**2022**

**Learning & Development Program**

**Sponsored by Access Services CTSA Extension**

Learning & Development Program

Access Services was established in 1994, and designated as the Consolidated Transportation Services Agency (CTSA) for Los Angeles County. CTSAs 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**](https://accessla.org/training/professional_development_train.html).

*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.](https://www.surveymonkey.com/r/HKNZLXQ)

**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.

Program Calendar

[**Customer Service Skills Training**](https://accessla.org/training/professional_development_train.html)

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.

[**Unconscious Bias Training**](https://accessla.org/training/professional_development_train.html)

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

**COVID-19 Scheduling Notice:** Due to COVID-19 health restrictions the delivery format and dates for the following events have yet to be determined. Training details will be published as they become available and are subject to change.

[**Mental Health Awareness in the Workplace**](https://accessla.org/training/professional_development_train.html)

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.

**Guest Speaker Forum:** [**Supporting People with Service Animals**](https://accessla.org/training/professional_development_train.html)

Thursday, June 16, 2022
10:00am – 1:00pm

**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.

**Business Success During the Pandemic & Beyond**

Thursday, June 23, 2022

10:00am - 11:30am

Live Online

**Facilitator:** Ed Salcedo, Jr., GCAP Services

**Description of Training:** The pandemic has changed how many businesses must operate to succeed in today’s work environment. Remote and hybrid work environments have adversely affected all businesses, especially small businesses. The workshop will cover areas of your business that should be reviewed and revised to help make them “Pandemic-Proof”. Business processes that will be covered include the business development process, business networking, the right protocols when conducting meetings, employee work schedules and remote work rules, business collaboration systems, phone systems, and more.

[**Public Transit Market Research**](https://accessla.org/training/professional_development_train.html)

Thursday, July 21, 2022
9:00am – 4:00pm

**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.

[**Project Management**](https://accessla.org/training/professional_development_train.html)

Thursday, August 18, 2022
9:00am – 4:00pm

**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

**Transit & Paratransit Management Certificate Program**

September – December 2022
\*Course dates to be announced

*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 [2022Transit&ParatransitCertficateProgram](https://business.pacific.edu/business/centers-and-institutes/leadership-development/transit-certificate-program).

[**CPR First Aid AED Certification Training**](https://accessla.org/training/professional_development_train.html)

**Date:** TBA

**Instructor:** American First Responder

**Training Objectives:** Participants will receive a 2-year CPR certification card. This training is geared towards response to workplace injuries, illnesses, and includes Occupational Safety and Health Administration (OSHA) required blood borne pathogens training for employees with potential exposure to blood or body fluids.

**Guest Speaker Forum:** [**Wheel Chair Securement**](https://accessla.org/training/professional_development_train.html)

Thursday, October 27, 2022
10:00am – 1:00pm

**Instructor:** Darren Reaume, Q’STRAINT 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.

**Joe King Memorial Scholarship**

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](https://www.surveymonkey.com/r/RVSGWTV).

**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!