



ANNUAL REPORT

SEPTEMBER 1, 2021–AUGUST 31, 2022

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Year in Review

This year saw transit agencies in Minnesota increasing their engagement across the board with RTAP. Collaboration was a big theme this year: in the spring of 2022, RTAP hosted two large peer-to-peer workshops and transit agencies came together to create a comprehensive plan and set of resources to meet the new ELDT requirements. Here are a few highlights from the year:

- Developed adaptable ELDT resources for agencies to use to make meeting the new requirements easier, from PowerPoints, to tests, to checklists.
- Streamlined the scholarship process, with the addition of per person maximums, eligibility guidelines, and reimbursement policies.
- Hosted 8 in-person workshops, 9 online courses, and 11 webinars.
- Reimbursed over \$15,000 in scholarships to attend a variety of local and national training events.

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

Online Training Summary

182

23

Courses Completed

Agencies Trained

With three training partners — CTAA, the Minnesota Safety Council, and Mornard & Associates, Minnesota RTAP trained drivers and managers at 23 agencies.

Course	Total Registered	Total Completed	Percent Complete	Trainer
Passenger Assistance Safety and Sensitivity (PASS) — Online Component	152	50	33%	Mornard & Associates
Driver Refresher	30	21	70%	Mornard & Associates
Defensive Driving	86	68	79%	Minnesota Safety Council
Recognizing & Reporting Abuse (formerly known as Maltreatment Awareness)	51	35	69%	Mornard & Associates
Bloodborne Pathogens	13	8	62%	Mornard & Associates
Conflict Management and De-escalation for Transit Drivers and Supervisors	18	1	5%	CTAA
Recruiting, Building and Retaining a Sustainable Driver Workforce	4	0	0%	CTAA
Front Line Supervisor	1	0	0%	CTAA
Understanding Passengers Who Have Experienced Trauma	34	0	0%	CTAA
	389	182	47%	

Webinar Engagement

12 463 200+

Events

Registrations

Views on YouTube

Webinars supplemented in-person training and peer workshops to distribute key information.

The average percent attending increased by 1% over the previous year.

Title	Date	Speaker(s)	Registered	Attended	Percent Attended	YouTube Views
Dispatch Supervisors Meet & Greet, Training Needs Discussion	9/15/21	Hosted by RTAP	20	10	50%	7
Vehicle Replacement Solicitation Assistance Webinar - FTA Section 5307	9/22/21	MnDOT OTAT	12	11	92%	3
Vehicle Replacement Solicitation Assistance Webinar - FTA Section 5311	9/22/21	MnDOT OTAT	35	31	89%	10
Public Transit Procurement Discussions Quarterly Meeting	10/13/21	Jean Meyer, OTAT	54	39	72%	19
Entry Level Driver Training Requirements	2/2/22	RTAP	64	61	95%	52
Public Transit Procurement Discussions Quarterly Meeting	2/16/22	Jean Meyer, OTAT	44	40	91%	9
Transit Fundamentals Recording	5/3/22– 5/5/22	Carol Wright, Easterseals	n/a	n/a	n/a	44
Spring Workshop Livestream	4/20/22	RTAP / OTAT	37	23	62%	7
Spring Workshop Livestream	4/21/22	RTAP / OTAT	37	27	73%	11
Public Transit Procurement Discussions Quarterly Meeting	4/27/22	Jean Meyer, OTAT	47	39	83%	19
Minnesota's Changing	7/19/22	Megan Dayton	67	52	78%	30

Demographics						
Public Transit Procurement Discussions Quarterly Meeting	7/20/22	Jean Meyer, OTAT	46	37	80%	2
		TOTAL	463	370	79% Avg	213

Entry Level Driver Training (ELDT) Working Group

14 **34**

Meetings

Requests for Materials

The ELDT Working Group met over a series of 14 meetings and counting to develop course materials and determine the strategy for meeting the needs of Minnesota transit agencies. Minnesota has been recognized nationally as an example and resource for other states: National RTAP is sharing Minnesota’s resources with other states as an example of a state working well together to support public transit through the new requirements. RTAP has received requests for test answer keys from organizations located across the country, including AR, CA, GA, MA, MN, ND, NJ, OR, WI, and Washington D.C.

