

Safe Harbor for Written Translations

U.S. DOT LEP Guidance provides a “safe harbor” to help ensure greater clarity regarding whether a subrecipient is meeting its obligation to provide written translations. These provisions only apply to the translation of written documents and do not affect the requirement to provide meaningful access to LEP individuals through competent oral interpreters where oral language assistance services are needed and reasonable.

¹ Enforcement of Title VI of the Civil Rights Act of 1964 - National Origin Discrimination Against Persons with Limited English Proficiency, effective August 11, 2000. Available here: <https://www.justice.gov/sites/default/files/crt/legacy/2010/12/14/eolep.pdf>

A. Language Assistance Measures

Various language assistance services or protocols are necessary to ensure meaningful access to LEP individuals. Becker County Transit has identified available language assistance services and operational measures where language assistance measures are needed based on the first two factors in the four-factor analysis.

Based on our analysis, Becker County Transit has determined the importance of language assistance to our program(s), activity(ies), or service(s) as:

- A. Low level (little to no LEP population)
- B. Mid-Level (some LEP population)
- C. High Level (significant LEP population)

Becker County Transit has looked at differing considerations in communicating with LEP populations about transit services and information. One consideration is to provide a guide to identify the foreign language spoken by non-English speakers, such as the “Language Identification” card. Other considerations are; work closely with Becker County Human Services to provide help for LEP people who need transportation. Becker County Transit will continue to utilize its partnership with Human Service’s interpreter and language line for assistance when needed.

Recording Use of Language Assistance Services

Becker County Transit has the responsibility to document all interpretation and translation services provided proactively or upon request. A written log documenting all language assistance services provided must be maintained. A template for the Language Service / Public Participation Log is attached as **Appendix E**.

Becker County Transit provides language assistance services that would fulfill requests for interpretation and translation services in a timely manner. The following outlines how each of these services would be provided for:

Translation (written): Translation is the replacement of a word, phrase, or text in one language (source language) with an equivalent meaning word, phrase, or text in another language (target language). Becker County will use free services provided by Becker County Human Services.

Interpretation (oral): Interpretation is the act of listening to a communication in one language (source language) and orally converting it to another language (target language) while retaining the same meaning. Becker County will use free services provided by Becker County Human Services.

Public Engagement/Participation

Becker County Transit has incorporated Title VI and LEP considerations into an established public participation plan. The Public Participation Plan which outlines the steps our agency follows is attached as **Appendix D**. The attached plan provides a clear process for engaging and involving the public, including minority and LEP populations. Consideration of LEP communities is documented by first using the results of the four-factor analysis that determines the level and type of language assistance necessary for a particular public engagement plan or activity.

The plan aims to seek out and consider the viewpoints of minority, low-income, and LEP populations in the course of conducting public outreach and involvement activities. Becker County Transit public participation strategy offers adequate notice of public participation activities, as well as early and continuous opportunities for public review and comments at key decision points to identify social, economic, and environmental impacts of proposed transportation decisions. The plan describes the proactive strategies, procedures, and projected outcomes that align with the public participation activities throughout the year(s). Every effort is made to involve minority and LEP populations in effective participation in our decision-making process. The following practices include, but are not limited to:

- Scheduling meeting at times and locations that are convenient and accessible for minority and LEP communities.
- Employing different meeting sizes and formats
- Coordinating with community- and faith-based organizations, educational institutions, and other organizations to implement public engagement strategies that reach out specifically to members of affected minority and/or LEP communities.
- Considering radio, television, newspaper, social media ads on stations, outlets, and in publications that serve LEP populations. Outreach to LEP populations could also include audio programming available on podcasts.
- Providing opportunities for public participation through means other than written communication, such as personal interviews or use of audio or video recording devices to capture oral comments.
- Preparing for public engagement activities by determining ways to provide language assistance when no interpreter is present or whether needed or not, providing written documents in other languages, if requested, including ethnic media, schools, and religious or community organizations to assist in providing information.

All language assistance services provided during public engagement or community outreach will be recorded on the Language Service / Public Participation Log is attached as **Appendix E**.

B. Staff Training

To ensure transit staff, and/or appropriate overall agency staff, understand the obligations to provide meaningful access to information and services for LEP individuals, all employees in public contact positions will be properly trained. This plan outlines the training provided on an annual, on-going and/or on-demand basis to implement the following:

- Staff have been trained and understand meaningful LEP policies and procedures
- New staff will have appropriate training as part of the orientation for new employees
- Staff who have contact with the public is trained to work effectively with in-person and telephone interpreters
- Management staff, even if they do not interact regularly with LEP individuals, will be fully aware of and understand the plan to reinforce the importance of the program and ensure it is implemented accordingly by/to staff.

Becker County Transit has developed standard presentations, resource connections and other language assistance trainings that provide for cost-effective and flexible opportunities for staff and management to understand the LAP Plan, the Public Participation Plan and responsibilities. Existing employees, especially managers and those who work with the public will be offered re-training or new training sessions to keep up to date on their responsibilities to LEP individuals. The following outlines the information incorporated within the training provided annually, on-going or on-demand:

- Standard presentation provided to new, existing and management on the staff responsibility to LEP populations. Template is used at multiple agency trainings and is updated on a regular and as-needed basis
 - Consistent information will be included on transit agency's responsibilities to LEP populations
 - Summary of Language Assistance Plan
 - Demographic data about local LEP population
 - Frequency of contacts between LEP populations and the transit system's services, programs, and activities
 - The importance of community outreach and inclusion of activities for LEP populations
 - Description of the type of language assistance currently providing and instructions on how staff can access these products and services
 - Description of Becker County Transit and/or overall agency's cultural sensitivity policies and practices
- Printed LEP resources: understanding the information, how to use information and method in presenting information to LEP populations.
- Resources and methods in response to verbal requests for transit service in a foreign language
- responsibility to notify transit manager about any LEP persons' unmet needs.

Staff Training Program and Training Log

An outline of the training program, which includes the training title, type of resource (video, presentation, written documents, etc.) and training log (identifies training and training schedule (annually, orientation, on-going, and/or on-demand)) is attached as Staff Training Program and Training Log in **Appendix F**.

