



ANNUAL REPORT

SEPTEMBER 1, 2020–AUGUST 31, 2021

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Year in Review

Minnesota RTAP continued to offer webinars, training, and resources in 2020–2021, both online and in-person, beginning in the summer of 2021. Here are a few highlights from an eventful year:

- Connected agencies to trainings, webinars, and key FTA announcements in over 60 email newsletters.
- Surveyed transit agencies to assess training needs, with over 100 individuals offering their input.
- Provided 75 training opportunities (13 online courses; 17 webinars; 7 spring workshop sessions; 6 in-person trainings; and 32 Leadership Training Program sessions).
- Approved scholarships for 23 people to attend local and national trainings.
- Trained staff at 63 agencies, with 93% participation for 5311s, 86% for 5307s, 80% for Tribal Transit, and 42% for 5310s.
- Served as a central resource for training needs. Nearly 80% of visitors to the RTAP website are return visitors, indicating that agencies see the site as a key place to access training and resources.

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

Online Training Summary

13

31

Courses

Agencies Trained

With three training partners – CTAA, the Minnesota Safety Council, and Mornard & Associates, Minnesota RTAP trained drivers and managers at 31 agencies.

Course	Total Registered	Total Completed	Percent Complete	Trainer
Recruiting, Building and Retaining a Sustainable Driver Workforce	3	0	0	CTAA
Conflict Management and De-Escalation for Transit Drivers and Supervisors**	1	0	0	CTAA
Understanding Passengers who have Experienced Trauma**	3	2	67%	CTAA
Front Line Supervisor Training**	2	1	50%	CTAA
Backing Safely	22	21	74%	Minnesota Safety Council
Defensive Driving	121	75	62%	Minnesota Safety Council
Low Visibility & Driving*	23	25	109%	Minnesota Safety Council
Safe Winter Driving	37	28	76%	Minnesota Safety Council
Bloodborne Pathogens	44	33	75%	Mornard & Associates
Passengers Assistance Safety and Sensitivity (PASS)	104	78	78%	Mornard & Associates
Recognizing and Reporting Abuse (formerly known as Maltreatment Awareness)	106	74	70%	Mornard & Associates
	466 total	337 total	72% Avg.	

*The number for course registrations is lower than course completions because two drivers registered for the course in August 2020, right before the date range for this annual report.

**New courses added this year.

Webinar Training Summary

17 562 310 188

Events

Registrations

Individuals Trained

YouTube Views

RTAP continued to offer webinars this year, nearly doubling the number of registrations compared to the previous year. RTAP aimed to schedule 1–2 webinars per month, the ideal number per month as identified by the advisory committee and agencies.

Webinar	Date	Speaker(s)	Registered	Attended	% Attended	Questions	YouTube Views
Dispatch Webinar	9/15/20	RLS & Associates	50	39	78%	2	18
FMCSA Update	9/29/20	FMCSA	39	29	74%	23	18
ELDT- What Is It and Why Does It Apply to Greater Mn	10/29/20	FMCSA and MnDOT OTAT	36	30	83%	7	18
Transportation Equity	11/2/20	MnDOT	28	19	68%	3	9
Communication Between Drivers and Dispatchers	12/3/20	RLS & Associates	34	28	82%	0	21
RTAP Mini Session: Procurement Thresholds, Process and Reporting	12/8/20	MnDOT OTAT	59	50	85%	23	40
Transit Service Planning: Determining the Appropriate Type of Service	3/15/21	LSC Transportation Consultants, Inc.	47	37	79%	13	14
Disability Etiquette: Best Practices for Communicating with Older Adults and People with Disabilities	3/31/21	Easterseals	44	31	70%	NA	15
Public Transit Procurement Discussions Quarterly Meeting	4/14/21	MnDOT OTAT	57	47	82%	11	7

Webinar	Date	Speaker(s)	Registered	Attended	% Attended	Questions	YouTube Views
MN Transit Trainers Virtual Meet and Greet	4/30/21	MnRTAP Minnesota Transit Trainers	52	20	38%	NA	NA
MN Road to Volunteer Drivers MCOTA: Stop 7 (morning session)*	5/19/21	Easterseals	NA	114	NA	NA	NA
MN Road to Volunteer Drivers MCOTA: Stop 7 (afternoon session)*	5/19/21	Easterseals	NA	88	NA	NA	NA
MN Road to Volunteer Drivers MCOTA: Stop 8 (morning session)*	6/2/21	Easterseals	NA	71	NA	NA	NA
MN Road to Volunteer Drivers MCOTA: Stop 8 (afternoon session)*	6/2/21	Easterseals	NA	53	NA	NA	NA
Public Transit Procurement Discussions Quarterly Meeting	7/14/21	MnDOT OTAT	51	35	69%	23	4
Transit Service Planning 2: Greater MN Agency Panel Discussion	8/2/21	LSC Transportation Consultants, Inc.	27	24	89%	4	10
2022-2026 Facilities, Large Capital & Technology Application And 2022 New Service Application	8/25/21	MnDOT OTAT	90	68	76%	11	14
			614 total	783 total	78% avg.	120 total	188 total

*The MCOTA sessions were coordinated by the Center for Transportation Studies (CTS) at the University of Minnesota. Stops 7 and 8 were sponsored by RTAP. CTS did not conduct a formal registration process. The link was shared with the MCOTA email list and individuals attended the sessions of interest to them.