Title	Date	Invited	Attended
ELDT Working Group	10/29/21	10	9
ELDT Working Group	11/5/21	22	13
ELDT Working Group	11/12/21	8	6
ELDT Working Group	11/19/21	12	11
ELDT Working Group	12/3/21	14	11
ELDT Working Group	12/10/21	16	11
ELDT Working Group	12/17.21	16	12
ELDT Working Group	1/7/22	17	13
ELDT Working Group	1/14/22	19	15
ELDT Working Group	1/21/22	19	11
ELDT Working Group	1/28/22	19	12
ELDT Working Group	2/4/22	19	12

ELDT Working Group Quarterly Meeting	5/6/22	20	16
ELDT Working Group Quarterly Meeting	8/5/22	23	9

In-person Training

189

8

177

Registered

Events

Individuals Trained

Course	Date	Venue	Trainer	Number Registered	Number Attended
Dispatching & Scheduling Training	12/21/21	St. Cloud Metro Bus	Melinda Estey & Berta Hartig	Canceled due to low registration	n/a
Dispatching & Scheduling Training	12/22/21	St. Cloud Metro Bus	Melinda Estey & Berta Hartig	13	12
Dispatching & Scheduling Training	3/22/22	Semcac/Rolling Hills Transit	Joanne Brackey & Berta Hartig	10	10
Dispatching & Scheduling Training	3/23/22	Semcac/Rolling Hills Transit	Joanne Brackey & Berta Hartig	10	10
Dispatching & Scheduling Training	7/26/22	Arrowhead Economic Opportunity Agency/ Arrowhead Transit	Joanne Brackey & Berta Hartig	Canceled due to low registration	n/a
Dispatching & Scheduling Training	7/27/22	Arrowhead Economic Opportunity Agency/ Arrowhead Transit	Joanne Brackey & Berta Hartig	9	9
Spring Workshop	4/20-4/21/22	St. Cloud Holiday Inn	RTAP/OTAT	90	81
Transit Fundamentals	5/3-5/5/22	St. Cloud Holiday Inn	Easterseals	41	42
First Aid/CPR/AED	1/13/22	White Earth Public Transit	Melanie Mornard	8	7
First Aid/CPR/AED	1/14/22	White Earth Public Transit	Melanie Mornard	8	6
			TOTAL	189	177

Engagement by Agency

60

Agencies Engaged

* = Intercity Bus Provider ** = No longer a 5310 program *** = Applied through their RTCC program

Agency	Webinars	Online Training	In-Person Training	Scholarships
5310s				
Achieve Services, Inc.	x			
Adult Day Services				
Anoka County	x			x
Arrowhead Regional Development Commission	x			x
Blue Earth Blue Sky (dba Land to Air)*				
ConnectAbility	x			x
Cottonwood County Developmental Achievement Center**	x			
Dakota County				x
DARTS	x	x		x

East Central Regional Development Commission	x			x
East Polk County DAC				
Eastside Neighborhood Services	x			
Employment Enterprises, Inc.				
Epic Enterprise, Inc.				
Falls Diverse Abilities Corporation (DAC)				
Functional Industries		x		
Headwaters Regional Development Commission**	x			
Hubbard County DAC				
Jefferson Lines*			x	
LifeWorks				
Mayo Clinic Health System				
Mid-Minnesota Development Commission	x			x
MSS				
Newtrax*				
Norman County DAC				
Northwest Regional Development Commission	x			x

Norwood Young America EDA				
Options Inc.				
Polk County DAC, Inc.				
ProAct, Inc.				
Region Five Development Commission				x
Rise, Inc.	x			
Rock County Opportunities, Inc.				
SmartLink Scott/Carver County	x	x		x
STEP, Inc.				
Swift County DAC				
TSE, Inc.		x		
Udac**	x			
WACOSA				
Wadena County DAC	x			
Washington County Community Services				x
West Central Minnesota Communities Action**				x
Winona DAC				
Winona ORC				

5311s/5307s				
Arrowhead Transit	x	x	x	x
Becker County Transit	x	x		
Brainerd and Crow Wing Public Transit	x		x	
Brown County Heartland Express	x	x	x	
Central Community Transit	x	x	x	
Community Transit (UCAP)	x	x	x	x***
Duluth Transit Authority	x		x	
East Grand Forks Transit	x		x	
Fosston Transit			x	
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	x	
Minnesota River Valley Transit	x		x	
Moorhead Area Transit	x		x	
Morris Transit	x	x	x	x
Paul Bunyan Transit	x	x	x	

