



ANNUAL REPORT

SEPTEMBER 1 2019–AUGUST 31, 2020

Table of Contents

Table of Contents	1
Year in Review	2
Online Training Summary	3
Webinar Engagement	4
In-person Training	5
Per Person and No-Show Costs	8
Canceled Trainings	10
Engagement by Agency	12
Email Newsletter	18
Scholarship Report	19
Website Analytics	23
Thank you	26

Year in Review

It has been a whirlwind year for Minnesota RTAP! With the assistance of the RTAP advisory committee, RTAP supported training in Minnesota through a combination of in-person workshops, online training, and webinars. RTAP created a [strategic plan](#) that will guide their decisions moving forward so RTAP can best serve the transit agencies of Greater Minnesota. Here are a few highlights from the year:

- Launched the Minnesota RTAP website, streamlining training registrations, record keeping, scholarship applications, and announcements.
- Hosted 48 in-person workshops, 9 online courses, and 7 webinars.
- Approved 33 scholarships to attend a variety of training events.
- Launched the pilot year of the Leadership Training Program, training nearly 40 executives, managers, and supervisors from across the state.

We look forward to serving the Greater Minnesota transit community in the year to come and invite your feedback and participation.

Online Training Summary

710

22

Courses Completed

Agencies Trained

With four training partners — CTAA, Minnesota Safety Council, Mornard & Associates, and Q'Straint, Minnesota RTAP trained drivers and managers at 22 agencies

Course	Total Registered	Total Completed	Percent Complete	Trainer
Passenger Assistance Safety and Sensitivity (PASS)	219	112	51.14%	Mornard & Associates
Defensive Driving	156	106	67.95%	Minnesota Safety Council
Maltreatment Awareness	202	123	60.89%	Mornard & Associates
Securement 101	35	21	60.00%	Q'Straint
Bloodborne Pathogens	124	87	70.16%	Mornard & Associates
Low Visibility & Driving	123	87	70.73%	Minnesota Safety Council
Safe Winter Driving	120	83	69.17%	Minnesota Safety Council
Backing Safely	129	91	70.54%	Minnesota Safety Council
Recruiting, Building and Retaining a Sustainable Driver Workforce	7	2	28.57%	CTAA
	1115	712	63.86%	

Webinar Engagement

372 115

Registrations

Views on YouTube

Title	Date	Speaker(s)	Registered	Attended	Percent Attended	Questions	YouTube Views
Webinar with Kathy Fuller: Policy Updates on Vehicle Disposition, Vehicle Transfer and 101 Bus Ordering	5/6/20	Kathy Fuller	56	56	100.00%	15	9
Section 5310 Workshop	5/19/20	Mark Nelson, Mike Johnson, Sue Siemers, Kathy Fuller	45	36	80.00%	11	4
Title VI Webinar (training by RLS & Associates)	6/4/20	Matthew Bussey	49	38	77.55%	2	34
Title II & ADA Webinar (training by RLS & Associates)	6/18/20	Matthew Bussey	46	39	84.78%	18	36
Webinar: Drug and Alcohol Program Updates with OTAT's Drug and Alcohol Program Coordinator, Annette Marier	6/25/20	Annette Marier	55	44	80.00%	7	14
Title VI for FTA-funded 5310s, Regional Transportation Coordination Councils, and Transit Coordination Assistance Program	8/5/20	Matthew Bussey	60	49	81.67%	10	11
All Things BlackCat – From Applications, Budgets and Projects to Service Levels and Contract Reporting	8/13/20	Chuck Morris	37	31	83.78%	24	7
Replacement (Eligibility) Vehicle Policy & Award and Programming Process	8/27/20	Kirby Becker and Gary Taft	24	18	75.00%	13	0
		TOTAL	372	311	83.97%	100	115

In-person Training

597

Trained

45

Events

54

Agencies Trained

Course	Date	Venue	Trainer	Number Registered	Number Attended
Maltreatment Awareness	9/10/2019	Becker County Courthouse	LuAnn Bleiler		11
Driver Refresher	9/20/2019	Albert Lea			
Advancing Mobility Management Training – NTI	9/25/2019–9/26/2019	St. Cloud	NTI	35	35
De-escalation training	10/1/2019	MnDOT Shoreview Training Center	Minnesota Safety Council	17	17
MPTA 2019 — Training Session 1: Recruiting Staff and Building a Sustainable Workforce	10/9/2019	St. Paul RiverCentre	Caryn Souza	52	55
MPTA 2019 — Training Session 2: Measuring Outcomes, Improving Performance	10/9/2019	St. Paul RiverCentre	Jill Cahoon and AT Stoddard	65	56
Driver Refresher	10/15/2019	Friendly Rider Wadena County	LuAnn Bleiler		15
Reasonable Suspicion and Post-Accident Testing Determination	10/28/2019	MMB office / St. Paul	Transportation Safety Institute (TSI)	25	24
Substance Abuse Management and Program Compliance	10/29/2019–10/31/2019	MMB office / St. Paul	Transportation Safety Institute (TSI)	27	28
Driver Refresher	11/2/2019	New Ulm	LuAnn Bleiler		15
Driver Refresher	11/2/2019	Brown County	Joanne Brackey	6	

