

Limited English Proficiency Plan

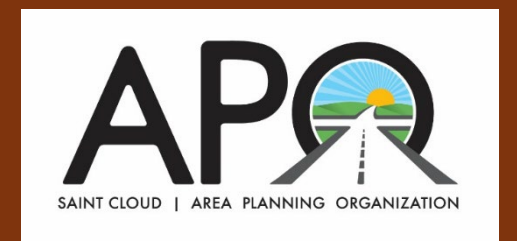
Prepared by the Saint Cloud Area Planning Organization

Oct. 9, 2025

A Component of the APO's Stakeholder Engagement Plan



**LEP
2025 Report**



Disclaimer

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Public Notice of Rights Under Title VI

The Saint Cloud Area Planning Organization (APO) hereby gives public notice that it is the policy of the APO to fully comply with Title VI of the Civil Rights Act of 1964 and the Civil Rights Restoration Act of 1987, and related statutes and regulations in all programs and activities. Title VI assures that no person shall, on the grounds of race, color, or national origin, be excluded from participation in, be denied the benefits of, or otherwise subjected to discrimination under any program or activity for which the APO receives Federal financial assistance. Any person who believes they have been aggrieved by an unlawful discriminatory practice by the APO has a right to file a formal complaint with the APO, MnDOT or the U.S. DOT. Any such complaint must be in writing and filed with the APO's Title VI Compliance Manager within one hundred eighty (180) days following the date of the alleged discriminatory occurrence. For more information, or to obtain a Title VI Discrimination Complaint Form, please see the Saint Cloud APO website (www.stcloudapo.org) or you can view a copy at our offices at 1040 County Road 4, Saint Cloud, MN 56303.

A complaint may also be submitted to Minnesota Department of Transportation Office of Civil Rights by submitting an online complaint form (<https://www.dot.state.mn.us/civilrights/nondiscrimination-complaint-form.html>) or by calling 651-366-3071.

Ciwaanka VI Ee Xaqiijinta

Ururka Qorsheynta Deegaanka ee Cloud Cloud (APO) wuxuu halkan ku siinayaa ogeysiis dadweyne in ay tahay sharciga APO in ay si buuxda u hoggaansanto Cinwaanka VI ee Xuquuqda Madaniga ee 1964 iyo Sharciga Soo-celinta Xuquuqda Madaniga ee 1987, Iyo

qaynuunada iyo qawaaniinta la xiriira barnaamijyada iyo nashaadaadka. Cinwaanka VI wuxuu xaqiijinayaa in qofna, sabab asal, midab, ama asal qaran ah, laga reebi doonin kaqeybgalka, loo diidi doonin faa'iidooyinka, ama haddii kale lagula takoorin barnaamij kasta ama waxqabad ee APO ay ku hesho kaalmada maaliyadeed ee Federaalka . Qof kasta oo aaminsan inuu ka xanaaqay fal sharci darro ah oo takoor ay ku sameysay APO wuxuu xaq u leeyahay inuu dacwad rasmi ah u gudbiyo APO, MnDOT ama US DOT. Cabasho kasta oo kale waa inay ahaataa mid qoraal ah lagana xaraystaa maareeyaha u hoggaansamida cinwaankeeda ee 'APO' VI VI waa boqol iyo siddeetan (180) maalmood gudahood taarikhda dhacday markii la sheegay in ay dhacday midabtakoor. Macluumaad dheeri ah, ama si aad u hesho Foomka Cabashada Kala-Takoorida Cinwaan ee 'VI kalasooc Foom', fadlan ka eeg bogga internetka ee 'Cloud Cloud APO' (www.stcloudapo.org) ama waxaad ka arki kartaa nuqul xafiiskayaga 1040 County Road 4, Saint Cloud, MN 56303.

Cabashada ayaa sidoo kale waxaa loo soo gudbin karaa Waaxda Gaadiidka ee Minnesota Xafiiska Xuquuqda Madaniga ah iyadoo la soo dirayo foom cabashada ee khadka internetka (<https://www.dot.state.mn.us/civilrights/nondiscrimination-complaint-form.html>) ama iyada oo la soo wacayo 651 -366-3071.

Garantía Del Título VI

La Organización de Planificación del Área de Saint Cloud (APO en inglés) da un aviso público con la presente de que es política de la APO el cumplir plenamente con el Título VI de la Ley de Derechos Civiles de 1964 y de la Ley de Restauración de Derechos Civiles de 1987, y los estatutos y reglamentos relacionados en todos los programas y actividades. El Título VI asegura que ninguna persona, por motivos de raza, color o nacionalidad, podrá

quedar excluida de la participación en, se le podrán negar los beneficios de, o de algún modo podrá ser objeto de discriminación en virtud de cualquier programa o actividad por la cual la APO recibe asistencia financiera Federal. Cualquier persona que cree que ha sido perjudicada por una práctica discriminatoria ilegal por la APO tiene el derecho de presentar un reclamo formal con la APO MnDOT o U.S. DOT. Cualquiera de estos reclamos debe ser por escrito y debe ser presentado ante el Gerente de Cumplimiento del Título VI de la APO dentro de los ciento ochenta (180) días naturales siguientes a la fecha en que la presunta ocurrencia discriminatoria. Para obtener más información, o para obtener un Formulario de Reclamo por Discriminación del Título VI, por favor, dirígete al Sitio web de la APO de Saint Cloud (www.stcloudapo.org) o puedes ver una copia en nuestra oficina en 1040 County Road 4, Saint Cloud, MN 56303.

También se puede presentar una queja a la Oficina de Derechos Civiles del Departamento de Transporte de Minnesota enviando un formulario de queja en línea (<https://www.dot.state.mn.us/civilrights/nondiscrimination-complaint-form.html>) o llamando al 651-366-3071.

Title II Assurance

The Saint Cloud Area Planning Organization (APO) hereby gives public notice that it is the policy of the APO to fully comply with the Americans with Disabilities Act of 1990 (ADA) and the Rehabilitation Act of 1973 (Rehabilitation Act) and related statutes and regulations in all programs and activities. Title II of the Americans with Disabilities Act (ADA) requires all state and local government agencies to take appropriate steps to ensure that communications with applicants, participants, and members of the public with disabilities are as effective as communications with others. Any person who believes they have been

aggrieved by an unlawful discriminatory practice by the APO has a right to file a formal complaint with the APO, MnDOT, or the U.S. DOT. Any such complaint should be in writing and contain information about the alleged discrimination such as name, address, phone number of complainant, and location, date, and description of the problem. Alternative means of filing complaints, such as personal interviews or a tape recording of the complaint, will be made available as a reasonable modification for persons with disabilities upon request. Complaints should be submitted by the complainant and/or his/her/their designee as soon as possible but no later than sixty (60) calendar days after the alleged discriminatory occurrence and should be filed with the APO's Executive Director. For more information, or to obtain a Discrimination Complaint Form, please see the Saint Cloud APO website (www.stcloudapo.org) or you can view a copy at our offices at 1040 County Road 4, Saint Cloud, MN 56303.