Prairie Five RIDES	x	x	x	x***
Prairie Lakes Transit	x		x	
Prairieland Transit		x		
Rainbow Rider Transit	x	x	x	
Rochester Public Transit	x			
Rolling Hills Transit/Semcac	x	x	x	
SMART Transit/Cedar Valley Services	x		x	
St. Cloud Metro Bus	x		x	
Three Rivers Community Action / Hiawathaland Transit	x	x	x	
Timber Trails Public Transit			x	
Trailblazer Transit	x		x	
Transit Alternatives / Productive Alternatives	x		x	
Transit Connection / Tri-CAP	x	x	x	
Tri-Valley Heartland Express	x	x	x	
TRUE Transit	x		x	
Wadena County Friendly Rider Transit	x	x	x	
Watonwan Take Me There	x		x	
Winona Transit Service (Also known as Transport 3)	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				x
Red Lake Nation / Red Lake Nation Transit				
White Earth Nation / White Earth Department of Transportation	x	x	x	
Bois Forte Band of Chippewa / Big Woods Transit	x	x	x	x

Certification Assistance

6

Certifications

Minnesota RTAP provides online certification assistance through CTAA. This assistance includes supervisor, safety officer, and trainer certifications at no cost to transit agencies.

Certified Safety and Security Officer (CSSO)

- Peter Schepers — Hiawathaland Transit
- James Johnson — White Earth Public Transit
- Mark Horlocker — Duluth Transit Authority (to be taken in October)

Passenger Assistance Safety and Sensitivity (PASS) Train the Trainer Recertification

- Tom Partington
- Joanne Brackey

Certified Community Transit Supervisor (CCTS)

- Kenneth Bakken — White Earth Public Transit

Email Newsletters

In the past year, RTAP distributed 9 Monthly newsletters and 52 Weekly Webinar Digest newsletters.

The monthly newsletter notifies agencies of upcoming training and other RTAP announcements. The monthly newsletter was not sent in September and April, and November, because the information was covered in the weekly email, or another email was sent in lieu of a newsletter. The Weekly Webinar Digest shares webinars from RTAP, FTA, NTI, TRB, the Eno Center for Transportation, as well as a digest of FTA announcements to keep the transit community informed of key federal news.

Monthly Newsletter

- Number of Monthly Newsletters sent: 10
- Average Distribution: 694
- Average Open Rate: 28%
- Average Click Rate: 5%

Newsletter	# of Recipients	Open Rate	Click Rate
October 2021	738	27%	5%
November/December 2021	730	28%	4%
January 2022	719	27%	7%
February 2022	700	31%	10%
February 2022 - Correction	697	27%	6%
March 2022	683	26%	3%
May 2022	679	31%	5%
June 2022	671	30%	5%
July 2022	665	25%	3%
August 2022	659	29%	4%

Weekly Webinar Digest

- Number of Weekly Newsletters Sent: 52
- Average Distribution: 254
- Average Open Rate: 29%
- Average Click Rate: 4%