Course	Date	Venue	Trainer	Number Registered	Number Attended
Defensive Driving	11/30/2019	Paul Bunyan Transit	LuAnn Bleiler	3	
Maltreatment Awareness	11/30/2019	Paul Bunyan Transit	LuAnn Bleiler	3	
Coaching the Experienced Driver Plus (Defensive Driving — Train the Trainer)	12/3/2019	MnDOT St. Cloud Training Center	Minnesota Safety Council	19	17
Passenger Assistance Safety and Sensitivity (PASS)	12/19/2019	Mayo Clinic Health System — Lake City	Melissa Hansen	9	6
Maltreatment Awareness	12/20/2019	Mayo Clinic Health System — Lake City	Melissa Hansen	9	4
Defensive Driving	12/20/2019	Mayo Clinic Health System — Lake City	Melissa Hansen	9	6
January — Executive Level Leadership Training Program (LTP)	1/6/2020–1/7/2020	MnDOT Golden Valley Office	DRI	8	6
January — Manager Level Leadership Training Program (LTP)	1/9/2020–1/10/2020	MnDOT Golden Valley Office	DRI	20	19
Passenger Assistance Safety and Sensitivity (PASS)	1/10/2020	City of Mankato Public Works	Joanne Brackey	11	11
Defensive Driving	1/11/2020	City of Mankato Public Works	Joanne Brackey	11	11
Maltreatment Awareness	1/11/2020	City of Mankato Public Works	Joanne Brackey	11	11
January — Supervisor Level Leadership Training Program (LTP)	1/13/2020–1/14/2020	MnDOT Golden Valley Office	DRI	10	10
Passenger Assistance Safety and Sensitivity (PASS)	1/27/2020	Rainbow Rider	Peter Brown	11	9
Defensive Driving	1/28/2020	Rainbow Rider	Peter Brown	8	9
Driver Refresher	1/29/2020 — AM	Rainbow Rider	Peter Brown	5	4
Driver Refresher	1/29/2020 — PM	Rainbow Rider	Peter Brown	5	6
Driver Refresher	1/30/2020 — PM	Rainbow Rider	Peter Brown	6	5

Course	Date	Venue	Trainer	Number Registered	Number Attended
Driver Refresher	2/12/2020	SMART Transit	Joanne Brackey	2	4
BlackCat and MnRTAP Website Training — South	3/5/2020	MnDOT Southcentral District Headquarters, Mankato	MnDOT/RTAP	20	21
BlackCat and MnRTAP Website Training — North	3/9/2020	MnDOT Northwest District Headquarters, Bemidji	MnDOT/RTAP	15	14
ADA Etiquette Training (Instruction by Easterseals)	3/10/2020	MnDOT Central District Headquarters, Baxter	Easterseals	13	11
March — Executive Level Leadership Training Program (LTP)	3/10/2020–3/11/2020	Holiday Inn & Suites Maple Grove	DRI	8	8
March — Manager Level Leadership Training Program (LTP)	3/12/2020–3/13/2020	Holiday Inn & Suites Maple Grove	DRI	20	17
Passenger Assistance Safety and Sensitivity (PASS)	3/13/2020	Mankato Public Works	Joanne Brackey	13	11
Defensive Driving	3/14/2020	Mankato Public Works	Joanne Brackey	18	16
Maltreatment Awareness	3/14/2020	City of Mankato Public Works	Joanne Brackey	17	16
July — Executive Level Leadership Training Program (LTP)	7/14/2020–7/15/2020	Holiday Inn & Suites Maple Grove	DRI	8	7
August — Executive Level Leadership Training Program (LTP)	8/11/2020	Online	DRI	8	8
August — Supervisor Level Leadership Training Program (LTP)	8/25/2020	Online	DRI	8	5
August — Manager Level Leadership Training Program (LTP)	8/27/2020	Online	DRI	21	

Per Person and No-Show Costs

ADA Etiquette Training (Instruction by Easterseals)

- Total Cost: \$3,706.66
- Per Person Cost: \$336.97
- Cost for No Shows: \$570.26

Advancing Mobility Management Training – NTI

- Total Cost: \$313.62
- Per Person Cost: \$8.96
- Cost for No Shows: n/a

Leadership Training Program Executives (averaged) per session*

- Total Cost: \$8,514.13
- Per Person Cost: \$1,218.30
- Cost for No Shows: \$1,944.10

Leadership Training Program Managers (averaged) per session*

- Total Cost: \$9,064.39
- Per Person Cost: \$624.01
- Cost for No Shows: \$1,143.91

Leadership Training Program Supervisors (averaged) per session*

- Total Cost: \$6,297.00
- Per Person Cost: \$751.17
- Cost for No Shows: \$911.00

BlackCat and MnRTAP Website Training (averaged)

- Total Cost: \$132.98
- Per Person Cost: \$7.25
- Cost for No Shows: \$5.16

Coaching the Experienced Driver Plus (Defensive Driving — Train the Trainer)

