



2025

LEARNING & DEVELOPMENT
PROGRAM



Sponsored by Access Services
CTSA Extension



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Access Services was established in 1994 and designated as the Consolidated Transportation Services Agency (CTSA) for Los Angeles County. CTSA's 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](#).

2025 PROGRAM CALENDAR

Sensitivity Training for Bus Operators

Date: Tuesday February 25, 2025

Time: 8:00am - 12:00pm

Format: In-Person

Facilitator: Easterseals

This 4-hour workshop aims to educate bus drivers on appropriate behavior and communication with people with disabilities. The workshop covers various topics including assisting difficult customers, driver assistance and the ADA, service animals, effective communication, and disability awareness and sensitivity. This workshop is appropriate for both fixed-route and demand responsive bus operators.

Accessibility, Disability & Accessible Documents Training

Date: Tuesday March 18, 2025

Time: 9:00am - 12:00pm

Format: In-Person

Facilitator: Tony Fernando, Pure Accessibility LLC

In this training we will dive into what accessibility and disability truly mean and why they are essential for creating inclusive products and services. Participants will learn about key laws like the Americans with Disabilities Act (ADA) and the Web Content Accessibility Guidelines (WCAG) that protect the rights of people with disabilities. Participants will discover practical strategies for respectful communication and interaction, along with how to apply universal design principles and reasonable accommodations to everyday tools like Microsoft Word and PowerPoint.

Supporting People with Service Animals

Date: Tuesday April 1, 2025

Time: 10:00am - 12:00pm

Format: In-Person

Instructor: Lorri Bernson, Guide Dogs of America

This class will explore the timeline of the Guide Dogs of America program, from early stages of breeding and puppy raising to the rigorous training that transforms these dogs into life-changing companions. Participants will learn about the application process, and dive deep into the powerful bond between dog and handler as they navigate the formal training stages together. This class will give participants an insider's look into their world and how to support people with service animals.

Reasonable Suspicion & Post-Accident Testing Determination Training

Date: Tuesday April 29, 2025

Time: 8:00am - 12:00pm

Format: In-Person

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

This four-hour class is an FTA requirement for supervisors and company official who are authorized to make reasonable suspicion testing referral and post-accident testing decisions.

- * Attendees who successfully complete the training session will receive a certificate.



Navigating Conflict in the Workplace

Date: Tuesday May 6, 2025

Time: 9:00am - 4:00pm

Format: In-Person

Instructor: Brianna Freiheit, RB Consulting Group, LLC.

Conflict is inevitable. Poorly managed conflict can decrease productivity, drag down morale and increase employee turnover. Yet, when managed well, conflict can foster greater trust, creativity and staff engagement. In this course, participants will learn approaches and tools in effectively resolving conflicts with colleagues, customers and organizational partners. Participants will also discover their preferred conflict management style, and how to adapt the style to effectively navigate different types of conflict. This course will explore active listening, empathy and emotional intelligence as tools to facilitate problem-solving and work more effectively with others.

Small & Diverse Business Resource & Informational Session

Date: Tuesday May 20, 2025

Time: 10:00am - 11:30am

Format: Online

Instructor: Ed Salcedo, Jr.

This online workshop will provide several resources to small and diverse businesses to help with government contracting such as information on DBE and SBE certification, supportive services, how to locate SBE and DBE opportunities, mentoring, short-term lending programs and local training opportunities. Access Services will also be hosting an informational session for small businesses on its upcoming Antelope Valley Operations and Maintenance Facility Construction Project. Information will be provided to include project overview, schedule, subcontracting opportunities and more.

Beginner Drug and Alcohol Program Manager (DAPM) Training

Date: Tuesday June 17, 2025

Time: 8:00am - 4:30pm

Format: In-Person

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

This is a condensed version of the 3-day TSI class designed for Drug & alcohol Program Managers (DAPMs). It provides the participants with the basic knowledge and skills they need to develop, implement, and manage a drug and alcohol testing program that complies with DOT and FTA requirements in 49 CFR Parts 40 and 655, as amended. The class also includes a discussion of the roles and responsibilities of service agents (i.e., collector, BAT, HHS, MRO, SAP, and TPA) that employers use to help administer a complaint program. (These acronyms and abbreviations will be explained during the class).