Ciwaanka II Ee Zaqiijinta

Hay'adda Qorsheynta ee Saint Cloud Area Organisation (APO) waxay siisaa ogeysiis dadweyne inay tahay siyaasada APO inay si buuxda ugu hoggaansanto Sharciga Naafada Mareykanka ee 1990 (ADA) iyo Sharciga Baxnaaninta 1973 (Sharciga Baxnaaninta) iyo qawaaniinta iyo qawaaniinta la xiriiira Dhammaan barnaamijyada iyo nashaadaadka. Qodobka II ee Sharciga Naafada Mareykanka (ADA) wuxuu u baahan yahay dhammaan hay'adaha gobolka iyo kuwa maxalliga ah inay qaadaan tillaabooyinka ku habboon si loo hubiyo in xiriirka lala yeesho codsadaaasha, ka qeybgalayaasha, iyo xubnaha bulshada naafada ah ay u la mid yihiin sida xiriirka lala yeesho kuwa kale. Qof kasta oo aaminsan inuu ka xanaaqay fal sharci darro ah oo takooris ah oo ay sameysay APO wuxuu xaq u leeyahay inuu dacwad rasmi ah u gudbiyo APO, MnDOT, ama US DOT. Cabasho kasta oo noocan oo kale ahi waa inay ahaataa mid qoraal ah oo ay kujirto

macluumaad ku saabsan takoorida la soo sheegay sida magaca, cinwaanka, taleefan lambarka cabashada, iyo goobta, taariikhda, iyo faahfaahinta dhibaataada. Hab kale oo lagu xareeyo cabashada, sida wareysiyada shaqsiyeed ama cajalad duuban cabashada, ayaa loo heli doonaa sidii wax looga badali karo macquul ahaan dadka naafada ah markii la codsado. Ashtakooyinka waa in ay soo gudbiyaan cabashada iyo / ama wakiilkiisa / wakiilkiisa sida ugu dhakhsaha badan ee suurtoogalka ah laakiin aan ka dambayn lixdan (60) maalmood taariikhi ah ka dib dhacdada la xiriirta midab kala sooca waana in lagu fayl gareeyaa Agaasimaha Fulinta APO. Macluumaad dheeri ah, ama si aad u hesho Foomka Cabashada Kala-Takoorida, fadlan eeg bogga internetka ee 'Cloud Cloud APO' (www.stcloudapo.org) ama waxaad ka arki kartaa nuqul xafiiskayaga 1040 County Road 4, Saint Cloud, MN 56303.

Garantía Del Título II

La Organización de Planificación del Área de Saint Cloud (APO en inglés) da un aviso público con la presente de que es política de la APO el cumplir plenamente con la Ley sobre los Estadounidenses con Discapacidad de 1990 (ADA en inglés) y con la Ley de Rehabilitación de 1973 (Ley de Rehabilitación) y con los estatutos y reglamentos en todos los programas y actividades. El Título II de la Ley sobre los Estadounidenses con Discapacidad de 1990 (ADA en inglés) requiere que todas las agencias de gobierno estatales y locales tomen las medidas adecuadas para asegurar que la comunicación con los aplicantes, participantes y miembros del público con discapacidades sea tan efectiva como la comunicación con otros. Cualquier persona que cree que Cualquier persona que cree que ha sido perjudicada por una práctica discriminatoria ilegal por la APO tiene el derecho de presentar un reclamo formal con la APO MnDOT o U.S. DOT. Cualquiera de estos reclamos debe

ser por escrito y debe contener información sobre la presunta discriminación tales como el nombre, la dirección, el número de teléfono del denunciante, y la ubicación, la fecha y la descripción del problema. Los medios alternativos de presentar un reclamo, tales como una entrevista personal o una grabación de audio del reclamo, estarán disponibles como una modificación razonable para las personas con discapacidades a petición. Los reclamos deben ser presentados por el denunciante y/o su persona designada tan pronto como sea posible pero no más tarde de sesenta (60) días naturales después de la presunta ocurrencia discriminatoria y deben ser presentados ante el Director Ejecutivo de la APO. Para obtener más información, o para obtener un Formulario de Reclamo por Discriminación, por favor, dirígete Sitio web de la APO de Saint Cloud (www.stcloudapo.org) o puedes ver una copia en nuestra oficina e 1040 County Road 4, Saint Cloud, MN 56303.

Resolution 2025-10

Adoption of the 2025 Saint Cloud Area Planning Organization Stakeholder Engagement Plan.

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1040 County Road 4, Saint Cloud, MN 56303-0643

T. 320.252.7568 F. 320.252.6557

SAINT CLOUD AREA PLANNING ORGANIZATION
Adoption of the 2025 Stakeholder Engagement Plan
RESOLUTION 2025-10

WHEREAS, the Saint Cloud Area Planning Organization is the body responsible for making transportation policy decisions and for directing the transportation planning and funding programming within the Saint Cloud urbanized area; and

WHEREAS, the U.S. Department of Transportation requires each Metropolitan Planning Organization such as the Saint Cloud Area Planning Organization to carry out metropolitan transportation planning in their given urbanized area to prepare and maintain a 20-year transportation plan for that area; and

WHEREAS, the Saint Cloud Area Planning Organization, a Metropolitan Planning Organization, is a sub-recipient of Federal Highway Administration funds through the Minnesota Department of Transportation; and

WHEREAS, the Saint Cloud Area Planning Organization is committed to compliance with Title VI of the Civil Rights Act of 1964 in which discrimination on the basis of race, color, and national origin is prohibited in programs and activities receiving Federal financial assistance by Title VI of the Civil Rights Act of 1964; and

WHEREAS, the Saint Cloud Area Planning Organization will provide meaningful access to services for persons with limited English proficiency; and

WHEREAS, all recipients and sub-recipients of Federal Highway Administration funds including Metropolitan Planning Organizations such as the Saint Cloud Area Planning Organization are required to have a Title VI program documenting compliance with Title VI regulations and in accordance with Title 49 CFR Section 21.9(b); and

WHEREAS, in accordance with the 2021 Infrastructure Investment and Jobs Act (IIJA), the Saint Cloud Area Planning Organization shall provide citizens, affected public agencies, representatives of public transportation employees, freight shippers, providers of freight transportation services, private providers of transportation, representatives of users of public transportation, representatives of users of pedestrian walkways and bicycle transportation facilities, representatives of the disabled, and other interested parties with a reasonable opportunity to comment on the transportation plan and all activities during the planning process; and

WHEREAS, the 2025 Saint Cloud Area Planning Organization draft Stakeholder Engagement Plan was opened to public and agency comment for a 45-day comment period, and comments have been transmitted to the Saint Cloud Area Planning Organization Policy Board and incorporated into the document as appropriate;

NOW, THEREFORE BE IT RESOLVED, that the Saint Cloud Area Planning Organization Policy Board approves the Stakeholder Engagement Plan for submission to the Minnesota Department of Transportation.

CERTIFICATION

I hereby certify that the foregoing Resolution is a true and correct copy of the Resolution presented to and adopted by the Saint Cloud Area Planning Organization at a duly authorized meeting thereof, held on the 9th day of October 2025, as shown by the minutes of said meeting in my possession.

ATTEST:



Jared Gapinski, Chair

JAYE ANDERSON Vice Chair
10/9/25

Date



Brian Gibson, Executive Director

October 10, 2025

Date

Summary of the SEP

In the 1950s and 60s, the U.S. was building out the Interstate Highway System. At the time, decisions about where new highways would go were often made without asking local leaders and certainly without talking to the people who lived in those affected neighborhoods. That changed in 1962, when President John F. Kennedy signed the Federal-Aid Highway Act. The law required cities and states to work together as well as involve the public when making long-term transportation decisions.