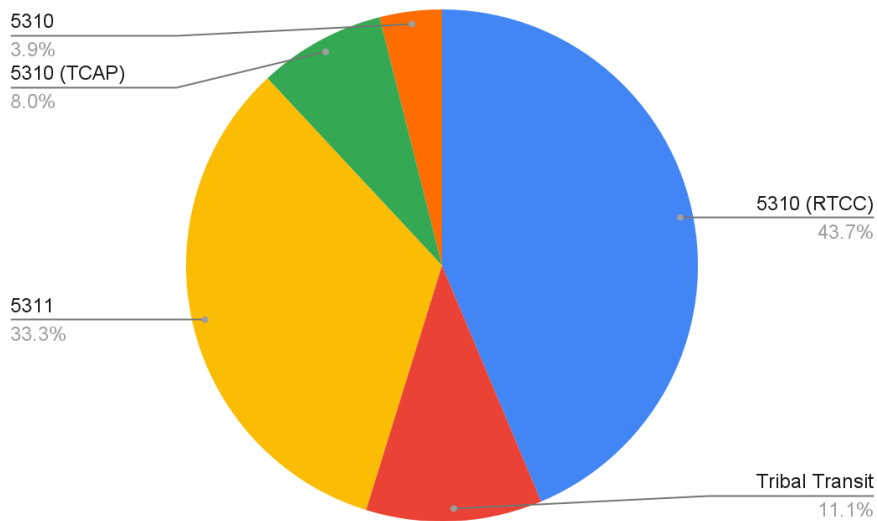
Date	# Recipients	Open Rate	Click Rate		Date	# Recipients	Open Rate	Click Rate
8/30-9/6/21	270	25%	6%		3/7-3/11/22	254	31%	3%
9/7-9/13/21	270	27%	6%		3/14-3/18/22	254	31%	6%
9/13-9/20/21	270	25%	4%		3/21-3/25/22	252	32%	5%
9/20-9/27/21	268	27%	7%		3/28-4/1/22	251	29%	4%
9/27-10/4/21	268	26%	6%		4/4-4/8/22	250	30%	3%
10/4-10/11/21	268	27%	2%		4/11-4/15/22	249	32%	3%
10/11-10/17/21	269	30%	7%		4/18-4/22/22	249	31%	6%
10/18-10/24/21	268	28%	4%		4/25-4/29/22	249	31%	4%
10/25-10/31/21	268	31%	4%		5/2-5/6/22	247	29%	3%
11/1-11/5/21	267	30%	6%		5/9-5/13/22	247	30%	3%
11/8-11/12/21	265	25%	4%		5/16-20/22	247	26%	3%
11/15-11/19/21	265	29%	5%		5/23-27/22	247	34%	7%
11/22-11/26/21	266	25%	4%		5/30-6/3/22	244	27%	1%
11/29-12/3/21	266	27%	4%		6/6-6/10/22	242	30%	2%
12/6-12/10/21	266	29%	2%		6/13-6/17/22	241	32%	2%
12/13-12/17/21	265	31%	3%		6/20-6/24/22	241	33%	2%
12/20-12/24/21	264	29%	1%		6/27-6/7/1/22	242	29%	3%
1/3-1/7/22	264	32%	3%		7/5-7/8/22	239	30%	3%
1/10-1/14/22	264	35%	6%		7/11-7/15/22	239	28%	3%
1/17-1/21/22	264	33%	9%		7/18-7/22/22	238	24%	3%
1/24-1/28/22	264	33%	5%		7/25-7/29/22	238	26%	3%
1/31-2/4/22	261	30%	5%		8/1-8/5/22	238	26%	2%
2/7-2/11/22	260	27%	3%		8/8-8/12/22	238	29%	2%
2/14-2/18/22	255	33%	6%		8/15-8/19/22	236	26%	2%
2/21-2/25/22	255	29%	4%		8/22-8/26/22	235	34%	2%
2/28-3/4/22	254	28%	2%		8/29-9/2/22	236	27%	3%

Scholarship Report

\$15,000+

In Scholarships Awarded

Minnesota RTAP worked with the advisory committee to refine the scholarship guidelines and eligibility requirements this year. The full guidelines [may be found here](#). RTAP funds scholarships for FTA-funded 5310 and 5311 agencies and Tribal Transit providers. Systems receiving FTA Section 5311 funding are encouraged to use operating dollars whenever possible prior to requesting a scholarship. Per person per year maximums were implemented, including an in-state event maximum of \$1,000 and an out-of-state event maximum of \$2,500. From September 1, 2021 to August 31, 2022, RTAP funded \$15,072 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
Matt Kallroos	Region Five Development Commission	MPTA Conference (2021)	5310 (RTCC)	\$676.00	\$676.00	
Bryan McCoy	Leech Lake Band of Ojibwe	MPTA Conference (2021)	Tribal Transit	\$957.49	\$920.97	
Lynnell Simonson Popowski	Northwest Regional Development Commission	MPTA Conference (2021)	5310 (RTCC)	\$225.00	\$225.00	
Beverly Sidlo-Tolliver	Arrowhead Regional Development Commission	ADA Complementary Paratransit Emergency Preparedness	5310 (RTCC)	\$25.00	n/a	Canceled
Tracy Borgschatz	Three Rivers Community Action, Inc. / Hiawathaland Transit	Transportation and the ADA course	5311	\$150.00	n/a	Canceled
Beverly Sidlo-Tolliver	Arrowhead Regional Development Commission	2022 National Shared Mobility Summit	5310 (RTCC)	\$569.00	\$604.00	
Tammy Buttweiler	ConnectAbility of MN	CTAA 2022 Expo	5310 (RTCC)	\$1,254.63	n/a	Canceled
Robyn Bernardy	Dakota County	APTA Mobility Conference	5310 (TCAP)	\$690.20	\$773.48	
Tammy Buttweiler	ConnectAbility of MN	2022 National Shared Mobility Summit	5310 (RTCC)	\$569.00	\$569.00	
Colette Hanson	Arrowhead Transit	MPTA Conference (2022)	5311	\$300.00	n/a	
Brandon Nurmi	Arrowhead Transit	MPTA Conference (2022)	5311	\$300.00	n/a	
Michelle Potter	Arrowhead Transit	MPTA Conference (2022)	5311	\$300.00	n/a	