Spring Workshop Webinars

164

7

~40

Unique Participants

Events

Agencies Trained

The 2021 spring workshop was designed to be collaborative and conversational. Combined attendance for all sessions was 489, representing staff from MnDOT OTAT and approximately 40 transit agencies.

Spring Workshop Session Topics	Date	Registered*	Attended	% Attended	YouTube Views
MnDOT OTAT Leadership (and First Staff Introduction)	5/5/21	117	99	85%	20
Legislative Update	5/17/21	118	80	68%	5
Technology and Asset Management	5/18/21	122	86	70%	11
Tribal Transit FTA and OTAT	5/26/21	30	25	83%	18
Breakout Session for 5310s RTCC and TCAP	6/3/21	92	56	61%	12
Dialogue with Transit Project Managers	6/3/21	122	75	61%	30
Shared Mobility Vehicle Procurement and Planning	6/9/21	120	68	57%	30
			489 Total	69% Avg.	126 Total

*To encourage maximum participation, RTAP invited their database of agency staff to each training, the individuals did not register themselves.

In-Person Training

30

6

2

Individuals Trained

Events

Agencies Trained

In-person new hire training resumed in July 2021, with safety protocols in place and smaller class sizes.

Course	Date	Venue	Trainer	Registered	Attended	% Attended
Driver Refresher	7/24/21	Brown County Heartland Express	JoAnne Bracky	5	5	100%
Passenger Assistance Safety and Sensitivity (PASS) – Wheelchair Securement Component	7/24/21	Brown County Heartland Express	JoAnne Bracky	1	1	100%
Passenger Assistance Safety and Sensitivity (PASS)	8/10/21	White Earth	LuAnn Bleiler	5	4	80%
Defensive Driving	8/11/21	White Earth	LuAnn Bleiler	5	4	80%
Recognizing and Reporting Abuse	8/11/21	White Earth	LuAnn Bleiler	5	4	80%
Driver Refresher	8/12/21	White Earth	LuAnn Bleiler	13	12	92%
					30 Total	89% Avg.

Leadership Training Program (LTP)

29

Individuals Trained

15

Agencies

32

Sessions

The Leadership Training Program, which began in January 2020, celebrated the first class of graduates in July. The trainers, DRI Consulting, provided engaging online training for most sessions, with the last session held in-person in Maple Grove.

The program received positive feedback at focus groups held in August. There was widespread support for continuing the program, with a strong preference for in-person programming.

Agencies	Type
Moorhead Area Transit	5307
St. Cloud Metro Bus	5307
Rise, Inc.	5310
DARTS	5310-STS
East Side Neighborhood Services	5310-STS
Arrowhead Transit	5311
Community Transit of United Community Action Program	5311
Hiawathaland Transit (Three Rivers Community Action)	5311
Prairie Lakes Transit (aka Faribault Martin County)	5311
Rainbow Rider Transit	5311
Rolling Hills Transit/Semcac	5311
SMART / Cedar Valley Services, Inc.	5311
Transit Alternatives (Productive Alternatives)	5311
Tri-Valley Heartland Express	5311
Wadena County Friendly Rider	5311

LTP Participation by Type of Agency

5307: 25%

5310: 14%

5311: 61%

LTP Program Attendance

Program	Date	Registered	Attendance	Percent
EXECUTIVE 10 sessions Avg. attendance 89%	9/8/2020	8	6	75%
	10/13/2021	8	7	88%
	12/8/2020	8	7	88%
	1/12/2021	8	6	75%
	2/9/2021	8	8	100%
	3/9/2021	8	8	100%
	4/13/2021*	8	8	100%
	7/21/2021	8	8	100%
MANAGER 11 sessions Avg. attendance 75%	9/24/2020	15	14	93%
	10/22/2021	15	14	93%
	11/19/2021	15	11	73%
	12/17/2020	15	11	73%
	1/28/2021	15	10	67%
	2/25/2021	15	10	67%
	3/25/2021	15	9	60%
	4/29/2021	15	11	73%
	5/27/2021	15	13	87%
	6/24/2021	15	8	53%
	7/22/2021	15	13	87%
SUPERVISOR 11 sessions Avg. attendance 89%	9/22/2020	6	6	100%
	10/20/2021	6	5	83%
	11/24/2020	6	5	83%
	12/15/2020	6	5	83%
	1/26/2021	6	6	100%
	2/23/2021	6	6	100%
	3/23/2021	6	5	83%
	4/27/2021	6	5	83%
	5/25/2021	6	5	83%
	6/22/2021	6	5	83%
	7/20/2021	6	6	100%

* LTP - Executive May and June classes were replaced with full-days in April and July and two coaching sessions scheduled April-July, as requested by class participants.

Per Person and No-Show Costs (In-Person)

Due to COVID, Minnesota RTAP was unable to provide in-person training until July 2021.