- “Breaking Down the Language Barrier: Translating Limited English Proficiency into Practice.” This video, which is available as a streaming video link on www.lep.gov, explains the language access requirements of Title VI and Executive Order 13166 through vignettes that expose the problems resulting from the absence of language assistance. The video goes on to show how these same situations could have been handled more appropriately if the service provider took reasonable steps to provide meaningful access
- “How to Engage Low-Literacy and Limited English Proficient Populations in Transportation Decision making,” available at https://www.fhwa.dot.gov/planning/publications/low_limited/index.cfm This report

documents “best practices” in identifying and engaging low-literacy and LEP populations in transportation decision making. These “best practices” were collected during telephone interviews with individuals in 30 States.

- “Guidelines for Developing Traffic Safety Educational Materials for Spanish-Speaking Audiences,” a manual developed by the Education in Traffic Safety project, Education Development Center, Inc., with funding from the National Highway Traffic Safety Administration. The manual is organized into three sections: research and planning, creating materials, and dissemination and evaluation. Available at http://www.casaferoutestoschool.org/wp-content/uploads/2011/05/TSEM_Guidelines.pdf

C. Notice to LEP individuals

Based on the four-factor analysis, Becker County Transit has determined that language services will be provided for the LEP populations identified as having a need. For those languages that meet the translation need for written documents threshold based on Safe Harbor guidance, notices will be in the language the LEP individual would understand. For languages that do not meet the written document requirement, based on the Safe Harbor guidance, Becker County Transit will provide meaningful access to LEP individuals through competent oral interpreters where oral language assistance services are needed and reasonable. All notifications will provide that identified services are available free of charge to LEP individuals.

Examples of notification considered include:

- Transit intake areas, transfer stations, transit shelters, transit stops, or similar areas.
It is important that LEP individuals can identify how to access language services available to them at initial points of contact
- Signs on buses
- Brochures or Pamphlets
- Posters
- Targeted Community Outreach events or meetings
- Information provided to local organizations that work with LEP individuals.
- Telephone messages
- Local ads (print, radio, TV, social media, billboards)
- Website notices
- Information tables/booths at local events, community businesses, schools, and churches
- Employee Outreach and Recruitment
- Other: Describe:

All facility(ies) where Becker County Transit interacts with the public in-person will have a Public Notice of Rights Under Title VI posted clearly and conspicuously, including non-English versions of the notice, if deemed necessary after conducting a four-factor analysis. Currently no LEP groups meet the Safe Harbor Threshold requiring written notices. Notices in English are attached as **Appendix G**. Staff will use, when necessary, a language guide tool or a process similar to interact with LEP individuals. All interactions with LEP individuals will be recorded on the Language Service / Public Participation Log as **Appendix E**.

This Language Assistance Plan and the Notice are available on the Becker County website at <https://www.co.becker.mn.us/>

D. Monitoring, Evaluating and Updating Plan

Becker County Transit has developed a process for determining whether new documents, programs, services, and activities need to be made accessible for LEP individuals and will provide notice of any changes in services to the LEP public and to staff. The process includes an annual review to consider changes in demographics, types of services, or other needs that may require an annual reevaluation. Becker County Transit will also seek feedback from LEP populations and community outreach programs with follow-up meetings, focus groups and/or with surveys.

The Language Assistance Plan considers the following five elements:

1. Identifying LEP individuals who need language assistance (Four Factor Analysis)
2. Providing language assistance measures
3. Training staff
4. Providing notice to LEP individuals
5. **Monitoring, evaluating, and updating the plan**

In addition to the five elements, the plan sets clear goals, management accountability, and opportunities for staff and community input and planning throughout the process.

Areas of consideration when monitoring, evaluating, and updating include:

- Current LEP populations in the service area or population affected or encountered.
- Frequency of encounters with LEP language groups.
- Nature and importance of activities to LEP persons.
- Availability of resources, including technological advances and sources of additional resources, and the costs imposed.
- Whether existing assistance is meeting the needs of LEP persons.
- Whether staff knows and understands the LEP plan and how to implement it.
- Whether identified sources for assistance are still available and viable.
- Whether staff training is sufficient.
- Review any complaints from LEP individuals received during the past year.

Becker County Transit is committed to ensuring that no person is excluded from participation in, denied the benefits of, or otherwise subjected to discrimination based on race, color, or national origin by the Becker County Transit providing programs and services in Becker County. Person who alleges that a violation to the Title VI requirements has been made may file a Title VI complaint by completing and submitting the Title VI Complaint Form to Becker County Transit and/or to MnDOT Office of Transit and Active Transportation Attn: Compliance Coordinator. Becker County Transit and/or MnDOT, will investigate complaints received no more than 180 days after the alleged incident. All complaints that are complete will be processed and responded to based on the Title VI Complaint Procedures attached as **Appendix H**.

Becker County Transit has created and made available a Title VI Complaint Form for use by customers who wish to file a Title VI complaint. The complaint form is available on Becker County's website at <https://www.co.becker.mn.us/dept/transit/>. The Title VI Complaint Form specifies the three classes protected by Title VI—race, color, and national origin—and allows the complainant to select one or more of those protected classes as the basis/bases for discrimination. The Title VI Complaint Form is a vital document. If a Limited English Proficient (LEP) populations in the Becker County Transit area meets the Safe Harbor threshold, then the procedure is provided in English and in any other language(s) spoken by LEP populations that meet the Safe Harbor Threshold. Attached as **Appendix I** is the Title VI Complaint Form.

E. Contact Information

Based on the feedback received from agency staff, community members, LEP populations, and other key stakeholders; incremental changes may be needed for the type of written and oral language assistance provided, along with any staff training and community outreach efforts.

This Language Assistance Plan will be reviewed by our transit system every other year, with any revisions being approved by the Board of Directors or Policy Board and dated. The next review will occur in September 2024.

Questions or comments about this plan may be submitted to:

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All elements of this Plan are in compliance with FTA Circular 4702.1B Title Vi, FTA "A Handbook for Public Transportation Providers, and Minnesota State DOT - Office of Transit and Active Transportation Title VI Program: FTA

Becker County Transit

Limited English Proficiency Four-Factor Analysis

Date: October, 2022

Completed by/title: Kevin Johnson Transit Manager

Title VI and its regulations require subrecipients to take reasonable steps to ensure meaningful access to the transportation system's information and services. The four-factor analysis is an individualized assessment that should be applied to all transportation system programs and activities to determine what reasonable steps must be taken to ensure meaningful access for LEP individuals. This population will be program-specific and includes people who are in the Transit system's geographic area.