- Total Cost: \$6,241.41
- Per Person Cost: \$367.14
- Cost for No Shows: \$656.99

De-escalation training

- Total Cost: \$3,169.44
- Per Person Cost: \$186.44
- Cost for No Shows: n/a

Defensive Driving (averaged)

- Total Cost: \$156.76
- Per Person Cost: \$16.70
- Cost for No Shows: \$35.21

Driver Refresher (averaged)

- Total Cost: \$150
- Per Person Cost: \$28.13
- Cost for No Shows: \$27.50

Maltreatment Awareness (averaged)

- Total Cost: \$155.63
- Per Person Cost: \$19.00
- Cost for No Shows: \$47.07

MPTA 2019 — Training Session 1: Recruiting Staff and Building a Sustainable Workforce

- Total Cost: \$3,195.60
- Per Person Cost: \$58.10
- Cost for No Shows: n/a

MPTA 2019 — Training Session 2: Measuring Outcomes, Improving Performance

- Total Cost: \$4,304.61
- Per Person Cost: \$76.87
- Cost for No Shows: \$596.02

Passenger Assistance Safety and Sensitivity (PASS) (averaged)

- Total Cost: \$313.52
- Per Person Cost: \$36.01
- Cost for No Shows: \$70.37

Reasonable Suspicion and Post-Accident Testing Determination

- Total Cost: \$11.28
- Per Person Cost: \$0.47
- Cost for No Shows: \$0.45

Substance Abuse Management and Program Compliance

- Total Cost: \$167.47
- Per Person Cost: \$5.98
- Cost for No Shows: n/a

*After the first The Leadership Training Program session, a cost analysis was done to optimize and reduce administrative costs by coordinating the food and venue through the Holiday Inn, Maple Grove. This also provided additional networking and cost savings on room reservations for the participants. Training costs for August, 2020 reflect the additional savings from moving training from in-person to online due to the coronavirus pandemic.

Canceled Trainings

The following training sessions were canceled, postponed, or moved to an online format due to the COVID-19 pandemic:

Course	Date	Number Registered	Venue
Supervisor Level Leadership Training Program (LTP)	3/16/2020– 3/17/2020	8	Holiday Inn & Suites Maple Grove
Passenger Assistance Safety and Sensitivity (PASS)	3/21/2020	15	Rolling Hills Transit / Semcac
BlackCat and MnRTAP Website Training — Central	3/23/2020	25	MnDOT St. Cloud Training Center
ADA Etiquette Training (Instruction by Easter Seals)	4/7/2020	10	MnDOT Southcentral District Headquarters, Mankato
Passenger Assistance Safety and Sensitivity (PASS)	4/15/2020	8	Fond du Lac Transit
Defensive Driving	4/16/2020	8	Fond du Lac Transit
Maltreatment Awareness	4/16/2020	8	Fond du Lac Transit
Dispatcher Training	4/18/2020	9	Rainbow Rider
Maltreatment Awareness — Train the Trainer	4/20/2020	5	Holiday Inn & Suites Maple Grove
PASS — Train the Trainer	4/21/2020– 4/23/2020	13	Holiday Inn & Suites Maple Grove
ADA Etiquette Training (Instruction by RLS)	4/28/2020	4	Trailblazer Transit — Buffalo Office
Wheelchair Security & Lock Down	4/28/2020	5	Trailblazer Transit — Buffalo Office
ADA Etiquette Training (Instruction by RLS)	4/29/2020	4	MnDOT Northwest District Headquarters, Bemidji
Wheelchair Security & Lock Down	4/30/2020	3	Paul Bunyan Transit
ADA Etiquette Training (Instruction by RLS)	5/1/2020	3	MnDOT Southeast District Headquarters, Rochester
MnDOT OTAT Spring Workshop for Section 5307, Section 5311, and Tribal Transit	5/6/2020– 5/7/2020	70	Holiday Inn & Suites St. Cloud
Tribal Transit Workshop	5/6/20	10	Holiday Inn & Suites St. Cloud
Transit 101 for Managers (Introduction to Community Transportation Management)	5/8/2020	48	Holiday Inn & Suites St. Cloud