This law also created Metropolitan Planning Organizations, or MPOs, in urban areas with more than 50,000 people. In the Saint Cloud region, that MPO is the Saint Cloud Area Planning Organization (APO).

The APO develops several key transportation plans for the region. These include:

- ❖ The Metropolitan Transportation Plan (MTP), which looks 20+ years into the future, and
- ❖ The Transportation Improvement Program (TIP), which focuses on near-term projects.

Public input plays an important role in shaping these plans. To guide this engagement, the APO has created the Stakeholder Engagement Plan (SEP).

The SEP explains how the APO involves the community in transportation planning. It also helps the APO meet federal rules related to public involvement, Civil Rights, and language access. The SEP combines three federally required plans into one:

- ❖ The Public Participation Plan (PPP).
- ❖ The Title VI Plan.
- ❖ The Limited English Proficiency (LEP) Plan.

The APO believes that planning only works when everyone has a fair chance to participate, no matter

their background, age, ability, or the language they speak.

The SEP is built around three main goals:

- ❖ **Opportunities for Involvement** – Create early, accessible, and ongoing chances to participate.
- ❖ **Access to Information** – Share planning documents in clear, easy-to-understand formats.
- ❖ **Review of Materials** – Provide enough time for people to read and comment before decisions are made.

The Introduction chapter (Chapter 1) explains why the SEP exists and how it fits into the APO’s broader mission. It defines what the APO is, what we do, and outlines the federal requirements that make the SEP necessary. It introduces the three core public engagement goals that guide the document.

Chapter 2 highlights the SEP’s role as a tool for creating inclusive, accessible public involvement in transportation planning. It explains the legal background for public engagement, including Title VI and Title II protections, and the APO’s responsibility to provide equitable access to the planning process.

Chapter 3 reviews the three goals the APO has for public involvement as well as providing various strategies the APO and its staff can use to ensure public participation. Examples of these strategies include outreach through media, accessible meeting notices, and maintaining a stakeholder database.

Chapter 4 describes the different methods APO staff use to engage the public. These include open houses, surveys, online meetings, traditional media, and social media. It emphasizes making materials accessible and easy to understand. The chapter also introduces virtual engagement tools and new approaches to improve outreach.

Chapter 5 explains how the SEP is used during different APO planning efforts. It walks through how

public engagement is integrated into the development of the MTP, TIP, and other plans. Chapter 5 also provides guidance on when and how the public should be included and encouraged to participate in the planning process during plan development.

Chapter 6 explores how the APO identifies and engages communities that have historically had less access to planning processes. It includes data on groups that may face barriers to participation, including BIPOC populations, including but not limited to (Black or African American, Asian or Asian American, Hispanic or Latino, etc.) residents, people with disabilities, households with low income, older adults, youth, and those with limited English skills. The chapter explains how demographic data from the Census and American Community Survey helps the APO tailor outreach to make sure no group is left out of the conversation.

Chapter 7 describes how the APO complies with Title VI of the Civil Rights Act and Title II of the Americans with Disabilities Act. It includes the policy that prohibits discrimination and explains how individuals can file a complaint if they feel they’ve been excluded or treated unfairly based on race, color, national origin, sex, age, or disability.

Chapter 8 focuses on outreach to people who don’t speak English well. It includes strategies for providing interpreters, translated materials, and visual tools. The goal is to make sure language isn’t a barrier to participating in transportation planning.

The appendices provide additional tools and resources to support the strategies in the SEP. These include sample notices, policy documents, and complaint procedures. Together, they offer more detail on how the APO puts the plan into action and ensures compliance with federal requirements.

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Glossary of Terms

Accessible Formats: Formats that are alternative to standard print or online materials that are accessible to people with disabilities. This may include large print, recorded audio and other electronic formats, and Braille.

Active Transportation: Any human-powered mode of transportation including bicycling, walking, and other means of self-propelled mobility.

Americans with Disabilities Act (ADA): Civil Rights legislation passed in 1990 and effective July 1992 that sets design guidelines for accessibility to public facilities and public meetings for individuals with disabilities.

Active Transportation Advisory Committee (ATAC): The Active Transportation Advisory Committee consists of citizen volunteers from within the APO planning area who have a special interest in bicycle and pedestrian issues. The ATAC reviews transportation studies, plans, and projects from a citizen's perspective.

Active Transportation Plan (ATP): The regional ATP aims to provide a long-range planning framework to support non-motorized forms of transportation in the Saint Cloud Metropolitan Planning Area (MPA). This plan identifies needs, resources, and strategies to enhance the safe and convenient use of non-motorized modes of transportation and the facilities necessary to accommodate them.

Black, Indigenous and People-of-Color (BIPOC): A group of historically underrepresented people.

Continuing, Comprehensive, and Cooperative (3-C): A federal mandate in accordance with the Federal-Aid Highway Act of 1962 that requires transportation projects in urbanized areas of 50,000 or more in population be based on a continuing, comprehensive urban transportation planning process undertaken cooperatively by the states and local governments.

Federal Fiscal Year: The federal fiscal year is the fiscal year running from Oct. 1 through Sept. 30. For example, federal fiscal year 2020 would run from Oct. 1, 2019, through Sept. 30, 2020.

Federal Highway Administration (FHWA): A branch of the U.S. Department of Transportation that administers the Federal-Aid Highway Program, providing financial assistance to states to construct and improve highways, urban and rural roads, and bridges.

Federal Transit Administration (FTA): A branch of the U.S. Department of Transportation that provides financial and technical assistance to local public transit systems and oversees safety measures for those systems.

Infrastructure Investment and Jobs Act (IIJA): The IIJA transportation bill replaces the Fixing America's Surface Transportation (FAST) Act. This five-year legislation is currently the largest long-term investment in the nation's infrastructure and economy, providing \$550 billion between 2022 and 2026 in new federal investment in infrastructure, including roads, bridges, mass transit, water infrastructure, resilience, and broadband.

Jurisdictions: The member units of government which are within the APO's planning area. The member jurisdictions of the APO include the following: Benton County, Sherburne County, Stearns County, City of Saint Cloud, City of Saint Joseph, City of Sartell, City of Sauk Rapids, City of Waite Park, and LeSauk Township.

Limited English Proficiency (LEP): A person who does not speak English as their primary language and has limited ability to read, speak, write, or understand English.

Low-Income Household: A household whose median income is at or below the U.S. Department of Health and Human Services (HHS) poverty guidelines.

Metropolitan Planning Area (MPA): The geographic area over which a Metropolitan Planning Organization (MPO) exercises planning authority and which must include the Census-defined Urban Area, plus other urban and urbanizing areas as agreed to by the MPO's Board.

Metropolitan Planning Organization (MPO): An MPO is the policy board of an organization created and designated to carry out the metropolitan transportation planning process. MPOs are required to represent localities in all urbanized areas with populations over 50,000 as determined by the U.S. Census. The Saint Cloud APO is the MPO for the Saint Cloud urban area.

Metropolitan Transportation Plan (MTP): The regional transportation plan with at least a 20-year planning horizon, developed cooperatively between the units of government and relevant agencies which are members of any Metropolitan Planning Organization, including the Saint Cloud APO.