Name	Agency	Scholarship for	Type	Amount Requested	Amount Reimbursed	Reimbursement Explanation
Sandra Wheelecor	Arrowhead Transit	MPTA Conference (2022)	5311	\$300.00	n/a	
Julia Dupla	Arrowhead Transit	MPTA Conference (2022)	5311	\$300.00	n/a	
Joe Gentile	Arrowhead Transit	MPTA Conference (2022)	5311	\$275.00	n/a	
Tony Potter	Arrowhead Transit	MPTA Conference (2022)	5311	\$300.00	n/a	
Tammy Buttweiler	ConnectAbility of MN	NADTC Coordination Coalition Project	5310 (RTCC)	\$440.00	n/a	
Beth Heinrich	City of Morris Transit	MPTA Conference (2022)	5311	\$637.84	n/a	
Melissa Hansen	DARTS	MPTA Conference (2021)	5310	n/a	\$887.37	
Mark Schermerhorn	Anoka County Transit	MPTA Conference (2021)	5310 (TCAP)	n/a	\$782.15	
Terry Smith	Mid-Minnesota Development Commission	MPTA Conference (2021)	5310 (RTCC)	n/a	\$962.69	
Alan Herrmann	Scott and Carver County SmartLink Transit	MPTA Conference (2021)	5310 (TCAP)	n/a	\$771.34	
Shelly Pflaum	United Community Action Partnership	MPTA Conference (2021)	5310 (RTCC)	n/a	\$75.00	
Beverly Sidlo-Tolliver	Arrowhead Regional Development Commission	MPTA Conference (2021)	5310 (RTCC)	n/a	\$295.00	
Karen Onan	East Central Regional Development Commission	MPTA Conference (2021)	5310 (RTCC)	n/a	\$856.93	
Emily Castaneda	Prairie Five CAC, Inc./Region 6W RTCC	MPTA Conference (2021)	5310 (RTCC)	n/a	\$275.00	
Tammy Buttweiler	ConnectAbility of MN	CTAA 2022 Expo	5310 (RTCC)	n/a	\$1,034.20	

Name	Agency	Scholarship for	Type	Amount Requested	Amount Reimbursed	Reimbursement Explanation
Toni Wakemup	Bois Forte Band of Chippewa / Big Woods Transit	CTAA 2021 Expo	Tribal Transit	n/a	\$1,587.30	
Jennie Rowland	Bois Forte Band of Chippewa / Big Woods Transit	CTAA 2021 Expo	Tribal Transit	n/a	\$1,274.30	
Sheila Holbrooke-White	Washington County Community Services	CTAA 2021 Expo	5310 (TCAP)	n/a	\$1,502.27	
Alissa Smith	West Central Minnesota Communities Action	Easterseals Travel Trainer Certification	5310 (RTCC)	n/a	1,000	

Website Analytics

24k 2,605

Pageviews

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.

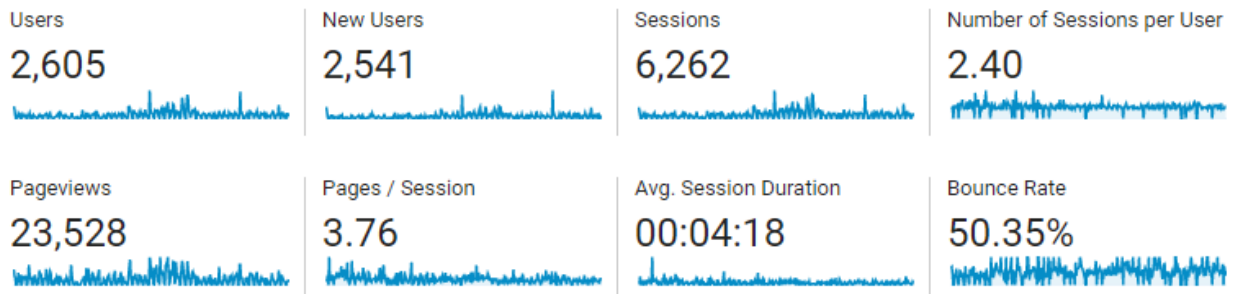
Pageviews: The total number of pages viewed. If a user revisits this page, each visit is counted as a pageview.

