



ANNUAL REPORT

SEPTEMBER 1, 2022–AUGUST 31, 2023

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Year in Review

This year RTAP made a major effort to encourage peer to peer collaboration with the introduction of the monthly peer roundtable series. One of the outcomes of this group was a multi-agency collaboration to create a series of detailed resources around Incident/Accident response best practices, presented at the Spring Workshop. Other highlights from the year include:

- 20 agencies trained their drivers online, with over 225 course registrations.
- 4 intensive dispatching & scheduling trainings around the state.
- In-person train-the-trainer courses for both Recognizing & Reporting Abuse and Defensive Driving
- 25% increase in the number of drivers and other staff completing online courses over last year.
- 73% increase in scholarship funds awarded.
- All FTA section 5311 funded transit agencies participated in RTAP training in one form or another.

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

Online Training Summary

225+ 20

Courses Completed

Agencies Trained

Minnesota RTAP trained drivers and managers at 20 agencies, with a 25% increase in the number of courses taken over last year.

Course	Total Registered	Total Completed	Percent Complete	Trainer
Passenger Assistance Safety and Sensitivity (PASS) — Online Component	44	40	91%	Mornard & Associates
Driver Refresher	62	58	94%	Mornard & Associates
Defensive Driving	56	41	73%	Minnesota Safety Council
Low Visibility & Driving	9	6	67%	Minnesota Safety Council
Safe Winter Driving	13	9	69%	Minnesota Safety Council
Backing Safely	27	10	37%	Minnesota Safety Council
Recognizing & Reporting Abuse (formerly known as Maltreatment Awareness)	43	40	93%	Mornard & Associates
Bloodborne Pathogens	21	16	76%	Mornard & Associates
Conflict Management and De-escalation for Transit Drivers and Supervisors	8	4	50%	CTAA
Recruiting, Building and Retaining a Sustainable Driver Workforce	3	1	33%	CTAA
Front Line Supervisor	2	1	50%	CTAA
Understanding Passengers Who Have Experienced Trauma	6	3	50%	CTAA
	TOTAL 294	TOTAL 229	WEIGHTED AVERAGE 78%	

Webinars & Peer Roundtable Engagement

7

23

38

Roundtables

Average Roundtable Attendance

Agencies Participating

RTAP began hosting peer roundtables this year. The roundtable topics are chosen by the transit agencies to respond to the most pressing topics facing rural transit in Minnesota. Working groups provided in-depth specific training and collaboration around ELDT and procurement.

Title	Date	Attendees	Attendees from Transit Agencies	YouTube Views
ELDT Working Group Quarterly Meeting	11/4/2022	13	10	Not recorded
Peer Roundtable: Driver Shortage	11/9/2022	23	16	2
Peer Roundtable: Solutions to Vehicle Storage	12/14/2022	25	16	2
Peer Roundtable: Procurement	1/11/2023	31	22	13
Peer Roundtable: Employee Motivation	2/8/2023	20	15	2
Peer Roundtable: Marketing	3/8/2023	22	18	1
Peer Roundtable: Staff Discipline	4/12/2023	17	15	3
Public Transit Procurement Discussions Quarterly Meeting with Jean Meyer	4/19/2023	29	24	Not recorded
Peer Roundtable: Accident/Incident Response	5/10/2023	21	17	5
	AVERAGE	22	17	

In-person Training

149

7

37

Registered

Events

Agencies Participating

Course	Date	Venue	Trainer	Number Registered	Number Attended
Dispatching & Scheduling Training for Rural Transit Systems	12/6/2022	St. Cloud Metro Bus	Berta Hartig & Joanne Brackey	10	8
Dispatching & Scheduling Training for Rural Transit Systems	12/7/2022	St. Cloud Metro Bus	Berta Hartig & Joanne Brackey	5	1*
Recognizing & Reporting Abuse Train the Trainer	2/15/2023	MnDOT St. Cloud Training Center	Joe Seitz, The LPI Group	19	13
Defensive Driving Train the Trainer	4/18/2023	MnDOT St. Cloud Training Center	Minnesota Safety Council	15	14
Spring Workshop	5/1/2023–5/2/2023	Kelly Inn, St. Cloud	n/a	89	86
Dispatching & Scheduling Training for Rural Transit Systems	8/1/2023	Prairie Five RIDES, Montevideo	Berta Hartig & Joanne Brackey	7	7
Dispatching & Scheduling Training for Rural Transit Systems	8/2/2023	Prairie Five RIDES, Montevideo	Berta Hartig & Joanne Brackey	4	4
TOTAL				149	132

*The dispatch class on 12/7/2022 had one student because 3 of the registrants got in a car accident en route to the training and one canceled on the day of the training.

