



2026 **LEARNING & DEVELOPMENT PROGRAM**

Sponsored by Access Services
CTSA Extension



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



2026 PROGRAM CALENDAR

Leadership & Management Development

Date: Tuesday March 17, 2026

Time: 8:00am – 4:00pm

Format: In-Person

Facilitator: Dr. Monica Hunter, Fruit of Our Hands Ministries

This comprehensive leadership development course equips participants with the essential skills needed to navigate organizational change, lead diverse teams, and drive continuous improvement in today's evolving workplace. Through this interactive workshop, collaborative discussions, and scenario-based learning, participants will deepen their understanding of core leadership and management principles while practicing real-world strategies for fostering equity and inclusion, managing performance, and negotiating effectively. During this in-person training, participants take part in interactive breakout sessions, reflective exercises, and practical leadership activities aimed at building confidence, sharpening decision-making skills, and empowering them to lead with clarity, empathy, and impact.



2026 PROGRAM CALENDAR

Reasonable Suspicion & Post-Accident Testing Determination Training

Date: Tuesday April 21, 2026

Time: 8:00am – 12:00pm (PST)

Format: Virtual

Facilitator: Diana Byrnes LPM Consulting, Inc.

This 4-hour class is an FTA requirement for supervisors and company officials who are authorized to make reasonable suspicion testing referrals and post-accident testing decisions.

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

Transit Networks: The Basics

Date: Monday June 1 & Tuesday June 2, 2026

Time: 9:00am – 3:00pm

Format: In-Person

Facilitator: Jarrett Walker + Associates

This engaging training will introduce you to the design and planning of public transit networks – the patterns of routes and frequencies that determine what trips are possible. Participants will engage in interactive exercises using fictional cities, in which they make decisions about where routes go, their frequencies, and how they connect. The exercises will become more complex, dealing with various service types, geographical challenges, and how to measure transit network performance. The teachers will also share insights from their long experience doing bus network redesigns. This training is suitable for anyone interested in transit, whether they work in city planning, urban design, communication, transit operations, etc.

**This 2-day course is eligible for AICP (CM) credits upon completion*

2026 PROGRAM CALENDAR

Understanding Emotional Intelligence

Date: Tuesday August 4, 2026

Time: 8:00am – 4:00pm

Format: In-Person

Facilitator: Dr. Monica Hunter, Fruit of Our Hands Ministries

This emotional intelligence training builds the interpersonal and self management skills essential for employees in transit, paratransit, public sector, and health and human services roles. Through engaging activities and realistic workplace scenarios, participants will deepen their understanding of key emotional intelligence competencies self awareness, self regulation, empathy, and social awareness. The session highlights practical strategies for managing stress, communicating with emotional clarity, and approaching customer and client interactions with greater composure and care. By strengthening these abilities, the workshop empowers staff to cultivate healthier workplace relationships, improve teamwork, and deliver services with increased compassion and effectiveness.



2026 PROGRAM CALENDAR

Mental Health Awareness in the Workplace

Date: Tuesday August 25, 2026

Time: 8:00am – 4:00pm

Format: In-Person

Facilitator: Joseph Hamilton, Insight Strategies, Inc.

This interactive, full-day course equips transit and transportation professionals with practical tools to recognize, understand, and respond to mental health challenges encountered on the job—both in the community and within the workplace. Through real-world discussion, guided reflection, role play, and skills practice, participants build awareness of mental health impacts, learn to identify signs of distress and crisis, and practice safe, respectful de-escalation techniques. The course emphasizes psychological safety, personal resilience, and team accountability, helping participants support others while also protecting their own well-being. Participants leave with concrete strategies they can apply immediately to create safer interactions, stronger teams, and a more supportive work environment.



2026 PROGRAM CALENDAR

Introduction to Project Management

Date: Tuesday September 1, 2026

Time: 9:00am – 3:00pm

Format: In-Person

Facilitator: RB Consulting Group, LLC.

Many professionals in specialized transportation find themselves leading projects without formal project management training. This interactive, practical course is designed for those “accidental” project managers who juggle projects alongside their day-to-day responsibilities. Participants will learn a clear, accessible project management framework, practical tools for planning and tracking work, and strategies for managing people, change, and competing priorities. Through real-world scenarios and hands-on activities, participants will leave with tools they can immediately apply to improve outcomes, communication, and confidence in leading projects of all sizes.

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



2026 PROGRAM CALENDAR

Conflict Resolution Fundamentals

Date: Tuesday September 29, 2026

Time: 8:00am – 4:00pm

Format: In-Person

Facilitator: Kevin Catlin, Insight Strategies, Inc.

This interactive training equips participants with practical tools to navigate conflict, communicate effectively, and navigate high-stress situations in transit and human services environments. Through self-reflection, real-world scenarios, role plays, and group discussion, participants build awareness of their own conflict triggers while practicing inclusive communication, active listening, and empathy. The course emphasizes self-regulation, shared meaning, and common-goal problem solving to reduce escalation and strengthen relationships. Participants leave with concrete strategies they can immediately apply to manage conflict more confidently, professionally, and safely.



2026 PROGRAM CALENDAR

Drug and Alcohol Awareness Training

Date: Tuesday October 6, 2026

Time: 9:00am – 11:00am (PST)

Format: In-Person

Facilitator: Diana Byrnes, LPM Consulting, Inc.

This 2-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.

**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 2026

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 2026.

For Information on the series of classes or registration please contact: **209.946.2956**, westgate@pacific.edu or visit [2026 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 2026.

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 17, 2026

2025 JOE KING MEMORIAL SCHOLARSHIP RECIPIENT

In 2025, Access Services proudly recognized **Stephanie Rodriguez** as the recipient of the Joe King Scholarship. Her journey with ALTA Resource's began in 2016 as one of the pioneering call center agents hired under the outsourced Customer Service contract. From those early days, Stephanie consistently distinguished herself, rising through the ranks from front-line agent to Team Lead, and now serves as the Customer Service Program Manager. She oversees both the Customer Service Call Center and the Operations Monitoring Center (OMC).

Throughout her impressive career, Stephanie has made a profound impact by strengthening customer service trainings programs, implementing innovative strategies, and inspiring her teams to reach new heights. Her dedication to service excellence and visionary leadership have set a new standard, enhancing both team performance and the overall customer experience. Stephanie truly exemplifies the spirit and values celebrated by the Joe King Memorial Scholarship.

With her enrollment in the UOP Transit Paratransit Management Certificate Program during fall 2025, Stephanie continues to invest in her professional growth, gaining new tools and insights that will help further elevate the quality of service and care provided to our riders. Stephanie's passion and drive serve as an inspiration to all who work with her, ensuring that she remains a leader in customer service and transit management.

**Congratulations Stephanie Rodriguez
on being the 2025 Joe King Memorial
Scholarship Award recipient!**





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