LTP Graduation – Supervisor (7/20/21)

- Total Cost: \$ \$6,211.15
- Per Person Cost: \$1,035.19
- Cost for No Shows: \$0

LTP- Graduation Executive (7/21/21)

- Total Cost: \$ \$6,222.51
- Per Person Cost: \$777.81
- Cost for No Shows: \$0

LTP- Graduation Manager (7/22/21)

- Total Cost: \$ \$6,849.24
- Per Person Cost: \$526.86
- Cost for No Shows: \$456.62

Driver Refresher (7/24/21)

- Total Cost: \$189.79
- Per Person Cost: \$37.96
- Cost for No Shows: \$0

PASS – Wheelchair Securement (7/24/21)

- Total Cost: \$189.79
- Per Person Cost: \$37.96
- Cost for No Shows: \$0

PASS (8/10/21)

- Total Cost: \$336
- Per Person Cost: \$89
- Cost for No Shows: \$10.30

Defensive Driving (8/11/21)

- Total Cost: \$206
- Per Person Cost: \$51.50
- Cost for No Shows: \$10.30

Recognizing And Reporting Abuse (8/11/21)

- Total Cost: \$206
- Per Person Cost: \$51.50
- Cost for No Shows: \$10.30

Driver Refresher (8/12/21)

- Total Cost: \$206
- Per Person Cost: \$17.17
- Cost for No Shows: \$1.32

Engagement by Agency

63 93%

Agencies Engaged

5311 Agencies Engaged

* = Intercity Bus Provider

** = No longer a 5310 program, as of August 31, 2021

5307 Agencies	Webinars	Online Training	In-Person Training	Scholarships
1. Duluth Transit Authority	X			
2. East Grand Forks Transit	X			
3. Municipal Transit (MTU) La Crosse				
4. Mankato Transit	X	X		
5. Moorhead Area Transit	X			
6. Rochester Public Transit	X			
7. St. Cloud Metro Bus	X	X		X

86% of the 5307 agencies participated in training.

5310 Agencies (includes RTCCs & TCAP)	Webinars	Online Training	In-Person Training	Scholarships
1. ABC, Inc.	X			
2. Accord				
3. Achieve Services, Inc.				
4. Adult Day Services				
5. Anoka County	X	X		X
6. Arrowhead Regional Development Commission	X			
7. Arvig				
8. Becker County DAC				
9. Bigfork Valley				
10. Blue Earth Blue Sky (dba Land to Air)*	X			
11. Clearwater DAC, Inc. Pine Ridge Residence				
12. Connections Services	X			
13. Cottonwood County Developmental Achievement				

5310 Agencies continued	Webinars	Online Training	In-Person Training	Scholarships
14. DARTS	X	X		
15. East Central Regional Development Commission	X			
16. East Polk County DAC				
17. Eastside Neighborhood Services	X			
18. Employment Enterprises, Inc.				
19. Enterprise North, Inc. Madelia				
20. Epic Enterprises, Inc.	X	X		
21. Falls Diverse Abilities Corporation (DAC)				
22. Functional Industries	X	X		
23. Headwaters Regional Development Commission	X			X
24. Hubbard County Developmental Achievement				
25. Jefferson Lines*				
26. Jobs Plus, Inc.				
27. Kittson County DAC				
28. Mankato Lutheran Homes				
29. Mayo Clinic Health System – Lake City	X			
30. Mid-Minnesota Development Commission	X			
31. MRCI - Managed Resource Connections, Inc.				
32. MSS				
33. Newtrax	X			
34. Norman County DAC				
35. Northeast Contemporary Services, Inc.				
36. Northwest Regional Development Commission**	X			
37. Norwood Young America EDA				
38. Occupational Development Center – Thief River				
39. Occupational Development Center – Warren				
40. Options Inc.	X	X		
41. PHASE				
42. Pine Haven, Inc.				
43. Polk County DAC, Inc.				
44. Polk County DAC, Inc.				
45. Region Five Development Commission	X			
46. Rise, Inc	X	X		

5310 Agencies continued	Webinars	Online Training	In-Person Training	Scholarships
47. Rock County Opportunities, Inc.				
48. Service Enterprises, Inc. of MN				
49. Sibley County DAC				
50. SmartLink Scott/Carver County	X	X		X
51. Southwestern Minnesota Opportunity Council	X	X		
52. STEP, Inc.				
53. Swift County DAC	X			
54. TSE, Inc.		X		
55. Udac				
56. Volunteers of America MN	X			
57. WACOSA				
58. Wadena County DAC	X			
59. Washington County Community Services	X			
60. West Central Minnesota Communities Action	X			X
61. Winona DAC				
62. Winona ORC				

42% of the 5310s agencies participated in training.

Tribal Transit Agencies	Webinars	Online Training	In-Person Training	Scholarships
1. Fond du Lac Band of Lake Superior Chippewa / Fond du Lac Transit	X	X		
2. Leech Lake Band of Ojibwe / Leech Lake Transportation Division				
3. Red Lake Nation / Red Lake Nation Transit	X			
4. White Earth Nation / White Earth Department of Transportation	X		X	
5. Bois Forte Band of Chippewa / Big Woods Transit	X	X		

80% of the Tribal Transit agencies participated in training.