Engagement by Agency

57

All

Agencies Engaged

5311 Agencies Engaged

Agency	Webinars & Roundtables	Online Training	In-Person Training	Scholarships
5311s				
Arrowhead Transit	X		X	X
Becker County Transit	X			
Brown County Heartland and Hermann Express	X	X	X	
Cedar Valley Services/SMART	X		X	X
Central Community Transit	X	X	X	
City of Brainerd	X			
City of Fosston			X	
City of Hibbing			X	
City of Morris	X	X	X	X
City of Winona	X			

Agency	Webinars & Roundtables	Online Training	In-Person Training	Scholarships
Faribault-Martin County Transit Board/Prairie Lakes Transit	X		X	
Hubbard County Heartland Express			X	
Kanabec County/Timber Trails Public Transit	X		X	
Minnesota River Valley Transit		X		
Paul Bunyan Transit	X	X	X	X
Prairie Five RIDES	X		X	
Productive Alternatives/Transit Alternatives	X		X	
Rainbow Rider Transit	X	X	X	
Rolling Hills Transit/Semcac	X	X	X	X
Southwestern Minnesota Opportunity Council, Inc. / Prairieland Transit		X	X	
Three Rivers Community Action / Hiawathaland Transit	X	X	X	
Trailblazer Transit	X		X	
Tri-CAP	X		X	X
Tri-Valley Heartland Express	X		X	
TRUE Transit/Vine Faith in Action	X		X	X

Agency	Webinars & Roundtables	Online Training	In-Person Training	Scholarships
United Community Action Program (UCAP)	X	X	X	X
Wadena County Friendly Rider Transit	X	X	X	
Watonwan County/Take Me There Transit	X		X	
Intercity Bus (5311(F))				
Jefferson Lines			X	
Greyhound				
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 Public Transit				X
Bois Forte Band of Chippewa / Big Woods Transit	X	X		
5307s				
Duluth Transit Authority	X		X	

Agency	Webinars & Roundtables	Online Training	In-Person Training	Scholarships
East Grand Forks Transit	X		X	
La Crescent Apple Express / Municipal Transit (MTU) La Crosse*	X			
Mankato Transit	X	X	X	
Moorhead Area Transit	X		X	
Rochester Public Transit			X	
St. Cloud Metro Bus	X		X	
RTCCs				
Arrowhead Regional Development Commission	X			X
ConnectAbility of MN				X
East Central Regional Development Commission				
Headwaters Regional Development Commission				
Mid-Minnesota Development Commission			X	X
Northwest Regional Development Commission				X

Agency	Webinars	Online Training	In-Person Training	Scholarships
Region Five Development Commission				
Southwest (United Community Action Program)				
TCAPs				
Anoka County				X
Dakota County				
Hennepin County				
Ramsey County (Newtrax)	X		X	
Scott and Carver County Smartlink	X	X		
Washington County				X
5310s				
Ability Building Center-Rochester				
Adult Services, Inc.				
Bigfork Valley (Northern Itasca Hospital)		X		
Cassia				
Cedar Valley Services				

Agency	Webinars	Online Training	In-Person Training	Scholarships
DARTS	X	X		X
East Polk County DAC				
East Side Neighborhood Services				
Employment Enterprises, Inc.		X		
Epic Enterprise, Inc.				
Falls Diverse Abilities Corporation				
Functional Industries, Inc.		X	X	
Hubbard County DAC				
Lifeworks Services, Inc.				
Midwest Special Services, Inc.				
Newtrax, Inc.	X		X	
Norman County Developmental Activities Center				
Options, Inc.				
Polk County DAC				
ProAct, Inc.				
Rise, Inc.	X	X		

Agency	Webinars	Online Training	In-Person Training	Scholarships
Rock County Opportunities, Inc.				
STEP, Inc.				
Swift County Developmental Achievement Center	X			
Stevens County Developmental Achievement Center	X			
TSE, Inc.		X		X
Vista Prairie at Garnette Gardens				
WACOSA				
Wadena County DAC, Inc.				
Walker Adult Day Services				
Winona County Developmental Achievement Center, Inc.				
Winona ORC Industries, Inc.				

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.