* Attendees who successfully complete the training session will receive a certificate.

“The Care & Feeding of ADA/Paratransit Bus Fleets”, presented by Halsey King

Date: Tuesday June 24, 25 & 26, 2025 (3-day training)

Time: 8:00am - 4:30pm

Format: In-Person

Instructor: Halsey King, Halsey King & Associates, Inc.

Join us for an essential training on the care and maintenance of ADA/Paratransit bus fleets, emphasizing safety, operational efficiency, and passenger-focused service. This 3-day training will cover critical topics, including physical inspections of systems and components such as tire tread, wheelchair lift functionality, and

emergency exits, as well as strategies for managing maintenance costs per mile and rising costs for parts, fuel, and supplies. Participant will enhance their skills to ensure safe, reliable, and passenger-centered fleet operations.

Customer Service Excellence: Connecting with Internal and External Customers

Date: Tuesday July 15, 2025

Time: 9:00am - 4:30pm

Format: In-Person

Instructor: Insight Strategies, Inc.

This interactive course will equip participants with the tools to provide exceptional service to both internal and external clients. Participants will gain insights into understanding their customers' needs, appealing to both logic and emotion, and managing expectations effectively. Some key topics include: understanding customer service excellence, taking ownership, utilizing self-awareness and emotional intelligence, and techniques for maintaining positivity while saying "no" in a constructive and respectful manner. Through interactive activities and real-world scenarios, attendees will learn how to enhance customer satisfaction and navigate challenging situations with confidence and professionalism.

CPR, First Aid & AED Training

Date: Tuesday July 29, 2025

Time: 8:00am - 12:00pm

Format: In-Person

Instructor: Bernadette Baker, S&B CPR Training, LLC.

This comprehensive training course covers CPR, first aid, and proper use of automated external defibrillators (AEDs). Our certified instructor will ensure that participants gain the necessary knowledge and skills to respond to emergencies effectively. In addition, this course includes a comprehensive module on blood borne pathogens. Participants will learn how to prevent the transmission of blood borne diseases and protect themselves in the workplace.

* Attendees who successfully complete the training session will receive a certificate.



PRESENTED BY THE UNIVERSITY OF THE PACIFIC, EBERHARDT SCHOOL OF BUSINESS

Transit & Paratransit Management Certificate Program

Fall 2025

Access Services, in partnership with the University of the Pacific, Eberhardt School of Business, hosts a 7-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 2025.

For Information on the series of classes or registration please contact: **209.946.2956**, [**westgate@pacific.edu**](mailto:westgate@pacific.edu) or visit 2025 Transit & Paratransit Certificate Program.

Presented by the University of the Pacific, Eberhardt School of Business

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 2025.

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

Friday July 12, 2025



2024 JOE KING MEMORIAL SCHOLARSHIP RECIPIENT

In 2024, Access Services proudly recognized **Gaudy Lemus** as the recipient of the Joe King Scholarship. With over a decade of experience in paratransit, Gaudy began her career as an operator for MV Transportation, serving the San Fernando community. Every day, she embraced the opportunity to give back to her community and support those in need. Her passion for service led her to transition from a paratransit operator to a behind-the-wheel instructor, where she trained others to become skilled and compassionate paratransit drivers.

Gaudy's expertise expanded beyond California, where she had the chance to assist other divisions. Today, she services as a SmartDrive Supervisor at Transdev, where she plays a critical role in coaching and retaining operators by addressing driving safety and work-related behaviors. Throughout her career, Gaudy has consistently demonstrated commitment to safety, professionalism, and enhancing the passenger experience.

In the fall of 2024, Gaudy attended the UOP Transit Paratransit Management Certificate Program, a pivotal step that allowed her to elevate her career and strengthen her leadership skills. Her dedication to continuous learning and professional growth makes her a standout leader in the industry today.

Congratulations Gaudy on being the 2024 Joe King Memorial Scholarship Award recipient!



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Consolidated Transportation
Service Agency