

2022

LEARNING & DEVELOPMENT PROGRAM

Sponsored by Access Services
CTSA Extension



access
Consolidated Transportation
Service Agency

ABOUT THE PROGRAM

Access Services was established in 1994, and designated as the Consolidated Transportation Services Agency (CTSA) for Los Angeles County. CTAs were created in 1979 when the State legislature passed Assembly Bill 120, the Social Services Transportation Improvement Act. The vision behind creating the CTSA model was to foster coordination amongst existing social services transportation providers which would lead to cost saving benefits.

Access Services' CTSA Extension Program connects transit professionals and social services representatives to bridge Los Angeles County's transit needs. The Learning and Development Program is available to public and non-profit agencies providing specialized transportation in L.A. County and their contractors. Available classes are subsidized by Access Services.

To register for classes, please click [here](#).

All training classes are held at Access Services administrative office unless noted otherwise.

**3449 Santa Anita Ave,
El Monte, CA 91731**

Sign up for our mailing list!

To receive updates regarding CTSA trainings and events, complete this form.

COVID-19 Notice: In accordance with COVID-19 state and local health guidelines, CTSA Extension in-person workshops and events are postponed until further notice. Select trainings will be offered via a virtual platform. Training dates and times are subject to change.



Customer Service Skills Training

Wednesday, February 16, 2022

9:00am - 12:00pm

Friday, February 18, 2022

9:00am - 12:00pm

Format: Live Online Training

Instructor: Dr. Sacha Joseph-Mathews

Training Objectives: This course is designed to equip employees with an advanced understanding of customer service. Participants will be given the tools to develop strategies for improving internal and external customer service with a focus on both customer and employee empathy. The class will engage in a series of exercises, theories, and case studies to demonstrate the importance of superior customer service. This workshop also explores how company policies, management styles and even work environments can affect the delivery of good customer service.

Please note this is a two-day training.

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Unconscious Bias Training

Wednesday, March 16, 2022

9:00am - 12:00pm

Friday, March 18, 2022

9:00am - 12:00pm

Format: Live Online Training

Instructor: Dr. Sacha Joseph-Mathews

Training Objectives: Did you know there are over 150 types of implicit biases? This course is designed to educate employees on the various dynamics at play in the workplace as it pertains to unconscious or implicit bias. Participants will be exposed to fundamental knowledge, tools and resources to identify, address and minimize unconscious bias in their various departments. By the end of the course participants will have strategies to help audit and mitigate the impact of unconscious bias in policies, procedures and decision making throughout the organization.

Please note this is a two-day training.

"This class and topic is an important one, no matter what field you work in. Thank you for the opportunity to learn about ourselves and discuss bias with transit colleagues in a safe and professional environment.

This course and this professor is excellent and I recommend it to anyone out there who is interested in creating a more positive and inclusive atmosphere in their workplace."

- CTSA Participant

Mental Health Awareness in the Workplace

Thursday, May 19, 2022

9:00am - 4:00pm

Instructor: Gary White, Gary White Training & Consulting, LLC.

Training Objectives: This course will equip participants with the knowledge and skills to understand the impact of mental health and wellness in the workplace. The training explores the benefits of mental health awareness programs and provides participants with tools and resources to promote workplace wellness.

Public Transit Market Research

Thursday, July 28, 2022

9:00am - 2:30pm

Instructor: Selena Barlow, Transit Marketing, LLC.

Training Objectives: Market research is an important tool for guiding transit planning and marketing decisions. This workshop provides an overview of market research techniques and how to use them effectively. Participants will learn how market research can be used to guide service development, improve passenger satisfaction, and inform marketing messaging.

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Project Management

Thursday, August 18, 2022

9:00am - 12:00pm

Friday, August 19, 2022

9:00am - 12:00pm

Instructor: Brianna Freiheit, RB Consulting Group, LLC.

Training Objectives: In this course participants will learn how to effectively manage projects and goals. The class is designed for the 'accidental' project manager, those whose daily work includes project management without formal training or background in doing so. Participants will improve their capacity to establish priorities, create action plans, manage others, and track progress to achieve outcomes.

"This webinar was amazing! I learned so much about how to better manage my projects, including how to be more effective in communicating with my peers. Thank you so much."

– CTSA Participant

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Transit & Paratransit Management

Certificate Program

September - December 2022

Course dates can be found [here](#).