Vehicle Maintenance Management & Compliance

- Jeremy Gochnauer, Rolling Hills Transit

Passenger Assistance Safety and Sensitivity (PASS) Train the Trainer

- Jaclyn Wright, Arrowhead Transit
- Dustin Kleinenberg, Paul Bunyan Transit
- Julie Zietlow, TSE, Inc.
- Amanda Rehnelt, UCAP*

Certified Community Transit Supervisor (CCTS)

- Kenneth Bakken, White Earth Public Transit

*RTAP provided a referral to training resources, but the agency paid for the training out of their operating budget.

Email Newsletters

32%

5%

366

Open Rate

Click Rate

Mailing List Size at Year End

Monthly Email Newsletter and Special Announcements

Name	# of Recipients	Open Rate	Click Rate
September 2022 Newsletter	654	31.0%	5.1%
October 2022 Newsletter	645	28.2%	2.0%
October 2022 Newsletter — Corrected	644	26.8%	3.6%
December 2022 Newsletter	640	31.1%	5.2%
Peer Roundtable Topic Announcement	636	32.5%	2.4%
January 2023 Newsletter	633	28.7%	4.9%
Train the Trainer Course Announcement: Recognizing & Reporting Abuse	637	28.5%	2.2%
February 2023 Newsletter	632	25.8%	4.0%
March 2023 Newsletter	464	30.6%	7.9%
Train the Trainer Course Announcement: Defensive Driving	43	41.9%	9.3%
April/May 2023 Newsletter	376	37.7%	12.3%
June 2023 Newsletter	371	33.1%	5.2%
July 2023 Newsletter	369	37.4%	8.6%
August 2023 Newsletter	366	32.2%	6.2%
AVERAGE	508.1	31.8%	5.6%

Weekly Webinar Digest

Date	# Recipients	Open Rate	Click Rate		Date	# Recipients	Open Rate	Click Rate
9/6-9/9/22	235	31.5%	2.1%		2/27-3/3/23	225	30.2%	4.5%
9/12-9/16/2022	236	36.0%	2.5%		3/6-3/10/23	224	32.3%	4.9%
9/19-9/23/22	236	29.2%	2.5%		3/13-3/17/23	196	28.1%	4.1%
9/26-9/30/22	234	33.6%	1.7%		3/20-3/24/23	196	31.8%	3.1%
10/3-10/7/22	232	30.3%	1.3%		3/27-3/31/23	196	34.2%	6.1%
10/10-10/14/22	232	32.0%	3.0%		4/3-4/7/23	196	29.6%	7.1%
10/17-10/21/22	231	33.5%	7.4%		4/17-4/20/23	189	30.2%	4.8%
10/24-10/28/22	231	31.4%	3.9%		4/24-4/28/23	188	32.4%	5.9%
10/31-11/4/22	229	31.4%	3.1%		5/1-5/5/23	190	32.6%	2.6%
11/7-11/11/22	230	33.9%	5.7%		5/8-5/12/23	190	30.0%	4.7%
11/14-11/18/22	229	30.3%	2.6%		5/15-5/19/23	189	36.5%	4.8%
11/21-11/25/22	229	28.1%	3.9%		5/22-5/26/23	189	35.4%	2.6%
11/28-12/2/22	227	32.6%	3.5%		5/30-6/2/23	189	28.0%	4.2%
12/5-12/9/22	228	32.9%	3.9%		6/5-6/9/23	189	30.7%	1.6%
12/12-12/16/22	228	26.8%	3.1%		6/26-6/30/23	189	33.5%	4.3%
12/19-12/23/22	228	30.3%	2.6%		7/3-7/7/23	188	29.9%	3.7%
1/2-1/7/23	228	24.6%	1.8%		7/17-7/21/23	188	34.0%	4.3%
1/9-1/13/23	228	30.8%	4.4%		7/24-7/28/23	189	28.2%	3.2%
1/16-1/20/23	228	28.1%	3.1%		7/31-8/4/23	190	23.8%	1.6%
1/23-1/27/23	227	28.3%	6.2%		8/7-8/11/23	190	31.7%	4.2%
1/30-2/3/23	227	29.8%	2.7%		8/14-8/18/23	189	31.9%	6.4%
2/6-2/10/23	225	36.2%	4.9%		8/21-8/25/23	189	28.0%	2.7%
2/13-2/17/23	225	27.7%	3.1%		8/28-9/1/23	188	58.6%	45.2%
2/20-2/24/23	225	27.0%	3.6%		AVERAGE	212.1	31.4%	4.7%