Becker County Transit utilized the MN Dot LEP Data Tool, 2020 Census and Minnesota American Survey to gather population data for LEP People who live and go to school in Becker County.

Factor #1: The number or proportion of LEP persons eligible to be served or likely to be encountered through the program or activity?

The greater the number or proportion of LEP individuals from a particular language group served or encountered in the eligible service population, the more likely language assistance services are necessary. Ordinarily, "individuals eligible to be served or likely to be encountered" by a program or activity are those who are in fact, served or encountered in the eligible service population. This population will be program-specific and includes people who are in the Transit system's geographic area.

Becker County Transit first examined prior experiences with LEP individuals and determined the number and proportion of LEP persons served or encountered within the service area. Becker County Transit also included LEP populations that are eligible to be served or likely to be affected or encountered.

To support the efforts of conducting the four-factor analyses, Becker County Transit referred to the data compiled from the [MnDOT's LEP Data Tool](#) for our system's jurisdiction of services at the city and county-level attached as **Appendix B**.

Primary Languages for Transit System County Programs or Information

The data provided in **Appendix B** identified that no LEP groups in the jurisdiction providing service meet the Safe Harbor threshold.

The MnDOT Data tools results for Detroit Lakes, Frazee, and Audubon; cities most served by our service show the primary LEP languages Spanish. The data for the LEP population for the county is low at 1% or 217 people.

1. Counties (City) served: Becker County, cities of Detroit Lakes, Audubon, and Frazee.

2. Total county/counties population: Becker County Total Population from 2020 Census 35,183
3. The total number of LEP individuals in our service area is: 217.
4. The proportion (percentage) of LEP population to the total eligible service population is: 1%

Reliable External Data Sources for Identifying LEP Groups

Becker County Transit used reliable external data sources to determine the number or proportion of individuals eligible to be served or likely to be affected or encountered based on the expected geographic area served (ie. city, county, regional area, etc.) Reliable external data sources included:

- [MnDOT's LEP Data Tool](#): Allows subrecipients to identify LEP language groups by county city, and school district. Webpage includes further details about how to use the tool.
- [American Community Survey](#): An annual survey conducted by the U.S. Census Bureau providing vital demographic information and is widely considered the most reliable source of detailed information about the United States population.
- [Minnesota Compass](#): A Wilder Research project providing Minnesotans with credible, user-friendly data about their communities.
- [EJSCREEN](#): A mapping tool created by the U.S. Environmental Protection Agency based on nationally consistent data and an approach that combines environmental and demographic indicators in maps and reports. The functions include automated demographic reporting for a geographic area around an identified project area.
- [MN State Demographic Center](#): Provides data and reporting on various topics, including language and immigration.

In addition to identifying and examining prior experiences with LEP individuals and the external data sources outlined above, Becker County Transit looked at local data resources to determine the number or proportion of LEP individuals who may be eligible to be served. These include:

- Survey results:
Describe:
- Locally Coordinated Human Services/Transit Plan
- Other Human Services data
- Area/Metropolitan Planning Organizations/Regional Development Commission data
- Information from local organizations (religious, legal, social service, etc.) about LEP persons in our service area
- Reports from drivers, dispatchers, and others about contact with LEP persons
- Other information:
Describe:

Safe Harbor for Written Translations

U.S. DOT LEP Guidance provides a “safe harbor” to help ensure greater clarity regarding whether Becker County Transit is meeting its obligation to provide written translations. These provisions only apply to the translation of written documents and do not affect the requirement to provide meaningful access to LEP individuals through competent oral interpreters where oral language assistance services are needed and reasonable.

The following actions by Becker County Transit are considered as meeting the compliance with the written-translation obligations:

(a) Providing written translations of vital documents for each eligible LEP language group that constitutes **5% or 1,000 people**, whichever is less, of the population of individuals eligible to be served or likely to be affected or encountered. Translation of non-vital documents, if needed, can be provided orally; or

(b) If there are fewer than 50 individuals in a language group that reaches the 5% trigger in (a), the vital written materials are not translated, but written notice of the right to receive free, competent oral interpretation of those vital written materials in the primary language of the LEP language group of is provided.

Failure to meet the actions provided does not mean there is noncompliance, but rather provide a resource to obtain greater certainty of compliance with a fact-intensive, four-factor analysis. Generally, it would not be necessary to translate vital documents when it would be so burdensome as to defeat the legitimate objectives of a program. Other ways of providing meaningful access, such as effective oral interpretation of certain vital documents, might be acceptable under such circumstances.

The findings from the graphs within Appendix B did not indicate any LEP language groups meet the safe harbor threshold. At this time, Becker County Transit will not translate written documents. However, efforts will be made to reasonably accommodate any language access requests that may arise.

Factor #2: The expected frequency with which LEP individuals will interact with the program, activity, or service?

Becker County Transit conducts an assessment process, as accurately as possible, to obtain updated information on the frequency with which the Transit system would have or should have contact with LEP individuals from different language groups seeking assistance. The assessment is completed on an annual basis, by survey and/or outreach efforts. In determining the needs, emphasis is placed on populations that will have frequent contacts for services, while less frequent or unpredictable service contact needs will require less intensified solutions. Less intensified solutions could be as simple as being prepared to use telephone interpretation services for immediate interpreter services or the use of staff person who can translate for the parties. At all times, Becker County Transit will look for opportunities to increase their outreach efforts to all LEP language groups.

Becker County Transit has not received any requests by LEP persons for transit services or information concerning transportation services.

LEP persons may interact in several ways other than for public transit trip opportunities, with Becker County Transit, including but not limited to:

- Public meetings
- Community events
- Project-specific meetings, events, and discussions
- Online engagement
- Walk-in requests for information
- Phone communications
- Customer service interactions
- Surveys for information

The conclusions drawn from examining this information about LEP persons seeking transit services are: The number of interactions between LEP persons at any events, meetings, service interactions (dispatcher, driver, or any transit staff) has been few.