5311 Agencies	Webinars	Online Training	In-Person Training	Scholarships
1. Arrowhead Transit	X	X		X
2. Becker County Transit	X	X		
3. Brainerd and Crow Wing Public Transit	X	X		
4. Brown County Heartland Express	X	X	X	
5. Central Community Transit	X	X		
6. Chisago-Isanti County Heartland Express				
7. Community Transit of United Community Action Program	X	X		X
8. Fosston Transit				
9. Hibbing Area Transit	X			X
10. Hubbard County Heartland Express	X	X		
11. Minnesota River Valley Transit	X			
12. Morris Transit	X	X		
13. Paul Bunyan Transit	X	X		
14. Prairie Five RIDES	X	X		X
15. Prairie Lakes Transit (aka Faribault Martin County)	X			
16. Prairieland Transit (Southwestern MN Opportunity Council)	X	X		
17. Rainbow Rider Transit	X	X		X
18. Rolling Hills Transit/Semcac	X	X		
19. SMART Transit/Cedar Valley Services	X	X		
20. Hiawathaland Transit (Three Rivers Community Action)	X	X		X
21. Timber Trails Public Transit	X	X		X
22. Trailblazer Transit	X			
23. Transit Alternatives (Productive Alternatives)	X			X
24. Transit Connection / Tri-CAP	X	X		
25. Tri-Valley Heartland Express	X			
26. TRUE Transit	X			
27. Wadena County Friendly Rider Transit	X	X		
28. Watonwan Take Me There	X			
29. Winona Transit Service	X	X		

93% of the 5311 agencies participated in training.

Email Newsletters

During the past year, Minnesota RTAP sent over 60 email newsletters. The average open rate was 26.03%.

The **Monthly Newsletter** notifies agencies of upcoming trainings and RTAP announcements. In October 2020, the quarterly newsletter, a digest of relevant articles and news that was formerly posted as a PDF on the RTAP website, was incorporated into the monthly email newsletter. In January, RTAP made the decision to distribute the monthly newsletter to all contacts in their database, including drivers and other frontline staff. This more than doubled the distribution over the previous year, which ended the year at 302.

The RTAP **Weekly Webinar Digest**, shares webinars available that week from RTAP, FTA, NTI, TRB, the Eno Center for Transportation, and more. A digest of FTA announcements was added to the weekly email this year to keep the transit community informed of any key federal news.

Monthly Newsletter

Average Distribution

Sept-Oct: 297

Jan-Aug: 780

Overall: 673

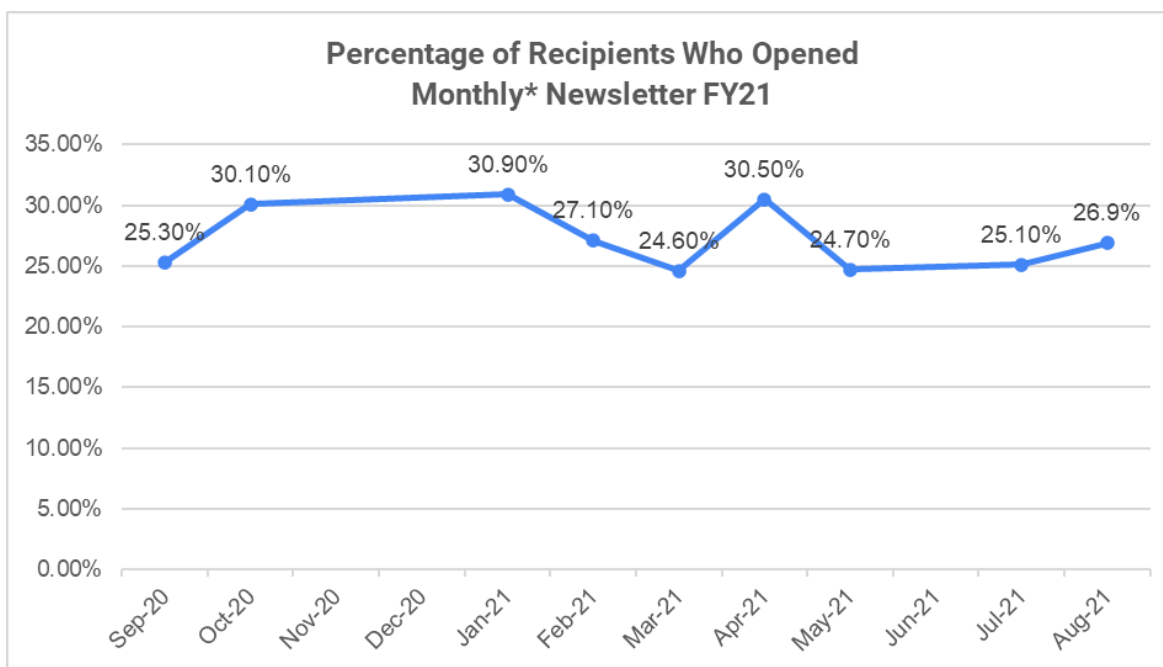
Average Open Rate

Sept-Oct: 27.7%

Jan-Aug: 26.26%

Overall: 26.58%

* The monthly newsletter was not sent in Nov. 20, Dec. 20 and June 21, because the information was covered in the weekly email, or another email was sent in lieu of a newsletter.