Minnesota Department of Transportation (MnDOT): The State department the APO coordinates with on transportation issues and which has oversight responsibilities for ensuring the APO complies with applicable Federal and State requirements.

National Environmental Policy Act (NEPA): NEPA was signed into law on Jan. 1, 1970, by President Nixon. The Act is designed to encourage productive and enjoyable harmony between humans and their environment; promote efforts which will prevent or eliminate damage to the environment and biosphere and stimulate the health and welfare of humankind; to enrich the understanding of the ecological systems and natural resources important to the Nation; and to establish a Council on Environmental Quality.

Older Americans Act (OAA): OAA was signed into law on July 14, 1965, by President Johnson. The Act prohibits discrimination on the basis of age in programs or activities receiving Federal financial assistance.

Orderly Annexation Agreement: An Orderly Annexation Agreement provides a means for the advance planning and negotiation that is intended to result in a more logical development of property without burdening existing citizens with undue costs. In Minnesota, one or more townships and one or more municipalities, by joint resolution, may designate an unincorporated area as in need of orderly annexation. An OAA can provide for a means in which a municipality can annex an unincorporated property due to the likelihood the proposed property is now or is about to become urban or suburban in character and the annexing municipality is capable of providing the services required by the area within a reasonable time; the existing township form of government is not adequate to protect the public health, safety, and welfare; or on finding that annexation would be in the best interests of the subject area.

Policy Board: The Policy Board of the Saint Cloud Area Planning Organization is the decision-making body of the

APO. The Board is made up of elected officials from member jurisdictions as well as a senior-level management position from Metro Bus. The Policy Board is responsible for adopting regional transportation plans, projects, and policies as well as directing APO staff.

Saint Cloud Area Planning Organization (APO): The organization designated by agreement between the Governor, member units of local government, and relevant agencies as being responsible for carrying out the terms of 23 USC Sec. 134. The APO is the Metropolitan Planning Organization (MPO) for the Saint Cloud urban area.

Saint Cloud Metropolitan Transit Commission (MTC): MTC, more commonly known as Saint Cloud Metro Bus (or simply "Metro Bus"), is the urban transit provider within the Saint Cloud Metropolitan Planning Area (MPA). Founded in 1969, Metro Bus provides fixed route, paratransit (Dial-a-Ride), and commuter bus services – via the Northstar Commuter Link to access the Northstar Commuter Rail train in the City of Big Lake – for the cities of Saint Cloud, Sartell, Sauk Rapids, and Waite Park.

Stakeholder: A stakeholder is any person or group that is affected by a transportation plan, program, or project, including those not aware they are affected. Stakeholders may also be any person or group that thinks they may be affected by a transportation plan, program, or project even if they are not actually affected. Examples of stakeholders include: non-governmental organizations, disadvantaged communities, residents of affected geographic areas,

commuters and tourists, transportation professionals, and government agencies.

Stakeholder Engagement Plan (SEP): The public participation plan of the Saint Cloud Area Planning Organization. Public participation plans are required by 23 CFR §450.316. The SEP is intended to fulfill the Saint Cloud APO's requirement for such a plan. In addition, the SEP also includes the APO's Title VI and Limited English Proficiency (LEP) plans – both of which are also federally required.

Stakeholder Engagement Plan Annual Report (SEPAR): This report serves as a comprehensive evaluation of the APO's public stakeholder engagement activities in a given year. It reviews strategies, platforms, and initiatives used to inform and involve the public in transportation planning efforts, analyzes engagement metrics and outcomes, and provides actionable recommendations for improvement.

Technical Advisory Committee (TAC): The Technical Advisory Committee consists of voting representatives from each APO's member jurisdictions and representation from Saint Cloud Metro Bus and the Minnesota Department of Transportation (MnDOT). This committee – typically composed of planners and engineers – reviews plans and programs from a technical perspective and makes recommendations to the APO's decision-makers.

Title II: A portion of the Americans with Disabilities Act (ADA) of 1990 that prohibits the discrimination of a

qualified individual with a disability, on the basis of said disability, be excluded from participation in or be denied the benefits of the services, programs, or activities of a public entity, or be subjected to discrimination by any public entity.

Title VI: A portion of the Civil Rights Act of 1964 that prohibits discrimination on the basis of race, color, or national origin in any program or activity receiving federal financial assistance.

Transportation Improvement Program (TIP): A compilation of significant surface transportation improvements receiving federal funding and scheduled for implementation in the APO's planning area during the next four years.

Unified Planning Work Program (UPWP): A federally-required statement of work identifying the planning priorities and activities to be carried out by the staff of a Metropolitan Planning Organization (MPO). It is also the MPO's annual budget, and it identifies any special studies and consultant contracts for the fiscal year.

Vital Document: Paper or electronic, written material that contains information that is critical for accessing a component's programs, services, benefits, or activities; directly and substantially related to public safety; or required by law.

Chapter 8 – Limited English Proficiency Plan

Plan Summary

In accordance with Title VI of the Civil Rights Act of 1964, the APO evaluates how language barriers may affect access to its services. Federal regulations and interpretations of Title VI continue to support reasonable efforts to ensure meaningful access for individuals who face language-related barriers.

This plan outlines the APO’s approach to identifying individuals who may benefit from language assistance, the methods available for providing that assistance, and general protocols for staff awareness and public notification.

To guide this effort, the APO has used a four-factor analysis, consistent with guidance from federal transportation agencies:

1. The number or proportion of individuals within the Saint Cloud MPA who may have limited English language proficiency.
2. The frequency with which these individuals interact with APO programs or services.
3. The nature and significance of the programs, services, or activities provided by the APO.
4. The resources available to the APO and the cost of providing appropriate language assistance.

A summary of findings from this analysis is provided in the following section.

Meaningful Access: Four-Factor Analysis

Factor 1: Demography

The number or proportion of individuals within the Saint Cloud MPA who may have limited English language proficiency.

The U.S. Census Bureau 2019-2023 ACS Five Year Estimates have determined 17,524 individuals within the Saint Cloud APO planning area over age 5 speak a language other than English at home. That is equivalent to 13.3% of the population age 5 and older. Of this, the ACS data has estimated 6,858 of those individuals, or 5.2% of the population over 5 years of age, speak English less than “very well”. This is on par with the state’s 4.6% and below the nation’s (8.7%) threshold for people who speak English less than “very well.”

Geographic Area	Population Estimates Age 5+	Speaks English Less Than “Very Well”	Percent with Limited English Proficiency
United States	316,581,199	27,606,796	8.7%
Minnesota	5,374,611	246,240	4.6%
Saint Cloud MPA	131,622	6,858	5.2%

Figure 8.1. A geographic breakdown of the 2023 population over age 5 who speak English less than “very well.” Data courtesy of the 2019-2023 American Community Survey Five-Year Estimates.

Among persons speaking English “less than very well” within the MPA, the most common languages according to the ACS data, are other and unspecified languages (3,978 people or 3.0%); Spanish (1,051 people or 0.8%); and Vietnamese (652 people or 0.5%).

To better understand the 'Other and Unspecified Languages' category, the APO reviewed primary home language data from the Minnesota Department of

Education for the 2023–2024 school year in Saint Cloud Area School District 742. Among students whose primary language is not English, the most common languages are Somali (26.5%), Spanish (5.5%), and Vietnamese (0.8%).