Becker County Transit will document over the next 3-year period, the frequency in which LEP individuals from different language groups interact with Becker County Transit, staff programs, activities, or services.

Factor #3: The nature and importance of the program, activity, or service provided by the program to the people's lives?

The obligations to communicate rights to LEP individuals who need access to services or information is a priority in meaningful transportation. Becker County Transit has identified programs or activities that would have serious consequences to individuals if language barriers would prevent a person from benefiting from the service.

Our transit system considers transit to be an important and essential service for many people living in our service area. Becker County Transit works with the community organizations, such as First Lutheran Church, Mahube OTWA, Becker County Human Services, Workforce Center, and Crisis Center.

Becker County Transit has determined the impact on actual and potential beneficiaries of delays in the provision of LEP services has not had any negative effect on any of its program services.

Within our analysis, Becker County Transit will identify necessary language assistance measures, including the translation of vital documents into an identified LEP population that seeks services or information on a regular basis and is likely to be affected. Vital documents are paper or electronic written material that contains information that is 1) critical in accessing programs, services, benefits, or activities, 2) directly related to public safety, or 3) required by law. Determining whether a document or the information is "vital" may depend on the importance of the information or service involved and the consequences to the LEP individual if the information is neither accurate nor timely.

Examples of vital documents in the U.S. DOT LEP Guidance include:

- Emergency transportation information
- Notices advising LEP individuals of free language assistance.
- Instructions on how to participate in a program or activity or receive service.

Because no languages were identified as meeting the safe harbor threshold for translating vital written materials, Becker County Transit is not at this time providing a list of documents considered vital. Should future analysis indicate an LEP group meeting the safe harbor threshold, Becker County Transit will evaluate its vital documents and provide translations in accordance with the analysis and federal guidance.

Factor #4: The resources available to the public for LEP outreach, as well as the costs associated with providing meaningful language access.

Becker County Transit has weighed the demand for language assistance against the agency's

current and projected financial and personnel resources. In our analysis we have determined if the language services, or lack of language services, currently provided is cost effective and to plan for future investments that will provide the most needed assistance to the greatest number of LEP individuals within our service jurisdiction. Becker County Transit will determine on a case-by-case basis whether language assistance costs outweigh the benefits.

Our current annual budget for marketing to or communicating with LEP individuals or populations in their language about transit services that are available to them is \$250 per year over the next three years. This may include funding for brochures, flyers, posters, newspaper, website, etc. Records indicate that our agency has remained the same in the number of staff and percentage of staff time that is associated with providing language assistance. This number and percentage will remain the same over the next three years.

Becker County Transit has taken into consideration that “reasonable steps” may cease to be reasonable when the costs imposed substantially exceeds the benefits, and we have carefully explored the most cost-effective means of delivering competent and accurate language services before limiting services due to the resource concerns. Our efforts to be resourceful have considered the impact in utilizing technology advances, such as telephone and video conferencing interpretation services and translating vital documents posted on our website, reasonable business practices, and sharing off language assistance materials and services among and between other transit agencies, bilingual staff that provide language assistance on an ad hoc or regular basis, and advocacy groups and the affected populations. The range in services may be from using telephone-based interpretation services to provide in-person interpretation at a public event. In all cases, however, Becker County Transit will proactively identify how to provide language assistance services efficiently and cost-effectively while ensuring meaningful access to LEP individuals.

Based on our analysis of demographic data and contact with community organizations and LEP individuals, we have determined that we have consistently addressed the needs of the LEP populations and our efforts in determining information that needs to be translated into additional languages or additional oral or written language service are being met, and that additional language assistance needs are being addressed or more widespread.

Becker County Transit does have sufficient resources to ensure meaningful access based on the Factor Four Analysis and Safe Harbor Threshold.

To ensure consistent and ongoing analysis Becker County Transit creates an annual list of specific measures that are needed to ensure meaningful access to its programs and activities.

Findings: What language assistance measures will you need to employ to ensure meaningful access to LEP individuals:

Based on the analysis above, how important will language assistance be to this program or activity?

- Not Important (little to no LEP population)
- Important (some LEP population)
- Very Important (significant LEP population)

What non-English languages are most prevalent in your service area? Chinese and Spanish. What are the numbers and percentages for each, based on total populations? Becker County identified LEP persons are 217, less than 1% of the total population of the county.

The number and percent of the LEP population do not meet the requirement to provide written documentation.

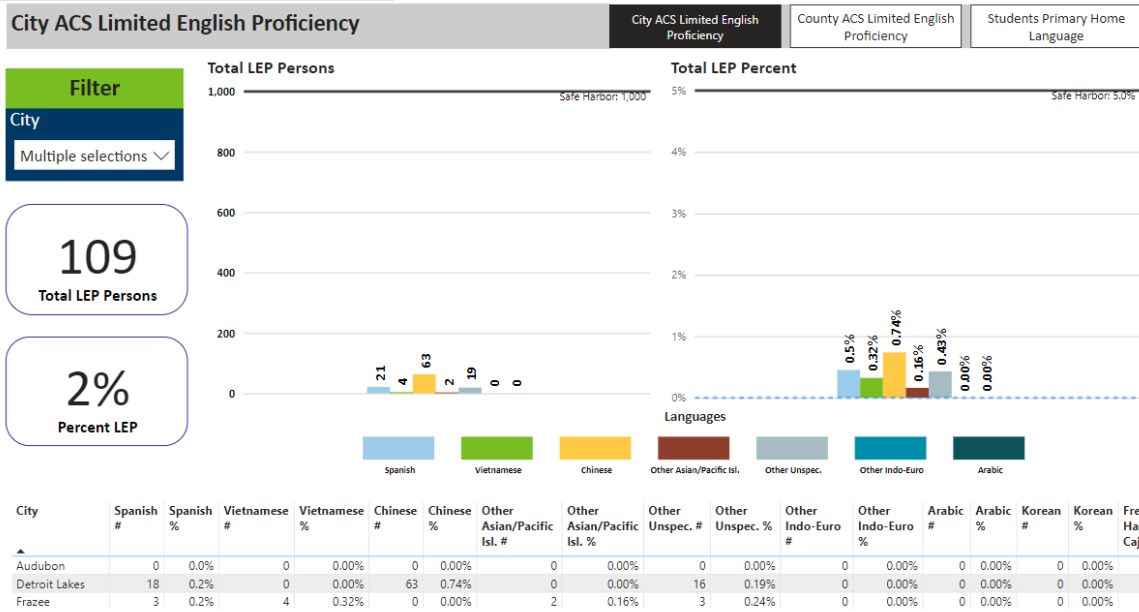
No documents will be translated at this time.