Scholarship Report

\$26k+

\$8.9k+

17

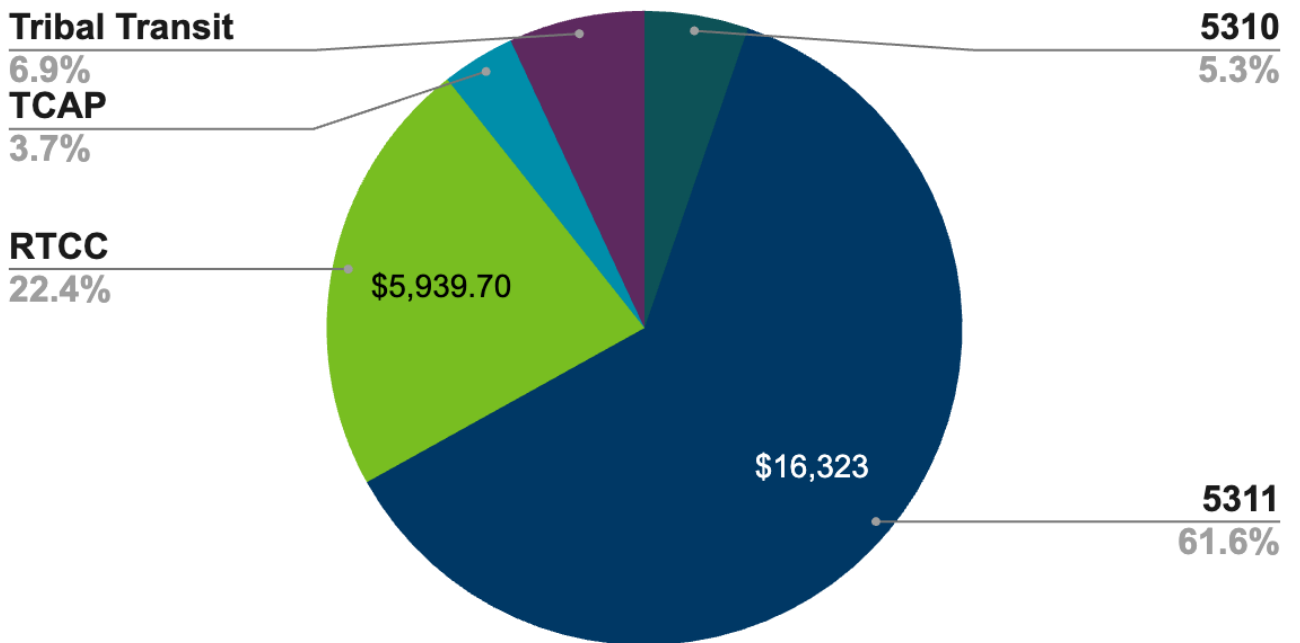
In Scholarships Reimbursed

In Fall Conference Scholarships

Agencies Receiving Funds

RTAP funds scholarships for FTA-funded 5310 and 5311 agencies, Regional Transportation Coordinating Councils (RTCCs), Transit Coordination Assistance Project (TCAP) agencies, and Tribal Transit providers. Agencies receiving FTA Section 5311 funds are encouraged to use operating dollars whenever possible prior to requesting scholarship funding. This report includes scholarships that were approved and reimbursed.

Scholarships by Agency Type (By Share of Dollars, Not Number of Scholarships)