Monthly Newsletter: Top 10 Links Unique Clicks

Link	Total Clicks	Unique Clicks	Newsletter
1. https://www.mnrtap.us/2021-curriculum-survey/ Curriculum Survey	107	70	Jan-21
2. https://www.mnrtap.us/event-listing/spring-workshop-session-1-mndot-otat-leadership-and-first-staff-introduction/ Webinar Registration	87	25	Apr-21
3. https://register.gotowebinar.com/register/2127855579056703501 Webinar Registration: Transit Service Planning: Determining the Appropriate Type of Service	35	21	Feb-21
4. https://us02web.zoom.us/join/zoom/register/tZYvduCprDMuHdeJjyCLCB5a-t2T2UDBpKe8	31	21	Feb-21
5. https://register.gotowebinar.com/register/3982817454323240204 Webinar Registration: ELDT – What Is It and Why Does It Apply to Greater Mn?	36	18	Oct-21
6. https://us02web.zoom.us/join/zoom/register/tZYvduCprDMuHdeJjyCLCB5a-t2T2UDBpKe8 Webinar Registration: Disability Etiquette	40	16	Mar-21
7. https://register.gotowebinar.com/register/138735693968044301 Webinar Registration: Transit Service Planning 2	41	15	Jul-21
8. https://www.mnrtap.us/event-listing/minnesota-transit-trainers-meet-and-greet/ Webinar Registration	22	15	Apr-21
9. https://www.mnrtap.us/event-listing/spring-workshop-session-2-mpta-legislative-update/ Webinar Registration		14	Apr-21
10. https://www.mnrtap.us/event-listing/spring-workshop-session-3-mndot-otat-team-technology-asset-management/ Webinar Registration	36	13	Apr-21

Monthly Newsletter Activity

Activity	Open rate	Click rate	Total recipients:
Sep-20	25.30%	6.40%	299
Oct-20	30.10%	8.60%	294
Jan-21	30.90%	9.90%	816
Feb-21	27.10%	5.00%	793
Mar-21	24.60%	4.10%	787
Apr-21	30.50%	6.50%	781
May-21	24.70%	4.20%	778
Jul-21	25.10%	4.30%	761
Aug-21	26.9%	2.90%	746

Weekly Webinar Digest

Average Distribution: 286

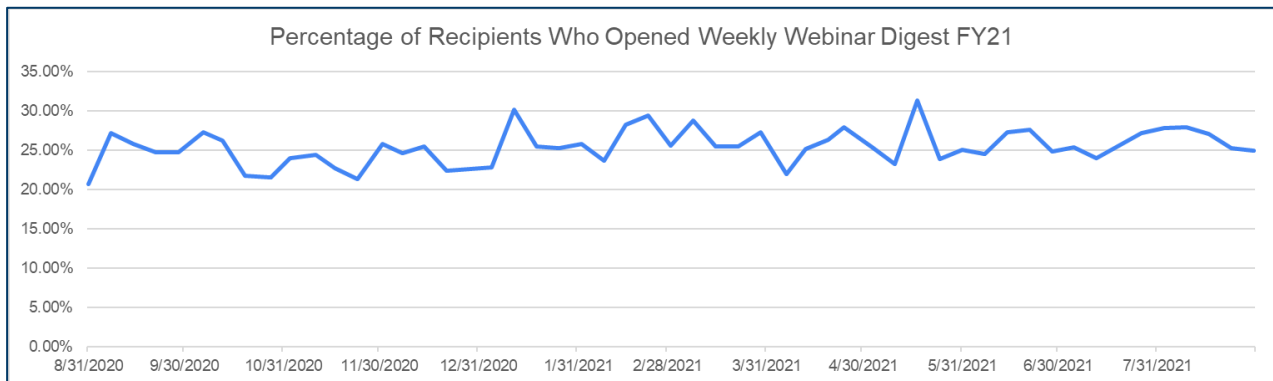
Average Open Rate: 25.48%

Average Click Rate: 5%

Weekly Webinar Digest Activity

Date	Open Rate	Click Rate	Recipients
8/31/2020	20.70%	2.40%	302
9/7/2020	27.20%	2.40%	297
9/14/2020	25.80%	3.70%	296
9/21/2020	24.80%	5.40%	294
9/28/2020	24.80%	3.70%	294
10/6/2020	27.30%	2.40%	294
10/12/2020	26.20%	3.10%	295
10/19/2020	21.80%	2.40%	295
10/27/2020	21.60%	5.10%	295
11/2/2020	24.00%	3.10%	292
11/10/2020	24.40%	2.70%	292
11/16/2020	22.70%	4.50%	292
11/23/2020	21.30%	3.40%	292
12/1/2020	25.80%	5.50%	292
12/7/2020	24.70%	3.80%	292
12/14/2020	25.50%	6.20%	291
12/21/2020	22.40%	5.90%	292
1/4/2021	22.80%	2.80%	291
1/11/2021	30.20%	7.90%	292
1/18/2021	25.50%	4.80%	292
1/25/2021	25.30%	5.90%	290
2/1/2021	25.80%	2.10%	287
2/8/2021	23.70%	5.90%	287
2/15/2021	28.30%	3.80%	287
2/22/2021	29.40%	5.60%	287
3/1/2021	25.60%	5.00%	283

Date	Open Rate	Click Rate	Recipients
3/8/2021	28.80%	7.60%	283
3/15/2021	25.50%	4.20%	288
3/22/2021	25.50%	4.90%	288
3/29/2021	27.30%	7.30%	288
4/6/2021	22.00%	4.20%	287
4/12/2021	25.20%	3.80%	287
4/19/2021	26.40%	4.60%	285
4/24/2021	27.90%	5.30%	285
5/3/2021	25.40%	4.90%	285
5/10/2021	23.30%	3.20%	283
5/17/2021	31.40%	8.10%	283
5/24/2021	23.90%	6.40%	281
5/31/2021	25.10%	3.90%	279
6/7/2021	24.50%	7.60%	279
6/14/2021	27.30%	5.40%	280
6/21/2021	27.60%	4.30%	280
6/28/2021	24.90%	2.90%	279
7/5/2021	25.40%	5.10%	277
7/12/2021	24.00%	3.60%	277
7/19/2021	25.60%	4.00%	276
7/26/2021	27.20%	5.10%	274
8/2/2021	27.80%	5.20%	272
8/9/2021	28.00%	8.90%	272
8/16/2021	27.10%	5.20%	272
8/23/2021	25.30%	5.90%	272
8/30/2021	25.00%	6.00%	270