Becker County Transit will utilize the Becker County Human Service Interpreter when needed.

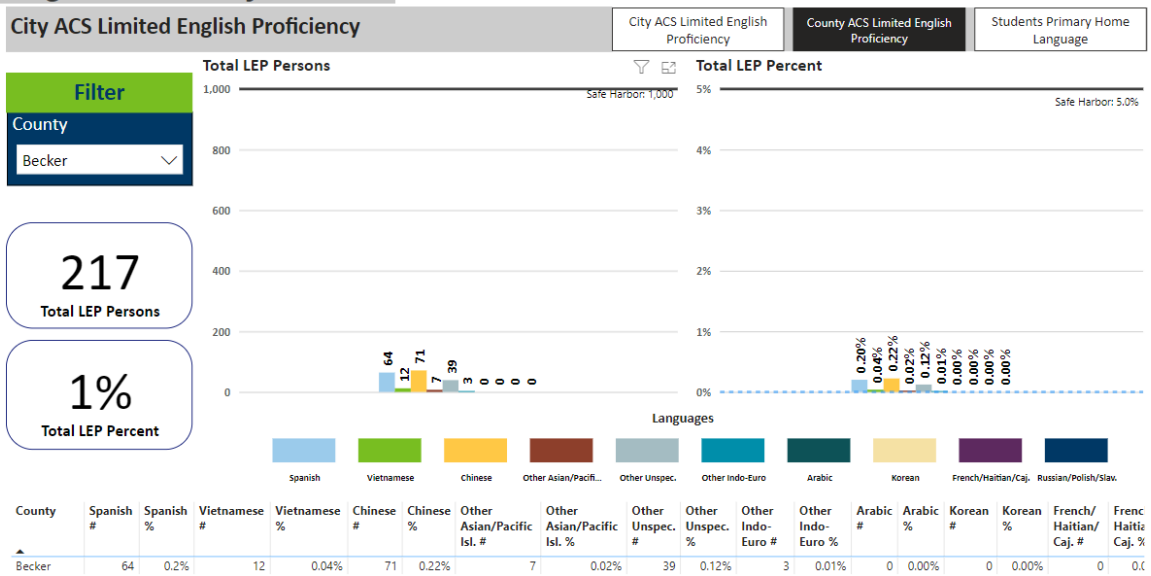
Limited English Proficiency (LEP) Data

American Community Survey (5-Year Estimate 2015-2019, Table ID C16001)

Limited English Proficiency Data Tool



Limited English Proficiency Data Tool



Minnesota Department of Education: Primary Home Language for Students

Fiscal Year	District Number	District Type	District Name	Language Name	Home Primary Language	Enrollments	County Code	County Name	Economic Development Region	Strata
20-21	0022	01	DETROIT LAKES	Vietnamese	051	5	03	Becker	04	3
20-21	0022	01	DETROIT LAKES	Gujarati	112	2	03	Becker	04	3
20-21	0022	01	DETROIT LAKES	English	011	2735	03	Becker	04	3
20-21	0022	01	DETROIT LAKES	Indonesian, Bahasa Indonesian	032	1	03	Becker	04	3
20-21	0022	01	DETROIT LAKES	Spanish	045	4	03	Becker	04	3
20-21	0023	01	FRAZEE-VERGAS	English	011	854	03	Becker	04	5
20-21	0023	01	FRAZEE-VERGAS	Spanish	045	3	03	Becker	04	5
20-21	0025	01	PINE POINT PUBLIC LAKE PARK	English	011	87	03	Becker	04	6
20-21	2889	01	AUDUBON LAKE PARK	Japanese	024	1	03	Becker	04	5
20-21	2889	01	AUDUBON LAKE PARK	Filipino, Pilipino	126	1	03	Becker	04	5
20-21	2889	01	AUDUBON LAKE PARK	English	011	707	03	Becker	04	5
20-21	2889	01	AUDUBON	Vietnamese	051	1	03	Becker	04	5

Appendix C

Language Identification

One way to determine the language of communication is to use language identification cards (or "I speak cards"), which invite LEP persons to identify their language needs to staff. Such cards, for instance, might say, "I speak Spanish" in both Spanish and English, or "I speak Vietnamese" in both English and Vietnamese

Language Identification Cards

Side 1 of 2

Instructions: Place a check by the language spoken.

<input type="checkbox"/> Mark this box if you read or speak English.	<i>English</i>
<input type="checkbox"/> ضع علامة في هذا المربع إذا كنت تقرأ أو تتحدث العربية.	<i>Arabic</i>
<input type="checkbox"/> Մարդու՞մ ենք նշում կատարեք այս քանակուսում, եթե խոսում կամ կարդում եք հայերեն:	<i>Armenian</i>
<input type="checkbox"/> যদি আপনি বাংলা পড়েন বা বলেন তা হলে এই বাক্সে দাগ দিন।	<i>Bengali</i>
<input type="checkbox"/> ឈ្មួញក្នុងប្រអប់នេះ បើអ្នកអាន ឬនិយាយភាសា ខ្មែរ ។	<i>Cambodian</i>
<input type="checkbox"/> Motka i kahhon ya yangin ûntûngnu' manaitai pat ûntûngnu' kumentos Chamorro.	<i>Chamorro</i>
<input type="checkbox"/> 如果你能读中文或讲中文，请选择此框。	<i>Simplified Chinese</i>
<input type="checkbox"/> 如果你能讀中文或講中文，請選擇此框。	<i>Traditional Chinese</i>
<input type="checkbox"/> Označite ovaj kvadratić ako čitate ili govorite hrvatski jezik.	<i>Croatian</i>
<input type="checkbox"/> Zaškrtněte tuto kolonku, pokud čtete a hovoříte česky.	<i>Czech</i>
<input type="checkbox"/> Kruis dit vakje aan als u Nederlands kunt lezen of spreken.	<i>Dutch</i>
<input type="checkbox"/> اگر خواندن و نوشتن فارسی بلد هستید، این مربع را علامت بزنید.	<i>Farsi</i>

Public Participation Plan

Plan Adopted: 2/7/2023.