Presented by the University of the Pacific, Eberhardt School of Business, Westgate Center for Leadership and Management

Access Services, in partnership with the University of the Pacific, Eberhardt School of Business, hosts an 8-course series transit and paratransit management program. Each class provides participants with essential management and industry knowledge for becoming a successful leader in the transportation field. Participants who complete the program receive a Transit and Paratransit Management Certificate issued by the University of the Pacific.

Registration is expected to open in Summer 2022.

For Information on the series of classes or registration please contact: **209.946.2956**, westgate@pacific.edu or visit *2022 Transit & Paratransit Certificate Program*.

Reasonable Suspicion Testing Determination Training

Thursday, September 22, 2022

9:00am - 12:00pm

Format: Live Online Format

Instructor: Leila Procopio-Makuh, LPM Consulting, Inc.

Training Objectives: This three (3) hour class is focused on the FTA requirements for supervisors and company officials who are authorized to make reasonable suspicion testing referrals.

Please note attendees who successfully complete the training will receive a certificate.

Post-Accident Testing Thresholds Determination

Friday, September 23, 2022

10:00am - 12:00pm

Format: Live Online Format

Instructor: Leila Procopio-Makuh, LPM Consulting, Inc.

Training Objectives: This two-hour class is designed for those who are responsible for making post-accident testing decisions.

Please note attendees who successfully complete the training will receive a certificate.

Drug & Alcohol Awareness Training

Friday, September 23, 2022

1:00pm - 3:00pm

Format: Live Online Format

Instructor: Leila Procopio-Makuh, LPM Consulting, Inc.

Training Objectives: This two-hour class complies with the FTA-mandated training for safety-sensitive employees in Sec. 655.14(b)(1). In addition to drugs, it also includes the effects and consequences and the signs and symptoms of alcohol use, guidelines about use of Rx and OTC medications, the basic components of a compliant policy, and consequences for DOT/FTA violations.

Please note attendees who successfully complete the training will receive a certificate.



Guest Speaker Forum: Supporting People with Service Animals

Thursday, September 29, 2022

10:00am - 11:30am

Guest Speaker: Lorri M. Bernson, Guide Dogs of America

Forum Description: This event is designed to provide professionals with general guidelines and best practices for properly interacting with service animals.

Guest Speaker Forum: Wheel Chair Securement

Postponed Until Further Notice

Instructor: Darren Reaume, Q'SRAINT Training Academy

Forum Description: This interactive workshop is designed as a comprehensive, advanced training on the best practices for securing passengers with special needs and their wheelchairs. Participants will master the essential principles needed for proper securement, receive ample supervised hands-on securement practice, and learn trouble shooting practices for safely transporting difficult to secure mobility devices. This course is ideal for safety trainers, transportation managers, and drivers.

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Joe King was an extraordinary person whose character and leadership made him one of Access Services most valued and respected employees. His contributions to Access Services were instrumental in the departments of eligibility, complaint resolution, and provider relationships. His dedication to improve the overall experience resulted in higher service quality and a greater focus on the needs of the customer and community.

Scholarship Award

Paid tuition to participate in the University of the Pacific, Transit and Paratransit Management Certificate Program. The program is scheduled to start in Fall 2022.

Eligibility

Access Services contractors, including member agencies that work in paratransit or Dial A-Ride services and have been an employee with their respective agency for at least one year.

Application Requirements

1. One page letter of interest. The letter should provide reasons for wanting to participate in the Transit and Paratransit Management Certificate Program. Explain how the Management Certificate Program will benefit your professional goals in transit and/or paratransit.
2. One letter of recommendation and support from a direct manager and/or supervisor.

Submission

Please submit your application packet [here](#).

Questions? Contact ctsa@accessla.org.

Submission Deadline: July 7, 2022



2021 Joe King Memorial Scholarship Recipient

In 2021 Access Services recognized Raisa Magalon as the Joe King Scholarship recipient. Ms. Magalon has over six years of experience in the paratransit industry. She started her career with Access as a driver and dispatcher before

transitioning into her role as a Road Safety Supervisor at MV Transportation.

Her first hand interaction with Access riders helped her develop a unique management style, balancing both customer and employee needs. She values the responsibilities she has as a supervisor in facilitating effective paratransit services that promote independence among people with disabilities.

Ms. Magalon completed the UOP Transit Paratransit Management Certificate Program in the fall of 2021. Here she had the opportunity to network and learn from other transportation professionals in the industry. The Joe King scholarship played an instrumental role in advancing Raisa's career goals and aspirations. She continues to pursue leadership positions within the paratransit industry and most recently transitioned into a full-time role at Access Services.

**Congratulations Raisa on being the
2021 Joe King Memorial Scholarship Award recipient!**