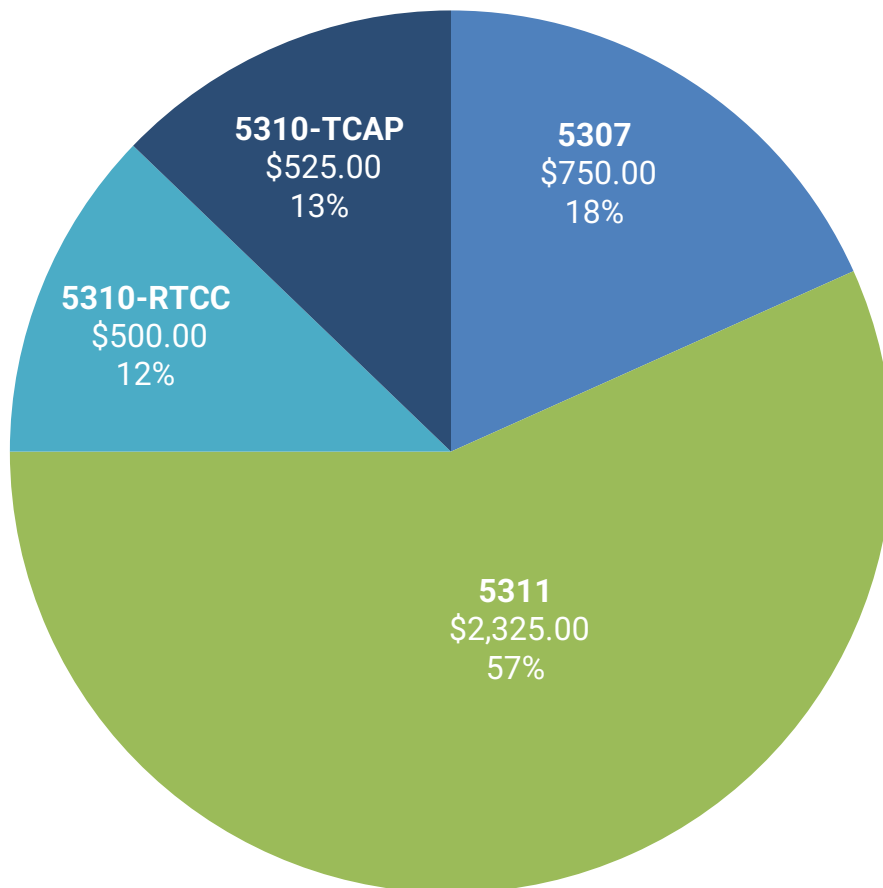
Scholarship Report

23 \$4,100

Scholarships

Total Awarded

Minnesota RTAP funds scholarships for FTA-funded 5310 agencies and Tribal Transit providers. In the State Fiscal Year 2021, RTAP funded scholarships for 5311s and 5307s as funds allowed. The chart below shows scholarships reimbursed during this time period. Future scholarships will be noted in the next annual report.



Scholarship Activity by Type of Agency

5307 Agencies	Name	Scholarship For	Requested	Reimbursed
St. Cloud Metro Bus	Berta Hartig	MN Public Transit Conference**	\$200	C
St. Cloud Metro Bus	Dave Green	MN Public Transit Conference	\$200	\$200
St. Cloud Metro Bus	Gary Korneck	MN Public Transit Conference	\$150	\$150
St. Cloud Metro Bus	Michael Kedrowski	MN Public Transit Conference	\$200	\$200
St. Cloud Metro Bus	Shawn Pierce	MN Public Transit Conference	\$200	\$200

5310 Agencies	Name	Scholarship For	Requested	Reimbursed
DARTS	Melissa Hansen	MN/WI Public Transit Conference – 2021	\$916.72	Future Event
Headwaters Regional Development (RTCC)	Bryan McCoy	MN Public Transit Conference	\$200	\$200
East Central Regional Development Commission	Karen Onan	MN Public Transit Conference – 2021	\$745.10	Future Event
Arrowhead Regional Development Commission	Beverly Sidlo-Tolliver	MN/WI Public Transit Conference – 2021	\$295	Future Event
Washington County Community Services	Sheila Holbrook-White	CTAA Conference	\$1,557.84	Future Event
SmartLink Scott/Carver County (TCAP)	Stacy Finlon	MN Public Transit Conference	\$150	\$150
SmartLink Scott/Carver County (TCAP)	Alan Herrmann	MN Public Transit Conference	\$200	\$200
SmartLink Scott/Carver County (TCAP)	Alan Herrmann	MN/WI Public Transit Conference – 2021	\$777.40	Future Event
ConnectAbility of MN	Tammy Buttweiler	MN/WI Public Transit Conference – 2021	\$1,192.70	Future Event