Purpose:

To integrate consideration of the viewpoints of minority, low-income, and limited English proficiency (LEP) populations into the Transit System's community outreach activities. The public participation strategy offers early and continuous opportunities for the public to be involved in the identification of social, economic, and environmental impacts of proposed transportation decisions.

Strategies

Becker County Transit considers the LEP populations and key stakeholders in proactive strategies, procedures, and projected outcomes that align with the public participation activities throughout the year(s). Becker County Transit offers adequate notice of public participation activities in the planning stages and throughout the process. When appropriate, notice of free language assistance will be posted in areas that the public and staff have access to during all public activities. All language assistance services provided during public engagement or community outreach will be recorded on the Language Service / Public Participation Log is attached as **Appendix E**.

Strategies to involve minority and LEP populations in effective participation in our decision-making process and to serve on appropriate committees, groups, boards, etc. has been implemented. Becker County Transit monitors the involvement and percentage of transit-related, non-elected planning boards, advisory councils or committees, or similar bodies, and their membership of which is selected by the system, and provides annually an updated table with the following areas shown as in the attached **Appendix K**.

Virtual Engagement

Microsoft Teams is a tool that can be used in communication with LEP individuals attending an online public engagement event. Microsoft Teams allows for real-time closed caption translations during a Teams [meeting](#) or [live event](#). Meeting organizers will provide information to attendees at the beginning of the meeting or live event on tools to use translated closed captions. For a Teams live event, the event lead can turn on the ability for attendees to view closed captioning in up to 6 languages. Instructions for this is available [here](#). For Teams meetings, there is no ability to automatically set up closed captioning for attendees. Attendees, can however, turn on closed captioning for their view only. Instructions for this is available [here](#).

Surveys to the public and current ridership

Surveys are an opportunity to gain public input and obtain insight on opinions of and feedback on the usage or lack of use of the public transit system, services, and information. All surveys provided will be accessible to LEP individuals based on the four-factor analysis that identifies the targeted populations. Becker County Transit will conduct user and non-user surveys yearly via web-based Survey platform.

Website and Online Documents

Based on the four-factor analysis no LEP groups were identified as meeting the Safe Harbor threshold requiring written language translations:

In-Person

All facilities that have interaction with the public in-person will display the Public Notice of Rights Under Title VI in a location that accessible to the public. Non-English versions of the notice will be posted as well if, based on the four-factor analysis that particular language was identified as

needed. Notices in English are attached as **Appendix G**. Staff will use language guides, if necessary, will be used if bilingual staff are not available to assist. Language guide resources are available in **Appendix C**.

Phone

Planned resources will be identified and utilized when bilingual staff are not available to assist.

Email or Other Written Communication

transit@co.becker.mn

Outreach practices:

The nature of language assistance provided will be based in part on the number and proportion of LEP individuals served, the frequency of contact between Becker County Transit and the LEP population, and the importance of the service provided to the LEP population. Becker County Transit will assess the needs of the populations frequently encountered or affected by their program or activity to determine whether translation of outreach materials is needed. Every effort will be made to coordinate with community organizations to assist in determining outreach materials that would be helpful to translate, find opportunities to align with other outreach activities in the area, and utilize ethnic media, schools, and religious or community organizations to help spread the message.

The following outlines the practices that Becker County Transit takes in community outreach:

Scheduling meetings at times and locations that are convenient and accessible for minority and LEP communities:

Efforts include: Public notices regarding meetings placed at following locations: on Becker County Website, buses, online newspaper. Meeting to be held at the Becker County Court House in the Board of Commissioners meeting Room. Meetings will be had at various times and dates to allow for maximum access to participate.

Adequate notice of public participation activities in the planning stages and throughout the process and early and continuous opportunities for participation:

Efforts Include: Policy is a 30-day notice communicated via newspaper, website, posted notices in buses and communication by dispatchers during reservation scheduling.

Implementing adjustable/innovative meeting strategies, locations, and group sizes to gain viewpoints of minority, low-income, and limited English proficiency participation:

Efforts implemented include:

Coordinating with community- and faith-based organizations, educational institutions, and other organizations to implement public engagement strategies that reach out specifically to members of affected minority and/or LEP communities:

Specific organizations, institutions, or other organizations are:

Efforts include:

Targeted radio, television, newspaper, social media ads on stations, outlets, and in publications that serve LEP populations. Outreach to LEP populations could also include audio programming available on podcasts:

Efforts include:

Preparing for public engagement activities by determining ways to provide language

assistance, when no interpreter is present or may or may not be needed, providing written documents in other languages, if requested, including ethnic media, schools, and religious or community organizations to assist in providing information:

Efforts include:

Providing opportunities for public participation through means other than written communication, such as personal interviews or use of audio or video recording devices to capture oral comments:

Efforts include:

Involvement of minority, low-income and limited English proficiency (LEP) populations as Transportation Advisory Committee (TAC) members:

Special Interest Group(s) serving on TAC:

TAC meeting schedule: TAC meetings are held quarterly on the last Wednesday of the month and are announced in the local newspaper and on the Becker County Website.

Section 1: Purpose of the Becker County Transit Advisory Committee is to:

- Help identify unmet needs for public transportation of the Becker County residents and to facilitate the development of transit services that are responsive to meet those needs.
- Increase access to services and centers of commerce.
- Help facilitate public awareness of available transit services within the county.
- Focus on improving mobility for individuals who have a disadvantage in meeting transportation needs.
- Provide Feedback and recommendations for improving operational and service issues affecting Becker County Transit Riders.
- Identify service gaps.

Section 2: Duties of the Becker County Transit Committee are to:

- Assist and advise Becker County Transit on long range Transit Planning.
- Act as ambassadors of Becker County Transit.
- Foster community relationships that further our goal to better meet the transportation needs of the county's residents.