Course	Date	Number Registered	Venue
Section 5310 Workshop (Central / Metro Area)	5/15/2020	17	MnDOT Shoreview Training and Conference Center
Section 5310 Workshop (South)	5/19/2020	5	MnDOT Southcentral District Headquarters, Mankato
Executive Level Leadership Training Program (LTP)	5/21/2020– 5/22/2020	8	Holiday Inn & Suites Maple Grove
Manager Level Leadership Training Program (LTP)	5/26/2020– 5/27/2020	20	Holiday Inn & Suites Maple Grove
Supervisor Level Leadership Training Program (LTP)	5/28/2020– 5/29/2020	8	Holiday Inn & Suites Maple Grove
Manager Level Leadership Training Program (LTP)	7/16/2020– 7/17/2020	20	Holiday Inn & Suites Maple Grove
Supervisor Level Leadership Training Program (LTP)	7/20/2020– 7/21/2020	8	Holiday Inn & Suites Maple Grove
Certified Safety and Security Officer (CSSO) Training	8/4/2020	1	Holiday Inn & Suites Maple Grove
Executive Level Leadership Training Program (LTP)	9/8/2020–9 /9/2020	8	Holiday Inn & Suites Maple Grove
Manager Level Leadership Training Program (LTP)	9/10/2020– 9/11/2020	20	Holiday Inn & Suites Maple Grove
Supervisor Level Leadership Training Program (LTP)	9/14/2020– 9/15/2020	8	Holiday Inn & Suites Maple Grove
Coaching the Van Driver Plus (Defensive Driving — Train the Trainer)	9/29/2020	2	MnDOT Northeast District Headquarters, Duluth
Executive Level Leadership Training Program (LTP)	11/9/2020– 11/10/2020	8	Holiday Inn & Suites Maple Grove
Manager Level Leadership Training Program (LTP)	11/12/2020 –11/13/202 0	20	Holiday Inn & Suites Maple Grove
Supervisor Level Leadership Training Program (LTP)	11/16/2020 –11/17/202 0	8	Holiday Inn & Suites Maple Grove

Engagement by Agency

69

Agencies Engaged

* = Intercity Bus Provider ** = No longer a 5310 program

Agency	Webinars	Online Training	In-Person Training	Scholarships
5310s				
ABC, Inc.	x			
Anoka County	x			x
Arrowhead Regional Development Commission	x		x	
Arvig	x			
Avinity Senior Living**	x			
Bigfork Valley	x		x	
Blue Earth Blue Sky (dba Land to Air)*			x	
Clearwater DAC, Inc. Pine Ridge Residence			x	
Connections Services	x			
Cottonwood County Developmental Achievement Center	x			

Agency	Webinars	Online Training	In-Person Training	Scholarships
DARTS	x	x	x	x
East Central Regional Development Commission	x		x	
East Polk County DAC			x	x
Eastside Neighborhood Services	x		x	
Employment Enterprises, Inc.	x			
Falls Diverse Abilities Corporation (DAC)	x			
Functional Industries	x			
Headwaters Regional Development Commission	x		x	x
Hubbard County DAC	x	x		
Jefferson Lines*	x		x	
Le Sueur County Developmental Services	x		x	
LifeWorks	x			
Mayo Clinic Health System	x		x	
Mid-Minnesota Development Commission			x	
MRCI - Managed Resource Connections, Inc.			x	
MSS	x			

Agency	Webinars	Online Training	In-Person Training	Scholarships
Newtrax	x		x	
Norman County DAC	x			
Northwest Regional Development Commission	x		x	
Options Inc.	x			
PHASE-Industries	x			
Region Five Development Commission	x		x	
Rise	x		x	
SmartLink Scott/Carver County	x			x
TSE, Inc.	x	x		
Udac	x			
Volunteers of America MN				
WACOSA	x			
Wadena County DAC	x			x
Washington County Community Services	x			x
West Central Minnesota Communities Action	x	x	x	x
Winona DAC	x			
Winona ORC	x	x	x	x

Agency	Webinars	Online Training	In-Person Training	Scholarships
5311s/5307s				
Arrowhead Transit	x	x	x	
Becker County Transit	x	x	x	
Brainerd and Crow Wing Public Transit	x	x	x	
Brown County Heartland Express	x	x	x	
Central Community Transit	x	x	x	
Chisago-Isanti County Heartland Express				
Community Transit (UCAP)	x	x	x	x
Duluth Transit Authority	x	x	x	
East Grand Forks Transit	x		x	
Fosston Transit				
Granite Falls Heartland Express				
Hibbing Area Transit	x			x
Hubbard County Heartland Express	x		x	
La Crescent Apple Express / Municipal Transit (MTU) La Crosse*	x			
Mankato Transit	x		x	

Agency	Webinars	Online Training	In-Person Training	Scholarships
Minnesota River Valley Transit	x		x	
Moorhead Area Transit	x		x	
Morris Transit	x	x	x	
Paul Bunyan Transit	x		x	
Prairie Five RIDES	x	x	x	
Prairie Lakes Transit	x		x	
Prairieland Transit				
Rainbow Rider Transit	x		x	
Rochester Public Transit				
Rolling Hills Transit/Semcac	x	x	x	
SMART Transit/Cedar Valley Services	x	x	x	
St. Cloud Metro Bus	x	x	x	x
Three Rivers Community Action / Hiawathaland Transit	x	x	x	x
Timber Trails Public Transit			x	
Trailblazer Transit	x		x	
Transit Alternatives / Productive Alternatives	x		x	x
Transit Connection / Tri-CAP	x	x	x	

Agency	Webinars	Online Training	In-Person Training	Scholarships
Tri-Valley Heartland Express	x		x	
TRUE Transit	x	x	x	
Wadena County Friendly Rider Transit	x		x	
Watonwan Take Me There	x		x	
Winona Transit Service (Also known as Transport 3)	x	x		
Tribal Transit				
Fond du Lac Band of Lake Superior Chippewa / Fond du Lac Transit			x	
Leech Lake Band of Ojibwe / Leech Lake Transportation Division				
Red Lake Nation / Red Lake Nation Transit			x	
White Earth Nation / White Earth Department of Transportation	x	x	x	
Bois Forte Band of Chippewa / Big Woods Transit	x		x	x

Email Newsletter

In January 2020, RTAP began sending out a monthly email newsletter to complement and distribute the quarterly RTAP newsletters and notify transit agencies of upcoming trainings and opportunities. RTAP now also distributes a weekly webinar digest as well, which shares upcoming webinars from RTAP, FTA, NTI, TRB, the Eno Center for Transportation, and more.