Figure 8.2. A group of students at Lincoln Elementary School in Saint Cloud.

U.S. DOT has adopted the Safe Harbor Provision which outlines circumstances that can provide a “safe harbor” for recipients regarding translation of vital written materials for LEP populations. A vital document includes paper or electronic written material that contains information that is critical for accessing a component’s programs, services, benefits, or activities; directly and substantially related to public safety; or required by law. The Safe Harbor Provision applies to eligible LEP language groups that constitute 5% or 1,000 persons, whichever is less of the total population

of persons eligible to be served or likely to be affected or encountered.

Based on the U.S. DOT Safe Harbor Provision, the only language group in the Saint Cloud MPA that meets the threshold for translated vital documents is Spanish. While the “Other and Unspecified Languages” category includes over 1,000 individuals, further detail is needed to determine whether any specific language within that group meets Safe Harbor thresholds. However, based on assessment of community interactions and consultation with Saint Cloud Metro Bus, the APO has identified the local Somali-speaking population as a significant group with limited English proficiency. Data from District 742 reveals the most common languages, excluding English, are Somali (26.5%), Spanish (5.5%), and Vietnamese (0.8%). As such, the APO will place additional emphasis on providing appropriate translation and interpretation services for Somali speakers when requested, even if Safe Harbor thresholds are not met. For all LEP populations, the APO remains committed to offering oral interpretation services upon request, in accordance with Title VI of the Civil Rights Act.

Factor 2: Frequency

The frequency with which these individuals interact with APO programs or services.

APO staff reviewed how frequently its Board members, committees, staff, contractors, and sub-recipients interact with individuals who have LEP. This review included tracking office visits, phone inquiries, and other public interactions. To date, the APO has not received any formal requests for interpreter services or translated documents. Overall, direct contact with LEP individuals has been minimal. One exception is the APO’s collaboration with a community liaison, Center for African Immigrants and Refugees Organization (CAIRO) MN, CAIRO staff, under contract by the APO through the community liaisons program, have worked

to provide both Somali interpretation and translation services for public outreach several projects conducted by the APO.

The APO has the following paragraph translated into both Spanish and Somali to assist in informing LEP population in accordance with the Safe Harbor Provision.

English Version

The Saint Cloud Area Planning Organization (APO) fully complies with the Title VI of the Civil Rights Act of 1964, Title II of the Americans with Disabilities Act of 1990, and related statutes and regulations. The APO is accessible to all persons of all abilities. A person who requires a modification or accommodation, auxiliary aids, translation services, interpreter services, etc., in order to participate in a public meeting, including receiving this agenda and/or attachments in an alternative format, or language please contact the APO at 320-252-7568 or at admin@stcloudapo.org at least seven (7) days in advance of the meeting.



Figure 8.3. A Looking Ahead 2050 MTP public engagement event with CAIRO.

Somali Translation:

Ururka Qorsheynta Deegaanka ee Cloud Cloud (APO) wuxuu si buuxda u waafaqsanahay Cinwaanka VI ee Xuquuqda Xuquuqda Rayidka ee 1964, Cinwaanka II ee Sharciga Naafada Mareykanka ee 1990, iyo

qawaaniinta iyo qawaaniinta la xiriira. APO waa u furan tahay dhammaan dadka awooda oo dhan. Qofka u baahan dib-u-habeyn ama dejin, caawimaad gargaar ah, adeegyo turjumaad, adeegyo turjubaan, iwm, si uu uga qeyb galo kulan dadweyne, oo ay ku jiraan helitaanka ajendahaan iyo / ama ku lifaaqan qaab kale, ama luqadda fadlan la xiriir APO. 320-252- 7568 ama at admin@stcloudapo.org ugu yaraan toddobo (7) maalmood kahor kulanka.

Spanish Translation:

La Organización de Planificación del Área de Saint Cloud (APO en inglés) cumple plenamente con el Título VI de la Ley de Derechos Civiles de 1964, con el Título II de la Ley sobre los Estadounidenses con Discapacidad de 1990), y los estatutos y reglamentos relacionados. La APO es accesible para todas las personas de todas las capacidades. Una persona que requiere una modificación o acomodación, ayudas auxiliares, servicios de traducción, servicios de interpretación, etc., para poder participar en una reunión pública, incluyendo recibir esta agenda y/o archivos adjuntos en un formato o idioma alternativo, por favor, contacta a la APO al número de teléfono 320-252-7568 o al admin@stcloudapo.org al menos siete (7) días antes de la reunion.

This paragraph is found:

- ❖ On the bottom of every agenda distributed to the public by the APO.
- ❖ On the APO’s website under the [Get Involved](https://stcloudapo.org/get-involved/) (<https://stcloudapo.org/get-involved/>) dropdown.
- ❖ On the APO’s website under the [Boards & Committees](https://stcloudapo.org/boards-committees/) (<https://stcloudapo.org/boards-committees/>) dropdown for the Policy Board, TAC, and ATAC.
- ❖ Displayed at the APO Office near the desk of the administrative assistant and within the APO’s conference room.

- ❖ Displayed near the sign-in form at all in-person meetings and in-person engagement events.

Factor 3: Importance

The nature and significance of the programs, services, or activities provided by the APO.

The APO is responsible for metropolitan multimodal transportation planning and programming in the region. The organization uses a continuous, comprehensive, and cooperative (3-C) planning process that identifies the region’s transportation needs and sets priorities for the future.

Based on the 2019-2023 ACS Five-Year Estimates, approximately 86.7% of the Saint Cloud MPA population over the age of 5 speaks only English. Of the remaining 13.3% of the population that speaks a language other than English, 5.2% speak English less than very well.

The APO Policy Board, staff, and contractors are most likely to contact persons with limited English language proficiency through public meetings and other general public involvement opportunities.

While involvement in APO planning activities by citizens is voluntary and not considered a vital, immediate, or emergency direct service, the APO is committed to ensuring all persons interested in APO activities have equal and equitable access to do so.

As stated in [Chapter 3](#), the APO’s goals for public involvement include:

1. **Opportunities for Involvement:** Provide early, accessible, and continuous opportunities for public involvement from a variety of stakeholders and interested public.
2. **Access to Information:** Provide reasonable public access to technical and policy information used in the development of plans and projects.

3. **Review of Materials:** Provide a reasonable amount of time to review materials and comment prior to adoption of any plan or amendment.

In pursuit of these goals, the APO is committed to ensuring materials are accessible to those who speak English “less than very well.” Outlined in [Chapter 7](#), the APO provides notice to the public of how translation and/or interpretive services can be provided to review APO documents (including agendas) and participate in APO planning activities.

Factor 4: Resources

The resources available to the APO and the cost of providing appropriate language assistance.

Given the small size of the LEP population within the APO planning area and the financial constraints, full multi-language translations of large planning documents or agenda packets are not warranted. The APO will consider any such requests on a case-by-case basis as they arise. In addition, should the need arise, the APO has reviewed its available resources that could be used for providing LEP assistance and that information is on file at the APO office. Please see [Appendix G](#) for a sample listing of available resources.