Section 3: Recruitment of TAC and Non-Elected Members efforts include:

- Radio advertising
- Print Newspaper
- Online Newspaper
- Public Notice Becker County Human Services
- Bus Signage
- Current TAC Member Referrals
- Public Notice Mahube Otwa
- Public Notice Becker County Court House

Providing public involvement meeting(s) on a scheduled basis:

Type of Meetings:

Meeting schedules:

Meeting formats:

Meeting notice method:

Outreach efforts to involve special interest groups:

Language Service / Public Participation Log

Staff Instructions

Becker County Transit staff should make an effort to track all language services requested or proactively provided throughout the year. Becker County Transit has designated the following staff position to be primarily responsible for ensuring the log is consistently utilized: Transit Manger

Date of Service:

Request or Proactive: Select “Request” if a member of the public requested the language service be provided.

Translation or Interpretation: Becker County Transit utilizes serves provided by Becker County Human Services.

Description of Service Provided: Becker County Transit utilizes serves provided by Becker County Human Services.

Service Provider: Becker County Transit utilizes serves provided by Becker County Human Services.

Type of Service Provider: Spanish Interpreter provided by Becker County Human Services.

(Name of Transit System)
Language Service / Public Participation Log

Date of Service	Request or Proactive	Translation, Interpretation or other service	Description of Service Provided	Vital Document	Language(s)	Service Provider	Type of Service Provider	Additional Comments

No Language or public participation conducted.

Staff Training Log

Legal Name: Becker County Transit
Transit System Name: Lakes Transit
Last Updated: 2/2023

Title VI/Diversity Training Record

Date of Training	Type of Training	Target Audience	Number Attending

No training has been completed by Becker County or Becker County Transit in the last three years.

Public Notice of Rights under Title VI

NOTICE TO THE PUBLIC: YOUR RIGHTS UNDER TITLE VI OF THE CIVIL RIGHTS ACT Becker County Transit

Becker County Transit is committed to ensuring that no person is excluded from participation in, denied the benefits of, or otherwise subjected to discrimination on the basis of race, color, or national origin under any program or activity receiving Federal financial assistance without regard to whether specific projects or services are federal funded. Transit programs and services are distributed in accordance with Title VI of the Civil Rights Act and related nondiscrimination authorities. Additionally, Becker County Transit is committed to ensuring that its programs incorporate access for people with limited English proficiency.

Any person who believes that they, individually, or as a member of any specific class of persons, have been subjected to discrimination on the basis of race, color, or national origin may file a discrimination complaint with Becker County Transit using the complaint form located on Becker County Transit's website. The complaint form and procedures are also available in hard copy in, Spanish upon request. (Becker County Transit) website is: <http://www.co.becker.mn.us>

Complaints can be submitted directly to Becker County Transit and/or to the Minnesota Department of Transportation (MnDOT), Office of Civil Rights, MS 170, Attention: Title VI Program, 395 John Ireland Blvd, St. Paul, MN 55155

Alternatively, a complaint may be directly filed with the Federal Transit Administration by filing a complaint with the Office of Civil Rights, Attention: Title VI Program Coordinator, East Building, 5th Floor-TCR, 1200 New Jersey Ave., SE, Washington, DC 20590

If you need information translated into another language, or require information in an alternative format, please contact Kevin Johnson, 1324 Rossman Ave. Detroit Lakes, MN 56501, kevin.johnson@co.becker.mn.us

For more information about Becker County Transit Title VI Program, and the procedures to file a complaint, please reference the *Language Assistance Plan*, and *Appendix H: Title VI Complaint Procedure* located on Becker County Transit website, under the department tab (Transit) linked above; by phone 1-218-846-3441; email kevin.johnson@co.becker.mn.us or visit our administrative office at 1324 Rossman Ave. Detroit Lakes, MN, 56501

Kevin Johnson Transit Manager
Becker County Transit

Date

Title VI Compliant Procedure

The Becker County Transit is committed to ensuring that no person is excluded from participation in, denied the benefits of, or otherwise subjected to discrimination on the basis of race, color, or national origin by Becker County Transit, providing programs and services in the following county: Becker County. The complainant may file a Title VI complaint by completing and submitting Becker County Transit Title VI Complaint Form. Becker County Transit investigates complaints received no more than 180 days after the alleged incident. Becker County Transit will process complaints that are complete.

Once the complaint is received, the Becker County Transit will review it to determine if our office has jurisdiction or if the complaint will be handled by MnDOT OTAT Compliance Coordinator and/or MnDOT Office of Civil Rights Title VI Coordinator. The complainant will receive written acknowledgement informing her/him that the complaint has been received and who will be handling.

Becker County Transit and/or MnDOT, has 30 days to investigate the complaint. If more information is needed to resolve the case, Becker County Transit and/or MnDOT, may contact the complainant. The complainant has 15 business days from the date of the written notification to send requested information to the investigator assigned to the case. If the investigator is not contacted by the complainant or does not receive the additional information within 10 business days, Becker County Transit and/or MnDOT can administratively close the case. A case can be administratively closed also if the complainant no longer wishes to pursue their case.

After the investigator reviews the complaint, she/he will issue one of two written documentations to the complainant: a closure letter or a letter of finding (LOF). A closure letter summarizes the allegations and states that there was not a Title VI violation and that the case will be closed. An LOF summarizes the allegations and the interviews regarding the alleged incident, and explains whether any disciplinary action, additional training of the staff member, or other action will occur. If the complainant wishes to appeal the decision, she/he has 15 days after the date of the letter or the LOF to do so.

A person may also file a complaint directly with MnDOT, Office of Transit and Active Transportation, ATTN: Compliance Coordinator at 395 John Ireland Blvd., MS 430, St. Paul, MN 55155-1899, or email complaint form to jean.meyer@state.mn.us. As an alternate, a person may file a complaint directly with the Federal Transit Administration, at FTA Office of Civil Rights, 1200 New Jersey Avenue SE, Washington, DC 20590.