*The newsletters noted with an asterisk were sent to a smaller opt-in distribution list. All weekly webinar emails beginning August 31 were sent to the full email list of ~300 people.

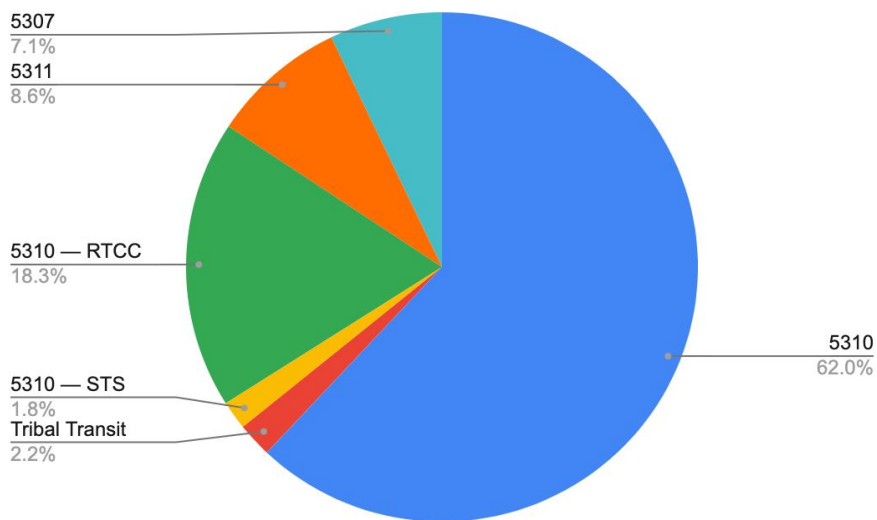
Newsletter	Date	Open Rate	Click Rate	# of Recipients
Weekly Webinar Digest	8/24/2020	40%	10%	10*
Weekly Webinar Digest	8/17/2020	60%	30%	10*
Weekly Webinar Digest	8/10/2020	44.40%	11.10%	9*
August Newsletter	8/6/2020	26.90%	11.40%	302
LTP Additional Spots Announcement	7/20/2020	22.80%	2.70%	300
July Newsletter	7/8/2020	26%	7.10%	303
June Newsletter	6/2/2020	34.60%	10.10%	302
May Newsletter	5/14/2020	39.10%	13.40%	303
April Newsletter	4/7/2020	34%	13%	303
National RTAP Webinar Announcement	3/25/2020	42.80%	9%	302
March Newsletter	3/18/2020	39.70%	11%	310
Coronavirus Cancelations and Updates	3/16/2020	41.70%	8.80%	225
Correction: February Newsletter	2/27/2020	33%	10.60%	225
Coronavirus Webinar Notice	3/4/2020	44%	15.60%	225
February Newsletter	2/27/2020	30.70%	5%	225
January Newsletter	2/5/2020	46.80%	26.10%	229
AVERAGE		38%	12%	

Scholarship Report

\$5,000+

In Scholarships Awarded

Minnesota RTAP funds scholarships for FTA-funded 5310 agencies and Tribal Transit providers. In the State Fiscal Year 2021, RTAP will also fund scholarships for 5311s and 5307s as funds permit. From September 1, 2019 to August 31, 2020, RTAP funded \$5,626.28 in scholarships. Many of the scholarships noted here were approved but not yet reimbursed because they are for events that are forthcoming.



Name	Agency	Scholarship for	Type	Amount Requested	Amount Reimbursed	Reimbursement Explanation
Mark Schermerhorn	Anoka County	MPTA Conference (2019)	5310	\$225.28	\$215.28	
Lee Bergemann	Bois Forte Band of Chippewa / Big Woods Transit	Leadership Training Program	Tribal Transit	\$299.00	\$299.00	