Language Assistance

A person who does not speak English as their primary language and who has a limited ability to read, write, speak, or understand English may be identified as a person with limited English language proficiency and may be entitled to language assistance with respect to the APO’s programs and services. Language assistance can include interpretation, which means oral or spoken transfer of a message from one language into another language, and/or translation, which means the written transfer of a message from one language into another language.

APO staff may notify and identify a person with limited English language proficiency who needs language assistance by:

- ❖ Posting notice in a conspicuous and accessible place in the APO office of the LEP plan and the availability of interpretation or translation services free of charge in languages persons with limited English language proficiency would understand.
- ❖ Posting the APO’s LEP plan on the APO website.
- ❖ Greeting visitors and participants as they arrive at the APO office or APO-sponsored meetings or events. By informally engaging participants in conversation or by using language identification cards, it is possible to gauge each attendee’s ability to speak and understand English. Although translation may not be available at the time, it will help identify future needs.
- ❖ Providing “I Speak” cards to assist in identifying the language interpretation needed if the occasion arises. Examples of “I Speak” cards can be found in [Appendix F](#) of this document.
- ❖ APO staff will be surveyed annually as part of the annual monitoring process.
- ❖ Publishing advanced public notice of the event including information on procuring a translator or interpreter.

Language Assistance Measures

Although there are a low percentage of individuals in the Saint Cloud MPA with limited English proficiency, that is, persons who speak English “less than very well,” the APO will strive to:

1. Take reasonable steps to provide the opportunity for meaningful access to clients who have difficulty communicating in English.
2. Provide the following resources to clients who have difficulty communicating in English:

- Interpretive services for public meetings, if advance notice is provided to the APO and such services are available.
- Translated versions (or provide for interpretation of relevant sections) of all documents/publications upon request, within a reasonable time frame and if resources permit.

Additionally, the APO includes the following paragraph – which is translated into both Somali and Spanish in accordance with the Safe Harbor Provision – at the bottom of every agenda distributed to the public by the APO; on the APO’s website under the [Get Involved](https://stcloudapo.org/get-involved/) (<https://stcloudapo.org/get-involved/>) dropdown; on the APO’s website under the [Boards & Committees](https://stcloudapo.org/boards-committees/) (<https://stcloudapo.org/boards-committees/>) dropdown for the Policy Board, TAC, and ATAC; displayed at the APO office near the desk of the administrative assistant and within the APO’s conference room; and displayed near the sign-in form at all in-person meetings and in-person engagement events:

English Version

The Saint Cloud Area Planning Organization (APO) fully complies with the Title VI of the Civil Rights Act of 1964, Title II of the Americans with Disabilities Act of 1990, and related statutes and regulations. The APO is accessible to all persons of all abilities. A person who requires a modification or accommodation, auxiliary aids, translation services, interpreter services, etc., in order to participate in a public meeting, including receiving this agenda and/or attachments in an alternative format, or language please contact the APO at 320-252-7568 or at admin@stcloudapo.org at least seven (7) days in advance of the meeting.

Somali Translation:

Ururka Qorsheynta Deegaanka ee Cloud Cloud (APO) wuxuu si buuxda u waafaqsanahay Cinwaanka VI ee Xuquuqda Xuquuqda Rayidka ee 1964, Cinwaanka II ee Sharciga Naafada Mareykanka ee 1990, iyo qawaaniinta iyo qawaaniinta la xiriira. APO waa u furan tahay dhammaan dadka awooda oo dhan. Qofka u baahan dib-u-habeyn ama dejin, caawimaad gargaar ah, adeegyo turjumaad, adeegyo turjubaan, iwm, si uu uga qeyb galo kulan dadweyne, oo ay ku jiraan helitaanka ajendahaan iyo / ama ku lifaaqan qaab kale, ama luqadda fadlan la xiriir APO. 320-252- 7568

ama at admin@stcloudapo.org ugu yaraan toddobo (7) maalmood kahor kulanka.

Spanish Translation:

La Organización de Planificación del Área de Saint Cloud (APO en inglés) cumple plenamente con el Título VI de la Ley de Derechos Civiles de 1964, con el Título II de la Ley sobre los Estadounidenses con Discapacidad de 1990), y los estatutos y reglamentos relacionados. La APO es accesible para todas las personas de todas las capacidades. Una persona que requiere una modificación o acomodación, ayudas auxiliares, servicios de traducción, servicios de interpretación, etc., para poder participar en una reunión pública, incluyendo recibir esta agenda y/o archivos adjuntos en un formato o idioma alternativo, por favor, contacta a la APO al número de teléfono 320-252-7568 o al admin@stcloudapo.org al menos siete (7) días antes de la reunion.

Translation of Documents

The APO weighed the cost and benefits of translating documents for potential groups of persons with limited English language proficiency. Considering the expense of translating the documents, the likelihood of frequent changes in documents, and other relevant factors, the APO will consider the translation of documents (or portions thereof) on a case-by-case basis, as requested.

Translation resources have been identified and are kept on file at the APO. Please see [Appendix G](#) for a sample listing of available resources. [Google’s Translate program](http://translate.google.com) (<http://translate.google.com>) or AI programs such as [ChatGPT](http://chatgpt.com) (<http://chatgpt.com>), can also provide users with HTML content in other languages. These resources are an imperfect system, but have potential to provide enough information for an individual or group of persons with limited English language proficiency to gain an initial understanding of APO documents. However, when and if the need arises