Title VI Complaint Form

Section I:				
Name:				
Address:				
Telephone (Home):			Telephone (Work):	
Electronic Mail Address:				
Accessible Format Requirements?	Large Print		Audio Tape	
	TDD		Other	
Section II:				
Are you filing this complaint on your own behalf?			Yes*	No
*If you answered "yes" to this question, go to Section III.				
If not, please supply the name and relationship of the person for whom you are complaining:				
Please explain why you have filed for a third party: _____				
Please confirm that you have obtained the permission of the aggrieved party if you are filing on behalf of a third party.			Yes	No
Section III:				
I believe the discrimination I experienced was based on (check all that apply):				
<input type="checkbox"/> Race <input type="checkbox"/> Color <input type="checkbox"/> National Origin Date of Alleged Discrimination (Month, Day, Year): Explain as clearly as possible what happened and why you believe you were discriminated against. Describe all persons who were involved. Include the name and contact information of the person(s) who discriminated against you (if known) as well as names and contact information of any witnesses. If more space is needed, please use the back of this form.				
Section IV				
Have you previously filed a Title VI complaint with this agency?			Yes	No
Section V				

<p>Have you filed this complaint with any other Federal, State, or local agency, or with any Federal or State court? <input type="checkbox"/> Yes <input type="checkbox"/> No If yes, check all that apply: <input type="checkbox"/> Federal Agency: <input type="checkbox"/> Federal Court _____ <input type="checkbox"/> State Agency <input type="checkbox"/> State Court <input type="checkbox"/> Local Agency</p>
<p>Please provide information about a contact person at the agency/court where the complaint was filed.</p>
Name:
Title:
Agency:
Address:
Telephone:
Section VI
Name of agency complaint is against:
Contact person:
Title:
Telephone number:

You may attach any written materials or other information that you think is relevant to your complaint.

Signature and date required below.

Signature

Date

Please submit this form in person at the address below, or mail this form to: City of USA
 Kevin Johnson
 1324 Rossman Ave.
 Detroit Lakes, Mn 56501
kevin.johnson@co.becker.mn.us

Title VI Investigations, Complaints and Lawsuits Log

Legal Name: Becker County Transit
 System Name: Lakes Transit
 Last Updated: 2/2023

Title VI List of Transit Related
 Investigations, Complaints and Lawsuits

2022 Complaints/ Investigations/ Lawsuits Chart				
Complaints	Date (Month, Day, Year)	Summary (include basis of complaint: race, color, or national origin)	Status	Action(s) Taken
None				
Investigation	Date (Month, Day, Year)	Summary (include basis of complaint: race, color, or national origin)	Status	Action(s) Taken
None				
Lawsuit	Date (Month, Day, Year)	Summary (include basis of complaint: race, color, or national origin)	Status	Action(s) Taken
None				
2023 Complaints/ Investigations/ Lawsuits Chart				
Complaints	Date (Month, Day, Year)	Summary (include basis of complaint: race, color, or national origin)	Status	Action(s) Taken
None				
Investigation	Date (Month, Day, Year)	Summary (include basis of complaint: race, color, or national origin)	Status	Action(s) Taken
None				
Lawsuit	Date (Month, Day, Year)	Summary (include basis of complaint: race, color, or national origin)	Status	Action(s) Taken
None				
2024 Complaints/ Investigations/ Lawsuits Chart				
Complaints	Date (Month, Day, Year)	Summary (include basis of complaint: race, color, or national origin)	Status	Action(s) Taken
Investigation	Date (Month, Day, Year)	Summary (include basis of complaint: race, color, or national origin)	Status	Action(s) Taken
Lawsuit	Date (Month, Day, Year)	Summary (include basis of complaint: race, color, or national origin)	Status	Action(s) Taken

Title VI Non-elected Decision Makers

Legal Name: Becker County Transit
 Transit System Name: Lakes Transit
 Last Updated:10/2022

Title VI Non-elected Decision Makers

Name of Decision-Making Body	Caucasian	Latino	African American	Asian American	Native American	Chinese	Spanish
Population Distribution of Service Area	87.3%	2.4%	.6%	.6 %	7.9%	.22%	.2%
Transit Advisory Committee	100%	0.4%%	0%	0%	0%	0%	0%
Becker County Transit Board of Directors / Legal non-elected Body	100%	0%	0%	0%	0%	0%	0%

**BECKER COUNTY BOARD OF COMMISSIONERS
RESOLUTION _____**

A resolution endorsing Becker County Transit's Title VI Program Plan.

WHEREAS, the Becker County Transit under the Title VI and the Civil Rights Act of 1964, is committed to a Title VI Program that prohibit discrimination by/from Becker County Transit based on race, color, or national origin.

WHEREAS, the Becker County Transit's must establish a Title VI Program that meets Federal Transit Administration (FTA) guidelines (Circular 4702), as stated and provided in the Becker County Transit MnDOT data management system, known as BlackCat, requires the following compliance elements:

- Notification to the Public of their rights under Title VI of the Civil Rights Act;
- A Complaint Procedures and Complaint Form;
- A list of the transit-related Title VI Investigations, Complaints, and Lawsuits;
- A Public Participation Program;
- A Language Assistance Plan to ensure reasonable access to information for those with Limited English Proficiency;
- A chart of the minority status of members of any non-elected decision-making board and/or committees;
- Title VI training program for staff; and
- Governing Body/Organizational Body Resolution adopting Title VI Program Plan.

BE IT RESOLVED THAT Becker County Transit will follow the Title VI Program Plan compliance elements to ensure all passengers and staff are treated equally.

BE IT RESOLVED THAT Becker County Transit shall review and adopt or update all Title VI Program requirements every three (3) years. Said adoption or updates will include a public comment period for input in program plan.

BE IT FURTHER RESOLVED THAT the Becker County Board of Commissioners authorize the County Administrator and/or the Chairman of the Board of Commissioners to implement and oversee compliance of Becker County Transit 2022 Title VI Program.

Duly adopted this ____ day of _____, 2023, at Detroit Lakes, MN.

COUNTY BOARD OF COMMISSIONERS
Becker County, Minnesota

ATTEST:

/s/ Pat Oman

Pat Oman
County Administrator

/s/ Barry Nelson

Barry Nelson
Board Chair

State of Minnesota)
) ss
County of Becker)

I, the undersigned being the duly appointed and qualified County Administrator for the County of Becker, State of Minnesota, do hereby certify that the foregoing is a true and correct copy of a Resolution passed, adopted, and approved by the County Board of Commissioners at a meeting held _____, _____, 2023, as recorded in the record of proceedings.

Pat Oman
County Administrator