Name	Agency	Scholarship for	Type	Amount Requested	Amount Reimbursed
Julie Zietlow	TSE, Inc.	PASS Train the Trainer Certification	5310	\$750	\$750
Terry Smith	Mid-Minnesota Development Commission	2023 National Shared Mobility Summit	RTCC	\$1,556.80	\$1,142.30
Holly Becker	Semcac / Rolling Hills Transit	2023 MPTA Bus Roadeo	5311	\$175	\$175
Doug Brick	Semcac / Rolling Hills Transit	2023 MPTA Bus Roadeo	5311	\$175	\$175
Melinda Fields	Semcac / Rolling Hills Transit	2023 MPTA Bus Roadeo	5311	\$175	\$175
Jeremy Gochnauer	Semcac / Rolling Hills Transit	2023 MPTA Bus Roadeo	5311	\$175	\$175
Lynnell Simonson Popowski	Northwest Regional Development Commission	2023 CTAA Conference	RTCC	\$2,780	\$1,857.40
Beth Heinrich	Morris Transit	2023 Spring Workshop	5311	\$308.12	\$307.99
Julio Zavala Lopez	SMART	National Roadeo and 2023 CTAA Conference	5311	\$2,497	\$2,500
Joanne Brackey	SMART	National Roadeo and 2023 CTAA Conference	5311	\$2,497	\$2,497.72
Todd Brackey	SMART	National Roadeo and 2023 CTAA Conference	5311	\$2,357.82	\$2,305.02
Beverly Sidlo-Tolliver	Arrowhead Regional Development Commission	2023 CTAA Conference	RTCC	\$2,427.91	\$2,500
Jeremy Gochnauer	Semcac / Rolling Hills Transit	Vehicle Maintenance Management & Compliance Certification (CTAA)	5311	\$750	\$750
Melinda Fields	Semcac / Rolling Hills Transit	Leading With Emotional Intelligence Virtual Class (CTAA)	5311	\$600	\$600
Dustin Kleinenberg	Paul Bunyan Transit	PASS Train the Trainer Certification	5311	\$600	\$600
Jaclyn Wright	Arrowhead Transit	PASS Train the Trainer Certification	5311	\$600	\$600
Ron Decker	VINE Faith in Action / TRUE Transit	2022 MN Public Transit Conference	5311	\$853.84	\$809.53

Name	Agency	Scholarship for	Type	Amount Requested	Amount Reimbursed
Rod Dusek	Tri-CAP	2022 MN Public Transit Conference	5311	\$213.72	\$216
Tom Steiger	Semcac / Rolling Hills Transit	2022 MN Public Transit Conference	5311	\$300	\$300
Annette Punt	UCAP	2022 MN Public Transit Conference	5311	\$300	\$300
Michelle Miranowski	UCAP	2022 MN Public Transit Conference	5311	\$300	\$300
Kenneth Bakken	White Earth Public Transit	2022 MN Public Transit Conference	Tribal Transit	\$545.52	\$545.52
Mark Schermerhorn	Anoka County	2022 MN Public Transit Conference	TCAP	\$675.72	\$682.62
Melissa Hansen	DARTS	2022 MN Public Transit Conference	5310	\$914.96	\$649.52
Barbara Bursack	Washington County	2022 MN Public Transit Conference	TCAP	\$292.96	\$305.63
Dean Templin	White Earth Public Transit	2022 MN Public Transit Conference	Tribal Transit	\$613	\$545.52
James Johnson	White Earth Public Transit	2022 MN Public Transit Conference	Tribal Transit	\$804.24	\$743.02
Beth Heinrich	Morris Transit	2022 MN Public Transit Conference	5311	\$637.84	\$661.65
Julia Dupla	Arrowhead Transit	2022 MN Public Transit Conference	5311	\$300	\$300
Joe Gentile	Arrowhead Transit	2022 MN Public Transit Conference	5311	\$275	\$275
Tony Potter	Arrowhead Transit	2022 MN Public Transit Conference	5311	\$300	\$300
Brandon Nurmi	Arrowhead Transit	2022 MN Public Transit Conference	5311	\$300	\$300
Colette Hanson	Arrowhead Transit	2022 MN Public Transit Conference	5311	\$300	\$300
Michelle Potter	Arrowhead Transit	2022 MN Public Transit Conference	5311	\$300	\$300
Sandra Wheelecor	Arrowhead Transit	2022 MN Public Transit Conference	5311	\$300	\$300

Name	Agency	Scholarship for	Type	Amount Requested	Amount Reimbursed
Lori Schultz	Tri-CAP	2022 MN Public Transit Conference	5311	\$100	\$200
Adam Roen	Arrowhead Transit	2022 MN Public Transit Conference	5311	\$300	\$300
Nick Leske	UCAP	2022 MN Public Transit Conference	5311	\$300	\$300
Tammy Buttweiler	ConnectAbility of MN	Connect Central MN RTCC Coalition Workshop Hosted by NADTC (scholarship for room rental fee)	RTCC	\$440	\$440