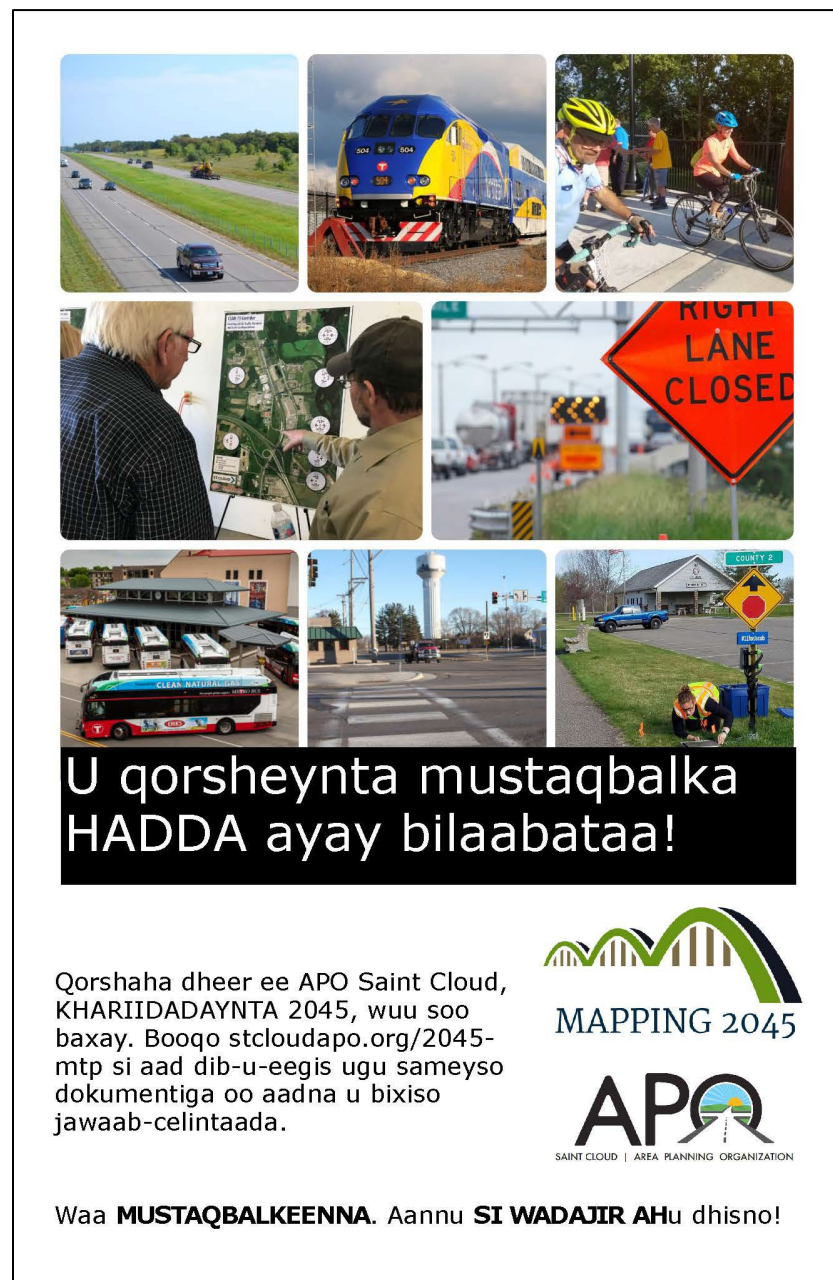


Figure 8.4. Example of a flyer for the MAPPING 2045 MTP translated into Somali.

for LEP outreach related to APO programs and services, the APO will coordinate with counties, cities, townships, and other planning partners in the APO planning area to determine an appropriate course of action in regards to existing interpretive and outreach resources available.

Staff Training

The APO will take steps to ensure staff has appropriate training and resources available to assist LEP individuals. The following training will be provided to all staff on an annual basis and upon new hire employee orientation:

- ❖ Information on the Title VI Policy and LEP responsibilities.
- ❖ Description of language assistance services available and offered to the public.
- ❖ Use of the “I Speak” cards.
- ❖ Documentation of language assistance requests.
- ❖ How to handle a potential Title VI/LEP complaint.

[Appendix H](#) identifies the LEP training and certificate of completion along with the LEP training log. This training log is incorporated into the SEPAR. By developing the certification and log, the APO will easily identify that it is compliant with training on an annual basis.

Contractors/Consultants

In accordance with 49 CFR 21.9(b), and to ensure that subrecipients are complying with the DOT Title VI regulations, the APO must monitor their subrecipients for compliance with the regulations. Monitoring requires the APO to do following:

- ❖ Determine the scope of subrecipient’s activities and the related Title VI responsibilities.
- ❖ Ensure subrecipient is aware of the identified Title VI responsibilities within the scope of its activities.

- ❖ Ensure Appendix A and Assurance Attachment 5 of the Title VI/Non-Discrimination Assurances are inserted into all contracts with subrecipients.
- ❖ Ensure subrecipient’s operations under its contract with the APO are carried out in accordance with the APO’s Title VI Non-Discrimination Plan.

Monitoring

The APO will review the LEP Plan annually with its self-certification procedure per [23 CFR 450.336](https://bit.ly/2uQ1xIE) (<https://bit.ly/2uQ1xIE>). The plan will be updated as needed. An annual review and update will include the following:

- ❖ The number of documented persons with limited English language proficiency contacts encountered annually.
- ❖ How the needs of persons with limited English language proficiency have been addressed.
- ❖ Determination of the current LEP population in the service area.
- ❖ Determination whether the need for translation services has changed.
- ❖ Determine whether local language assistance programs have been effective and sufficient to meet the need.
- ❖ Determine whether the APO’s financial resources are sufficient to fund language assistance resources needed.
- ❖ Determine whether the APO fully complies with the goals of this LEP Plan.
- ❖ Determine whether complaints have been received concerning the agency’s failure to meet the needs of individuals with limited English language proficiency.
- ❖ Maintain a Title VI complaint log, including LEP to determine issues and basis of complaints.

Dissemination of the Saint Cloud APO LEP Plan

The APO will make good faith efforts to notify the public that a LEP plan and language assistance is available through the following means:

- ❖ Post signs at conspicuous and accessible locations notifying persons with limited English language proficiency of the LEP Plan and how to access language services in languages LEP persons would understand.
- ❖ Include as part of public notices and related materials that persons needing interpretative service need to contact the APO.
- ❖ Include as part of the APO website.
- ❖ Post in the front desk area of the APO offices, employee bulletin board, and bulletin boards in the common area and conference room.
- ❖ Display notices at Board, TAC, and ATAC meetings.



Figure 8.5. A Looking Ahead 2050 MTP public engagement event with St. Cloud Area Association of Realtors.

Appendix F

“I Speak” Cards

To assist in communicating with individuals who have limited English proficiency (LEP), Saint Cloud APO staff will make language identification flashcards available at public meetings and other community engagement events.

Modeled after the U.S. Census Bureau’s “I Speak” materials, this flashcard displays the phrase **“Mark this box if you read or speak [language name]”** translated into multiple languages. It is designed for use by both government and non-government agencies to help identify a person’s primary language during in-person interactions.

Once a preferred language is identified, APO staff will coordinate with the appropriate contact or service provider to determine whether translation or oral interpretation support is feasible and available.

Recognizing the growing number of Somali speakers in the planning area, the APO has also included a Somali-language option on the flashcards. This translation was provided by the Minnesota Department of Human Services.

The flashcards currently include the following languages:

- ❖ Arabic.
- ❖ Armenian.
- ❖ Bengali.
- ❖ Cambodian.
- ❖ Chamoru.
- ❖ Chinese. (Simplified)
- ❖ Chinese. (Traditional)
- ❖ Croatian.
- ❖ Czech.
- ❖ Dutch.
- ❖ English.

- ❖ Farsi.
- ❖ French.
- ❖ German.
- ❖ Greek.
- ❖ Haitian Creole.
- ❖ Hindi.
- ❖ Hmong.
- ❖ Hungarian.
- ❖ Ilocano.
- ❖ Italian.
- ❖ Japanese.
- ❖ Korean.
- ❖ Laotian.
- ❖ Polish.
- ❖ Portuguese.
- ❖ Romanian.
- ❖ Russian.
- ❖ Serbian.
- ❖ Slovak.
- ❖ Somali.
- ❖ Spanish.
- ❖ Tagalog.
- ❖ Thai.
- ❖ Tongan.
- ❖ Ukrainian.
- ❖ Urdu.
- ❖ Vietnamese.
- ❖ Yiddish.

Full translated phrases appear on the following pages.