Mid-Minnesota Development Commission (RTCC)	Terry Smith	MN/WI Public Transit Conference – 2021	\$906.90	Future Event
West Central Minnesota Communities Action (RTCC)	Marcy Peterson	MN Public Transit Conference	\$150	C
West Central Minnesota Communities Action (RTCC)	Alissa Smith	MN Public Transit Conference	\$150	\$150
West Central Minnesota Communities Action (RTCC)	Alissa Smith	Easterseals Travel Trainer Certification	\$1,000	✦
West Central Minnesota Communities Action (RTCC)	Heather Molesworth	MN Public Transit Conference	\$150	\$150
Anoka County Transit (TCAP)	Mark Schermerhorn	MN Public Transit Conference	\$175	\$175
Anoka County Transit (TCAP)	Mark Schermerhorn	MN/WI Public Transit Conference – 2021	\$718.60	Future Event

✦ = Never applied for reimbursement (missed 30-day window) C = Cancelled

Scholarship Activity by Type of Agency

5311 Agencies	Name	Scholarship For	Requested	Reimbursed
Arrowhead Transit	Brandon Nurmi	Financial Management for Transit Agencies	\$550	\$550
Arrowhead Transit	Colette Hanson	Prof. Trans. Grant Dev. & Creating Eff. Policies, Procedures & Doc. Strategies	\$600	\$600
Community Transit of United Community Action Program	Bonnie Nielsen	MN Public Transit Conference	\$200	\$200
Community Transit of United Community Action Program	David Maguire	MN Public Transit Conference	\$175	\$175
Community Transit of United Community Action Program*	Shelly Pflaum	MN /WI Public Transit Conference 2021	\$855	Future Event
Community Transit of United Community Action Program	Shelly Pflaum	MN Public Transit Conference	\$200	\$200
Hiawathaland Transit (Three Rivers Community Action)	Tracy Borgschatz	MN Public Transit Conference	\$200	C

Hiawathaland Transit (Three Rivers Community Action)	Robert Cooper	MN Public Transit Conference	\$200	C
Hibbing Area Transit	Sheena Mulner	MN Public Transit Conference	\$200	\$200
Prairie Five RIDES	Emily Castaneda	Grant Writing Readiness: Build You Team's Capacity	\$360	C
Prairie Five RIDES	Emily Castaneda*	MN /WI Public Transit Conference 2021	\$1,477.43	Future Event
Rainbow Rider Transit	Brenda Brittin	MN Public Transit Conference	\$200	\$200
Transit Alternatives (Productive Alternatives)	Daryn Toso	MN Public Transit Conference	\$200	\$200

C = Cancelled

*These individuals work with the RTCC within a 5311 agency, so this could be counted as a 5310 and 5311.

**All RTAP scholarships for the 2020 MN Public Transit Conference were for remote attendance.

Tribal Transit Agencies	Name	Scholarship For	Requested	Reimbursed
Bois Forte Band of Chippewa / Big Woods Transit	Jennie Rowland	CTAA Conference	\$ 2,797.08	Future Event
Bois Forte Band of Chippewa / Big Woods Transit	Toni Wakemup	CTAA Conference	\$2,453.00	Future Event

Website Analytics

20k

Pageviews

1,775

Users

Definitions

Bounce Rate: The percentage of single-page sessions in which there was no interaction with the page. A bounced session has a duration of 0 seconds.

Landing Page: Pages through which visitors enter the site

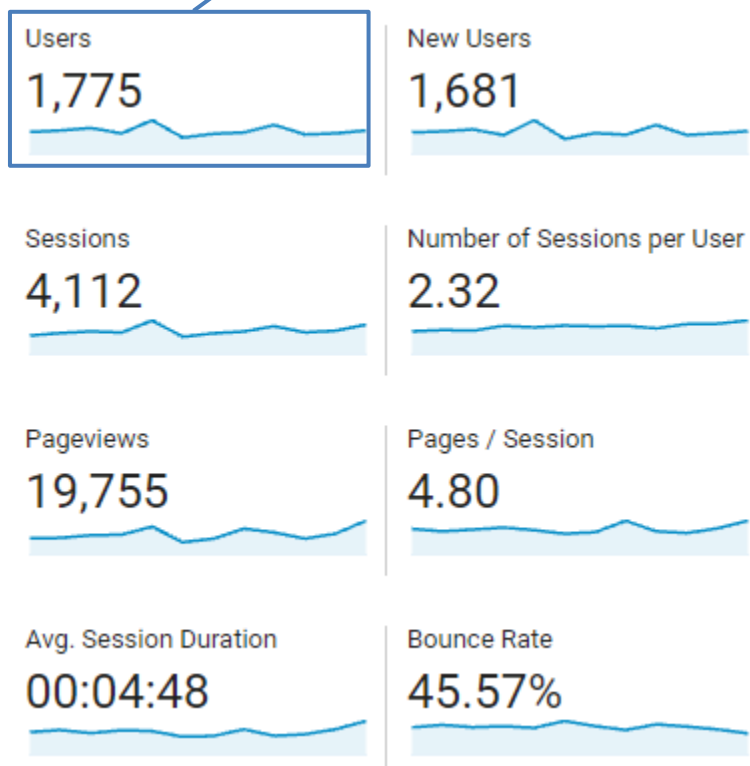
New Users: The number of first-time users during the selected date range.

Pageviews: The total number of pages viewed. If a user revisits this page, each visit is counted as a pageview.

Sessions: A session is the period time a user is actively engaged with the website. All usage data (page views, time spent on page, etc.) is associated with a session.