Sessions: A session is the period of 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)

Comparing 2022 to 2021

- 46.76% increase in overall users
- 51.16% increase in new users
- 19.10% increase in pageviews
- 52.29% increases in sessions

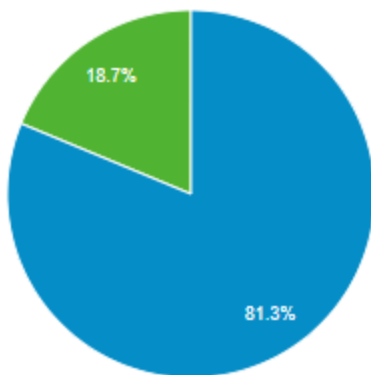


Top 10 Pages Viewed

Page	Pageviews	Unique Pageviews	Avg. Time on Page
1. www.mnrtap.us/	4,233	2,271	00:00:50
2. /login/ Administrative landing page	3,296	1,551	00:00:47
3. /eldt-training/	1,634	934	00:03:55
4. /resources/	1,434	955	00:06:16
5. /event-listing/2022-spring-workshop/	925	732	00:03:04
6. /training-catalog/	916	424	00:01:02
7. /calendar-of-events/	861	574	00:01:29
8. /li/dashboard/	799	291	00:00:59
9. /complete-registration/	628	367	00:01:02
10. /li/scholarship-status/	530	113	00:01:38

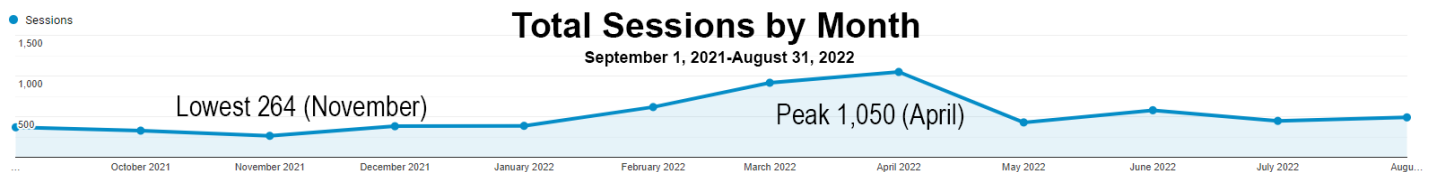
Sep 1, 2021 - Aug 31, 2022

■ New Visitor ■ Returning Visitor



Top 10 Landing Pages

Page	Sessions	% New Sessions	New Users	Bounce Rate	Pages/Session	Avg Session
1. www.mnrtap.us/	1,393	41.78%	582	30.01	5.29	00:04:49
2. /login/ Administrative landing page	801	35.83%	287	29.71	6.49	00:06:22
3. /resources/	754	.66%	5	65.52	2.21	00:05:32
4. /eldt-training/	702	57.12%	401	59.83	2.04	00:03:49
5. /event-listing/2022-spring-workshop/	629	45.15%	284	71.86	2.16	00:02:17
6. /event-listing/transit-fundamentals/	173	44.51%	77	69.36	2.17	00:02:02
7. /master-list-of-all-upcoming-webinars	121	51.24%	62	65.29	2.87	00:04:32
8. /eldt-needs-assessment	102	62.75%	64	58.82	1.62	00:01:36
9. /webinars	98	43.88%	43	50.00	3.61	00:03:47
10. /calendar-of-events	75	44.00%	33	49.33	4.77	00:05:52



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 this year to the ELDT Working Group, who created a nationally-recognized set of resources and tools for the new requirements.

RTAP Advisory Committee

Cathleen Amick
LuAnn Bleiler (now retired)
Paul Coyour
Ryan I. Daniel and Scott Stark
Margaret Donahoe
Melinda Estey
Alan Herrman
Matt Kallroos
Pat LaCourse
Jeremy Monahan
Mark Nelson
Ted Nelson
Jennie Rowland
Beverly Sidlo-Tolliver

RTAP Trainers

LuAnn Bleiler (now retired)
Joanne Brackey

Peter Brown
Melissa Hansen
Melanie Mornard

Minnesota RTAP Team

Debra R. Brisk
Melinda Estey
Rae Farley
Berta Hartig
Mariah Kathan

Partners

AECOM
Cazarin Interactive
CTAA
Easterseals Project Action
Minnesota Safety Council
RLS & Associates

To Learn More about RTAP

Visit our website: mnrtap.us

Contact us at: support@mnrtap.net