"I Speak"

Language Identification Flashcard

<input type="checkbox"/> Arabic ضع علامة في هذا المربع إذا كنت تقرأ أو تتحدث العربية.	<input type="checkbox"/> Armenian Խնդրում ենք նշել այս վանդակը, եթե կարդում կամ խոսում եք հայերեն:	<input type="checkbox"/> Bengali এই ঘরটিতে টিক দিন যদি আপনি বাংলা পড়তে বা বলতে পারেন।	<input type="checkbox"/> Cambodian សូមផ្ទុកប្រអប់នេះ ប្រសិនបើអ្នកអាចអាន ឬនិយាយភាសាខ្មែរ។
<input type="checkbox"/> Chamoru Motka i kahhon ya yangin ûntûngnu' manaitai pat ûntûngnu' kumentos Chamorro.	<input type="checkbox"/> Simplified Chinese 如果您会读或会说简体中文，请选中此框。	<input type="checkbox"/> Traditional Chinese 如果您會讀或會說繁體中文，請勾選此框。	<input type="checkbox"/> Croatian Označite ovaj kvadratić ako čitate ili govorite hrvatski jezik.
<input type="checkbox"/> Czech Zaškrtněte tuto kolonku, pokud čtete a hovoříte česky.	<input type="checkbox"/> Dutch Kruis dit vakje aan als u Nederlands kunt lezen of spreken.	<input type="checkbox"/> English Mark this box if you read or speak English.	<input type="checkbox"/> Farsi اگر می‌توانید فارسی بخوانید یا صحبت کنید، این کادر را علامت بزنید.
<input type="checkbox"/> French Cocher ici si vous lisez ou parlez le français.	<input type="checkbox"/> German Kreuzen Sie dieses Kästchen an, wenn Sie Deutsch lesen oder sprechen.	<input type="checkbox"/> Greek Επιλέξτε αυτό το πλαίσιο αν διαβάζετε ή μιλάτε ελληνικά.	<input type="checkbox"/> Haitian Creole Make kazyè sa a si ou li oswa ou pale kreyòl ayisyen.
<input type="checkbox"/> Hindi यदि आप हिंदी पढ़ सकते हैं या बोल सकते हैं तो इस बॉक्स को चेक करें।	<input type="checkbox"/> Hmong Kos lub voj no yog koj paub twm thiab hais lus Hmoob.	<input type="checkbox"/> Hungarian Jelölje meg ezt a kockát, ha megérti vagy beszél a magyar nyelvet.	<input type="checkbox"/> Ilocano Markaam daytoy nga kahon no makabasa wenno makasaoka iti Ilocano.
<input type="checkbox"/> Italian Marchi questa casella se legge o parla italiano.	<input type="checkbox"/> Japanese 日本語を読むことができる、または話すことができる場合は、このボックスにチェックを入れてください。	<input type="checkbox"/> Korean 한국어를 읽거나 말할 수 있으면 이 상자에 표시하세요.	<input type="checkbox"/> Laotian ກະລຸນາໝາຍເທົ່ານີ້ຖ້າທ່ານອ່ານຫຼືພາສາລາວໄດ້.

<input type="checkbox"/> Polish Prosimy o zaznaczenie tego kwadratu, jeżeli posługuje się Pan/Pani językiem polskim.	<input type="checkbox"/> Portuguese Assinale este quadrado se você lê ou fala português.	<input type="checkbox"/> Romanian Bifați această casetă dacă citiți sau vorbiți româna.	<input type="checkbox"/> Russian Установите этот флажок, если вы читаете или говорите по-русски.
<input type="checkbox"/> Serbian Означите ово поље ако читате или говорите српски.	<input type="checkbox"/> Slovak Označte tento štvorček, ak viete čítať alebo hovoriť po slovensky.	<input type="checkbox"/> Somali Waxaan u baahnahay turjubaan Somali ah.	<input type="checkbox"/> Spanish Marque esta casilla si lee o habla español.
<input type="checkbox"/> Tagalog Markahan itong kuwadrado kung kayo ay marunong magbasa o magsalita ng Tagalog.	<input type="checkbox"/> Thai เลือกช่องนี้หากคุณอ่านหรือพูดภาษาไทย	<input type="checkbox"/> Tongan Maaka 'i he puha ni kapau 'oku ke lau pe lea fakatonga.	<input type="checkbox"/> Ukrainian Позначте цей пункт, якщо ви читаете або розмовляєте українською.
<input type="checkbox"/> Urdu اگر آپ اردو پڑھ سکتے ہیں یا بول سکتے ہیں تو اس خانے پر نشان لگائیں۔	<input type="checkbox"/> Vietnamese Xin ñaunh daáu vaøo oâ naøy neáu quyù vò bieát ñoïc vaø noui ñoõic Vieät Ngõõ.	<input type="checkbox"/> Yiddish פאַרצייכן דעם קעסטל אויב איר קענט לייענען אָדער רעדן ייִדיש.	

Appendix G

Interpretive and Translation Services

A person who does not speak English as their primary language and who has a limited ability to read, write, speak, or understand English may be identified as a person with limited English proficiency (LEP) and may be entitled to language assistance with respect to the APO's programs and services. Language assistance may include interpretation (oral or spoken transfer of information from one language to another) and/or translation (written transfer of information from one language to another).

As part of the APO's LEP Plan, staff must maintain a list of available interpretation and translation services that can be called upon to meet the needs of individuals with limited English proficiency.

In certain cases, and only with the consent of the individual, the APO may offer to use AI-supported translation tools (such as automated translation apps or services) to facilitate communication, particularly for general or low-risk interactions. This option may also be considered when no human interpreter is immediately available or as a cost-effective measure. However, AI-generated translations will not be used in place of certified interpreters or translators for technical, or critical communications.

The following is a list of available resources APO staff may contact for interpreter and/or translation services. This list is not exhaustive, and inclusion on or exclusion from the list does not constitute an endorsement or guarantee of use.

Interpreter Services

The Bridge World Language Center, Inc.

110 Second Street S
Suite 213
Waite Park, MN 56387
320-259-9239 (8 a.m. to 4:30 p.m. Monday through Friday)
320-260-6572 (after hours)
www.bridgelanguage.com

Language Banc

1625 Park Ave.
Minneapolis, MN 55404
888-588-1904
www.thelanguagebanc.com

Global Translations

913 East Franklin Ave.
Suite 207
Minneapolis, MN 55404
1-877-722-1244 or 612-722-1244
www.globaltranslationss.com

ASL Interpreting Services Inc.

5801 Duluth Street
Suite 106
Minneapolis, MN 55422
763-478-8963
www.aslis.com

Clarity Interpreting Services LLC

1346 West Arrowhead Road
Suite 328
Duluth, MN 55811
218-340-6526
www.clarity4all.com

Translation Services

Minnesota Translations

445 Minnesota Street
Suite 1500
St. Paul, MN 55101
651-689-3446
www.minnesotatranslations.com

The Bridge World Language Center, Inc.

110 Second Street S
Suite 213
Waite Park, MN 56387
320-259-9239 (8 a.m. to 4:30 p.m. Monday through Friday)
320-260-6572 (after hours)
www.bridgelanguage.com

United Translation Services LLC

6385 Old Shady Oak Road
Suite 250
Eden Prairie, MN 55344
952-688-8166
www.unitedtranslations.com

Global Translations

913 East Franklin Ave.
Suite 207
Minneapolis, MN 55404
1-877-722-1244 or 612-722-1244
www.globaltranslationss.com

JR Language Translation Services, Inc.

5775 Wayzata Boulevard
Suite 700
St. Louis Park, MN 55416
585-935-7144
www.jrlanguage.com

Language Banc

1625 Park Ave.
Minneapolis, MN 55404
888-588-1904
www.thelanguagebanc.com

TransPerfect

150 South Fifth Street
Suite 1480
Minneapolis, MN 55402
612-341-0202
www.transperfect.com