Name	Agency	Scholarship for	Type	Amount Requested	Amount Reimbursed	Reimbursement Explanation
Megan Zeilinger	Dakota County	Transportation Research Board Annual Meeting	5310	\$1,987.80	\$1,967.76	
Robyn Bernardy	Dakota County	Transportation Research Board Annual Meeting	5310	\$1,987.80	\$1,967.76	
Robyn Bernardy	Dakota County	National Shared Mobility Summit Annual Meeting	5310	\$1,128.30	\$495.00	
Megan Zeilinger	Dakota County	National Shared Mobility Summit Annual Meeting	5310	\$1,128.30	\$0.00	
Melissa Hansen	DARTS	2020 Minnesota's Transportation Conference	5310 — STS	\$250.00	\$0.00	Never applied for reimbursement (missed 30 day window)
Holly Lenos	East Polk County DAC	Defensive Driving — Train the Trainer	5310	\$359.24	\$0.00	
Bryan McCoy	Headwaters Regional Development	MPTA Conference (Remote)	5310 — RTCC	\$175.00	n/a	Future Event
Tracy Borgschatz	Hiawathaland Transit/Three Rivers Community Action	MPTA Conference (Remote)	5311	\$200.00	n/a	Future Event
Sheena Mulner	Hibbing Area Transit	MPTA Conference (Remote)	5311	\$200.00	n/a	Future Event
Daryn Toso	Productive Alternatives, Inc. / Transit Alternatives	MPTA Conference (Remote)	5311	\$200.00	n/a	Future Event
Stacy Finlon	Scott and Carver County SmartLink Transit	MPTA Conference (Remote)	5310	\$150.00	n/a	Future Event
Alan Herrmann	Scott and Carver County SmartLink Transit	MPTA Conference (Remote)	5310	\$200.00	n/a	Future Event
Alan Herrmann	Scott and Carver County SmartLink Transit	Advancing Mobility Management	5310	\$472.84	\$472.84	

Name	Agency	Scholarship for	Type	Amount Requested	Amount Reimbursed	Reimbursement Explanation
Alan Herrmann	Scott and Carver County SmartLink Transit	MPTA Conference (2019)	5310	\$208.64	\$208.64	
Gary Korneck	St. Cloud Metro Bus	MPTA Conference (Remote)	5307	\$175.00	n/a	Future Event
Dave Green	St. Cloud Metro Bus	MPTA Conference (Remote)	5307	\$200.00	n/a	Future Event
Michael Kedrowski	St. Cloud Metro Bus	MPTA Conference (Remote)	5307	\$200.00	n/a	Future Event
Shawn Pierce	St. Cloud Metro Bus	MPTA Conference (Remote)	5307	\$200.00	n/a	Future Event
Berta Hartig	St. Cloud Metro Bus	MPTA Conference (Remote)	5307	\$200.00	n/a	Future Event
David Maguire	United Community Action Partnership	MPTA Conference (Remote)	5311	\$175.00	n/a	Future Event
Bonnie Nielsen	United Community Action Partnership	MPTA Conference (Remote)	5311	\$200.00	n/a	Future Event
Shelly Pflaum	United Community Action Partnership	MPTA Conference (Remote)	5311	\$200.00	n/a	Future Event
Rose Bakke	Wadena County DAC	5310 Workshop — North	5310	\$106.12	\$0.00	Event Canceled
Sheila Holbrook-White	Washington County	Transit 101 at the Spring Workshop	5310	\$199.48	\$0.00	Event Canceled
Marcy Peterson	West Central Minnesota Communities Action, Inc.	MPTA Conference (Remote)	5310 — RTCC	\$200.00	n/a	Future Event
Alissa Smith	West Central Minnesota Communities Action, Inc.	MPTA Conference (Remote)	5310 — RTCC	\$200.00	n/a	Future Event
Heather Molesworth	West Central Minnesota Communities Action, Inc.	MPTA Conference (Remote)	5310 — RTCC	\$150.00	n/a	Future Event

Name	Agency	Scholarship for	Type	Amount Requested	Amount Reimbursed	Reimbursement Explanation
Alissa Smith	West Central Minnesota Communities Action, Inc.	Easterseals - Travel Trainer Certification Course	5310 — RTCC	\$1,000.00	n/a	Future Event
Alissa Smith	West Central Minnesota Communities Action, Inc.	Spring Workshop	5310 — RTCC	\$389.60	\$0.00	Event Canceled
Heather Molesworth	West Central Minnesota Communities Action, Inc.	Spring Workshop	5310 — RTCC	\$389.60	\$0.00	Event Canceled
Stephanie Reed	Winona ORC Industries, Inc.	ADA Etiquette (Training by Easterseals)	5310	\$338.28	\$0.00	Event Canceled