Website Analytics

24k

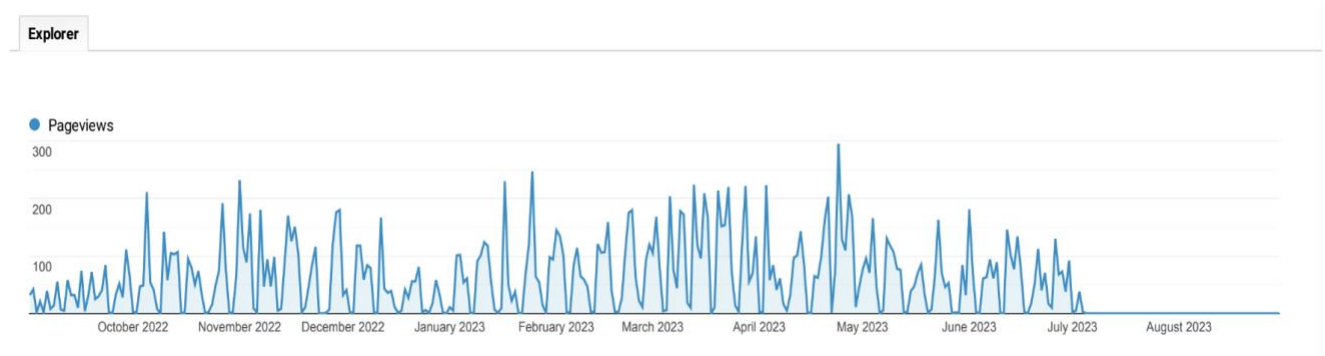
1:36

Pageviews

Average Time Spent on Page

Terminology Change

Google Analytics introduced a new measurement system (Google Analytics 4) that changed some of the definitions and measurement tools compared to previous annual reports. Pageviews changed to a type of “event,” which measures “any action a user takes when interacting with a website or app.”



Event count ?

4.8K

Total users ?

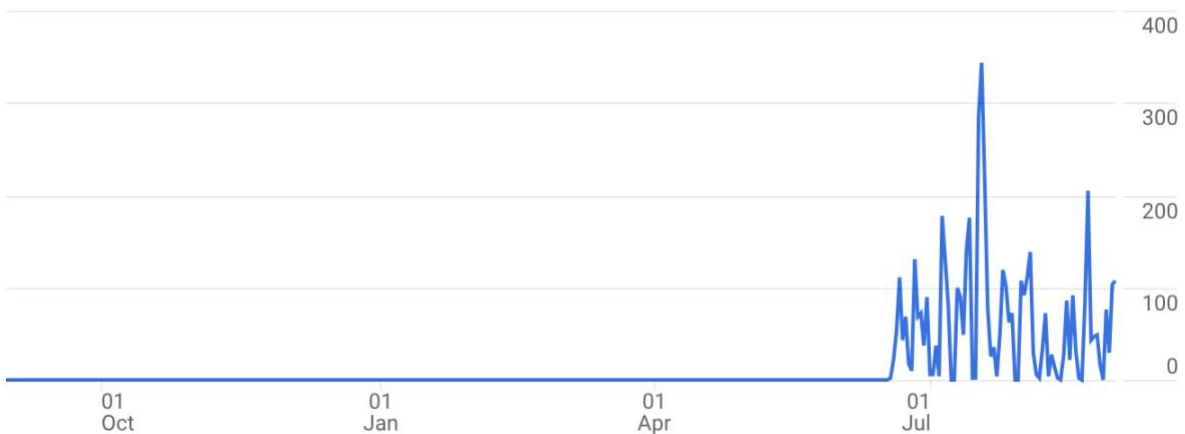
736

Event count per user ?

6.5

Event value ?

0



Top 10 Pages Viewed

Page	Pageviews	Average Engagement Time
1. Homepage mnrtap.us	3,913	1 min. 36 sec.
2. Login Page mnrtap.us/login	3,601	45 sec.
3. Training Catalog mnrtap.us/training-catalog	1,167	1 min. 13 sec.
4. My Training Page mnrtap.us/li/dashboard	923	1 min. 32 sec.
5. Event/Course Registration Processing Page mnrtap.us/complete-registration	918	1 min. 32 sec.
6. Entry-Level Driver Training (ELDT) Resources mnrtap.us/eldt-training	892	1 min. 39 sec.
7. 2023 Spring Workshop Registration mnrtap.us/event-listing/spring-workshop-2023	789	3 min. 8 sec.
8. Scholarship Status mnrtap.us/li/scholarship-status	721	3 min. 19 sec.
9. Training Calendar mnrtap.us/calendar-of-events	708	1 min. 1 sec.
10. Scholarship Application mnrtap.us/li/scholarship-application	614	1 min. 21 sec.

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 Melanie Mornard, Mornard & Associates, who passed away this year, for her contributions to the program.

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