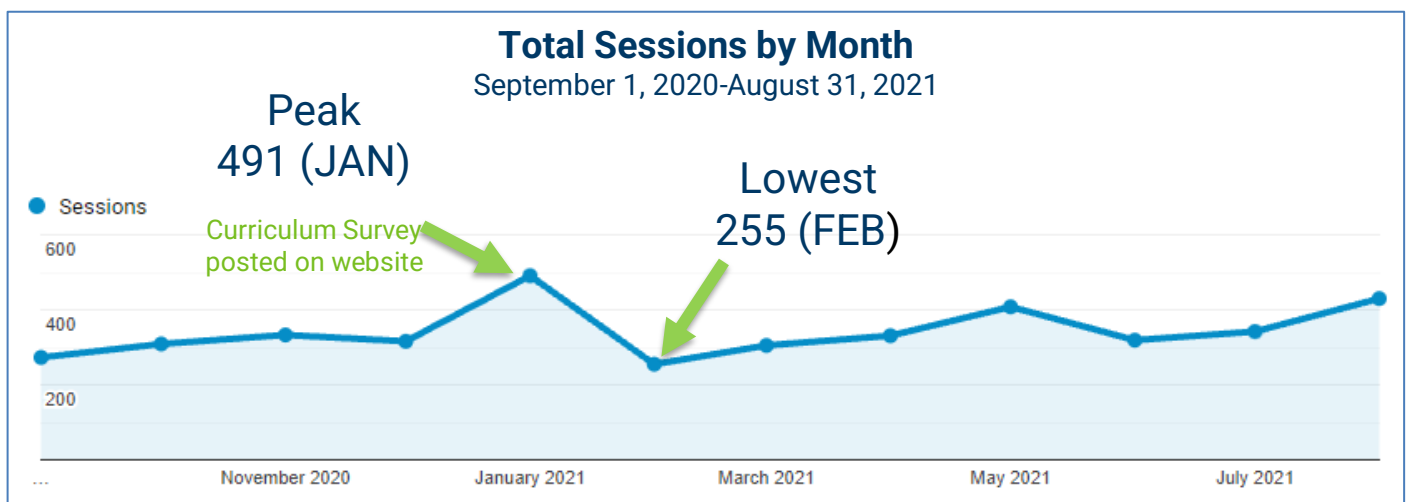
User: A single person logged in to a single device (each device used will register as a different user)

84% Desktop 10% Mobile 6% Tablet



Minnesota RTAP Website (mnrtap.us): Top 10 Pages Viewed

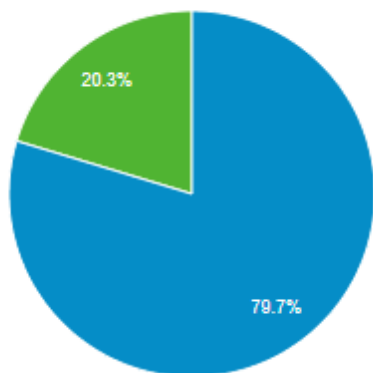
Page	Pageviews	Unique Pageviews	Avg. Time on Page
1. www.mnrtap.us/	3,403	2,048	00:01:21
2. www.mnrtap.us/login/	2,514	1,096	00:00:52
3. www.mnrtap.us/training-catalog/	1,051	393	00:00:54
4. www.mnrtap.us/li/dashboard/ Administrative landing page	988	278	00:00:37
5. www.mnrtap.us/calendar-of-events/	866	474	00:01:33
6. www.mnrtap.us/complete-registration/	767	282	00:00:48
7. www.mnrtap.us/resources/	606	456	00:04:31
8. www.mnrtap.us/thank-you/	422	150	00:00:48
9. www.mnrtap.us/li/scholarship-status/	416	76	00:01:18
10. www.mnrtap.us/user-registration/	388	193	00:01:50



Minnesota RTAP Website (mnrtap.us): Top 10 Landing Pages

Page	Sessions	% New Sessions	New Users	Bounce Rate	Pages/Session	Avg Session
1. www.mnrtap.us/	1,530	38.89%	595	42.22%	5.18	00:05:16
2. www.mnrtap.us/login/	467	39.83%	186	24.20%	8.85	00:07:19
3. www.mnrtap.us/resources/	322	2.80%	9	73.91%	1.77	00:04:05
4. www.mnrtap.us/2021-curriculum-survey/	192	61.46%	118	47.40%	1.81	00:03:25
5. www.mnrtap.us/master-list-of-all-upcoming-webinars/	121	42.15%	51	61.98%	2.64	00:03:00
6. www.mnrtap.us/calendar-of-events/	103	28.16%	29	44.66%	4.92	00:05:09
7. www.mnrtap.us/webinars/	90	46.67%	42	36.67%	3.40	00:02:27
8. www.mnrtap.us/li/workflow-inbox/ New account approval page	78	43.59%	34	33.33%	5.18	00:04:37
9. www.mnrtap.us/procurement-survey/	55	47.27%	26	56.36%	1.60	00:02:00
10. www.mnrtap.us/event-listing/3003-2020-6/ PASS registration page	51	70.59%	36	49.02%	5.24	00:03:23

■ New Visitor ■ Returning Visitor



Thank you

The work of Minnesota RTAP would not be possible without our partners at MnDOT's Office of Transit and Active Transportation (OTAT), the guidance of the RTAP Advisory Committee and Curriculum Subcommittee, the RTAP trainers, training partners, 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). Thank you!

RTAP Advisory Committee (past year and current year)

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CTAA

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Visit our website: mnrtap.us

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