Website Analytics

42k 3,261

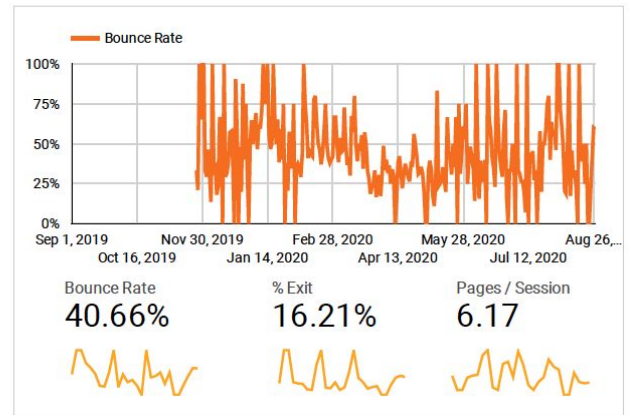
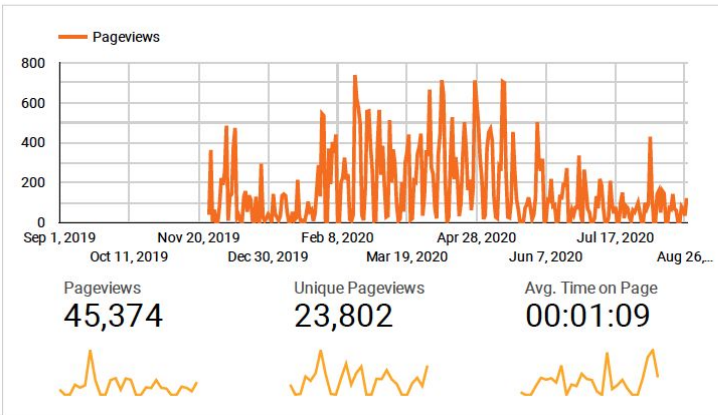
Pageviews

Users

Google Analytics Behaviors Overview

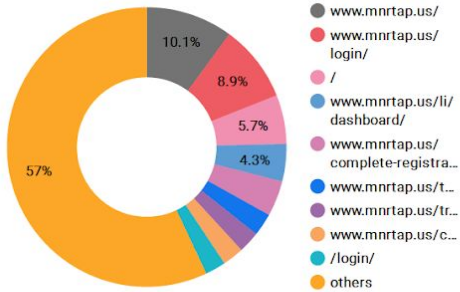
Continent ▾ Region ▾ Channel ▾ Device ▾ Sep 1, 2019 - Aug 27, 2020 ▾

Overview of your user behaviors



What do users see when they are in your website?

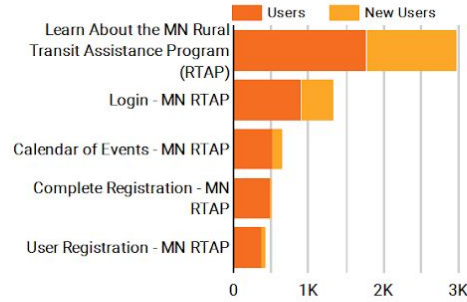
Which page is the most popular?



Page	Pageviews
1. www.mnrtap.us/	4,567
2. www.mnrtap.us/login/	4,047
3. /	2,571
4. www.mnrtap.us/li/das...	1,964
5. www.mnrtap.us/compl...	1,862
6. www.mnrtap.us/thank...	1,182
7. www.mnrtap.us/trainin...	1,129
8. www.mnrtap.us/calend...	1,115
9. /login/	1,076
10. www.mnrtap.us/user-re...	1,057

1 - 10 / 1658 < >

Most popular pages with title breakdown

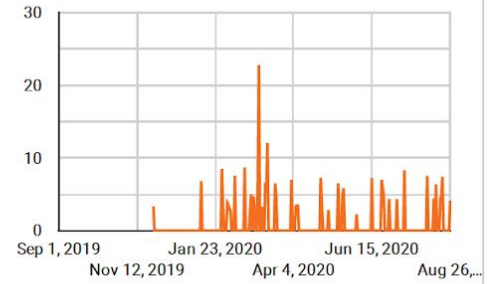


Page Title	Pageviews
1. Learn About the MN Ru...	7,278
2. Login - MN RTAP	5,451
3. Complete Registration ...	2,250
4. Dashboard - MN RTAP	2,086
5. Calendar of Events - M...	1,753
6. Training Catalog - MN ...	1,392
7. User Registration - MN ...	1,351
8. Thank You - MN RTAP	1,316
9. Passenger Assistance ...	779
10. MnDOT OTAT - Spring ...	620

1 - 10 / 923 < >

How does your website perform?

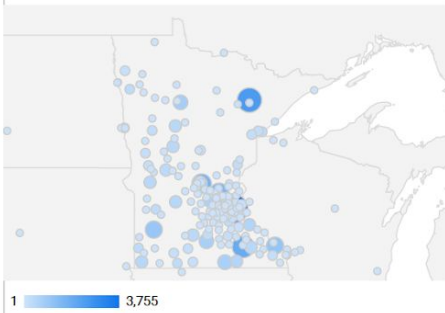
Average Page Load Time (second)



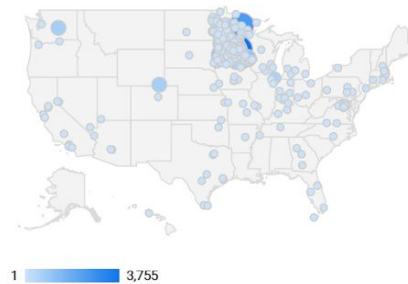
Page Title	Avg Load Time
1. BlackCat and MnRTAP ...	18.03
2. Transit 101 for Manage...	12.6
3. Webinars and Training ...	10.84
4. CANCELED - Transit 1...	7.7
5. CANCELED - ADA Etiqu...	7.28

