

Sponsored by Access Services
CTSA Extension

2024

LEARNING & DEVELOPMENT
PROGRAM



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



2024 PROGRAM CALENDAR

Reasonable Suspicion & Post-Accident Testing Determination Training

Wednesday February 28, 2024

8:00am - 12:00pm

Format: In-Person

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

This four-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.

Drug & Alcohol Awareness Training

Wednesday February 28, 2024

1:00pm - 3:00pm

Format: In-Person

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

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.

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

Project AIR: "An Invitation to Understanding"

Thursday March 21, 2024

10:00am - 12:00pm

Format: In-Person

Instructor: Kathleen Barajas, Project AIR's President and Founder

This two-hour sensitivity training workshop is designed to enhance your awareness of individuals with disabilities and speech impairments. "An Invitation to Understanding" aims to stress the fact that such individuals should not be judged by the manner in which their disability causes them to appear and sound. This training will educate public entities to treat individuals with more severe disabilities and speech impairments with the respect they deserve, fostering a more inclusive and accepting society.

Transit Networks: The Basics

Wednesday, April 10, 2024

9:00am - 3:00pm

Thursday, April 11, 2024

9:00am - 3:00pm

Format: In-Person

Instructor: Jarrett Walker + Associates

This engaging training will introduce you to the design and planning of public transit networks. The goal of this course is to build understanding of what a transit network is, and how networks work or don't work. Participants will engage in interactive exercises to learn the basics of route and network design, making decisions about where routes go, their frequencies, and how they connect. The exercises will become more complex, with expenditures on light rail or BRT, design of the bus network to incorporate such corridor projects, and discussion of how to measure transit network performance. This training is suitable for anyone interested in transit, whether they work in planning, urban design, communication, transit operations, etc.



Mental Health First Aid Certification

Wednesday May 15, 2024

Time: 9:00am - 4:00pm

Format: In-Person

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

This training will equip participants with sufficient knowledge to identify, understand, and respond to signs and symptoms of mental health illness, including crisis management and substance abuse behaviors. Registered participants must complete a 2-hour self-paced training module prior to attending the instructor led session.

* Attendees who successfully complete the course will receive a 3-year national Mental Health First Aid Certificate."

Human Trafficking Awareness Training

Wednesday June 26, 2024

Transit Drivers: 10:00am - 12:00pm

Local Drivers: 1:00pm - 3:00pm

Format: In-Person

Instructor: Lexi Higgins, Truckers Against Trafficking

This training will provide a definition of human trafficking and cover at-risk populations, common myths about human trafficking, red flag indicators, physical and mental signs, examples of suspected human trafficking that transit operators identified, and reporting protocols.

Diversity, Equity, and Inclusion

Monday July 15, 2024

Time: TBD

Format: In-Person

Instructor: Dr. Sacha Joseph-Mathews

This training teaches all attendees how to interact and communicate with colleagues of diverse backgrounds more effectively.

The goal is to promote awareness and understanding of how people with different backgrounds, cultures, ages, races, genders, sexuality, religions, physical conditions, and beliefs can best work together harmoniously.

Project Management

Wednesday July 24, 2024

Time: 9:00am - 4:00pm

Format: In-Person

Instructor: Brianna Freiheit, RB Consulting Group, LLC.

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.





CPR, First Aid & AED Training

Wednesday August 7, 2024

Session 1: 9:00am - 12:00pm

Session 2: 1:00pm - 4:00pm

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.

TRANSIT & PARATRANSIT MANAGEMENT CERTIFICATE PROGRAM

Fall 2024

Access Services, in partnership with the University of the Pacific, Eberhardt School of Business, hosts an 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 2024.

For Information on the series of classes or registration please contact: **209.946.2956**, westgate@pacific.edu or visit **2024 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 2024.

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, 2024



access

Consolidated Transportation
Service Agency