

# eLearning Modules for Rural and Tribal Transit

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# Small Urban, Rural and Tribal Center on Mobility (**SURTCOM**)

**NDSU** NORTH DAKOTA  
STATE UNIVERSITY

**M** MONTANA  
STATE UNIVERSITY

**EASTERN**  
WASHINGTON UNIVERSITY

**NDSU**

UPPER GREAT PLAINS TRANSPORTATION INSTITUTE  
SMALL URBAN AND RURAL TRANSIT CENTER

# Common Barriers to Training



**TIME**



**ACCESS**

# Self-Paced eLearning Courses

- Developed as part of SURTCOM
- Created using Articulate 360 software
- Accessed free, online via internet connection
- Periodic “Check Your Learning” short quizzes
- Ability to print quiz results for records
- Certificate of Completion

# 2018 NTICC Focus Groups

1. **Customer Service**
2. Grant Writing
3. Marketing and Promoting
4. Policies and Procedures
5. New Start-up Planning
6. FTA Grant Compliance
7. Safety Plans
8. Vehicle Maintenance
9. NTD Reporting
10. Hiring/Interviews/Job Descriptions



# Transit Manager Interviews



**Namekagon Transit**  
Hayward, WI

30 Employees



**Bad River Transit System**  
Odanah, WI

10 Employees

# Customer Service for Rural and Tribal Transit Providers

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**SURTCOM**

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***surtcom.org***

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**Next steps...**



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