1 - 42 / 42 < >

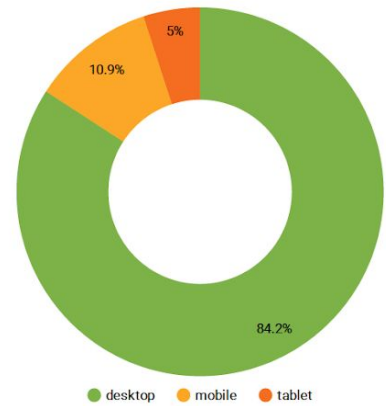
State breakdown



Country breakdown



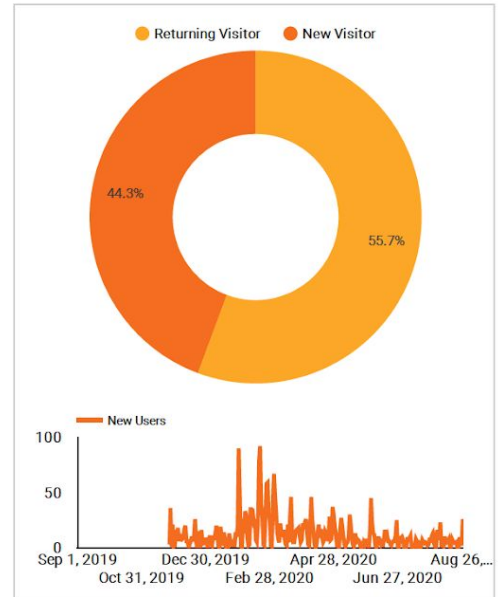
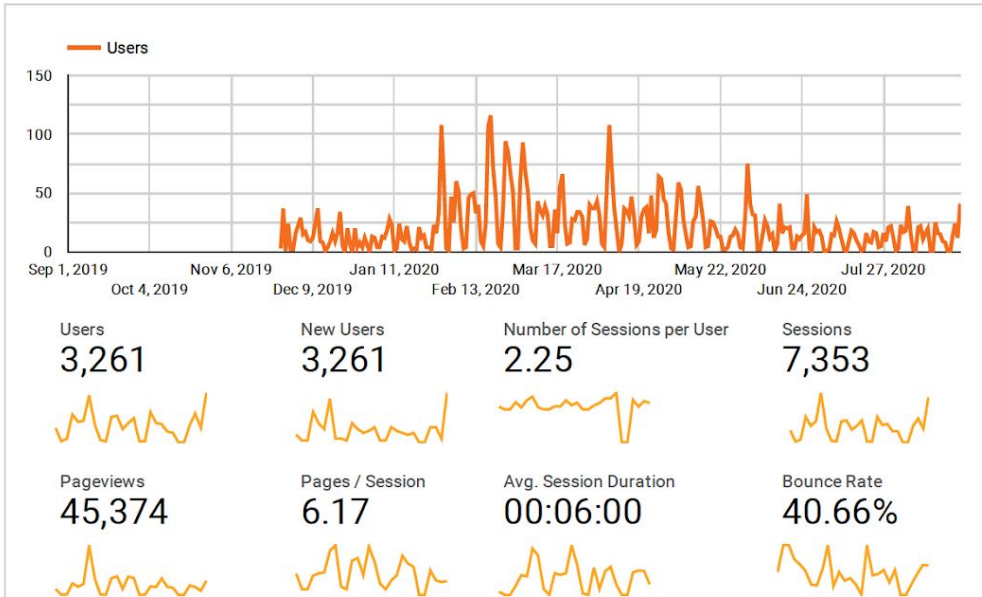
What device are people using?



Google Analytics Audience Overview

Continent
 Region
 Channel
 Device
 Sep 1, 2019 - Aug 27, 2020

Your audience at a glance



Thank you

The work of Minnesota RTAP would not be possible without our partners at MnDOT's Office of Transit and Active Transportation, the guidance of the RTAP Advisory Committee, the RTAP trainers, and the transit agencies who make our work great. Minnesota RTAP is 100% funded by the U.S. Department of Transportation's Federal Transit Administration (FTA). Special thanks to former RTAP program manager Harinee S. Iyengar for her tireless work on behalf of Minnesota RTAP. Thank you!

RTAP Advisory Committee

LuAnn Bleiler
Ryan I. Daniel and Scott Stark
Margaret Donahoe
Alan Herrman
Pat LaCourse
Jeremy Monahan
Ryan Nelson
Ted Nelson
Tori Nill
Craig Rempp
Jennie Rowland

MnDOT OTAT Team

Mark Nelson
Tori Nill
Michael Johnson

RTAP Trainers

LuAnn Bleiler
Peter Brown
Melissa Hansen
Joanne Brackey
Melanie Mornard

Minnesota RTAP Team

Debra R. Brisk
Mariah Helgeson
Rae Farley Shimota
Shan Bolen

Partners

RLS & Associates
Cazarin Interactive
AECOM
CTAA

To Learn More about RTAP

Visit our website: mnrtap.us

Contact us at: support@mnrtap.net