2020
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. Statewide, 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 among existing social service transportation providers which would lead to cost saving benefits.

Access Services CTSA Program strives to expand and connect transit professionals and social service 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. The training classes are subsidized by Access Services.

To register for the 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
Program Calendar

CPR/AED/First Aid Training

Wednesday, February 19, 2020

Morning Class: 9:00am – 12:00pm
Afternoon Class: 1:00pm – 4:00pm

Participants only need to attend one class session to receive certification.

Instructor: Giovanni Garbutt, American First Responder

Description of Training: 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.

Americans with Disabilities Act (ADA) Sensitivity and Customer Service Training

Thursday, March 5, 2020
9:00am – 4:00pm

Instructor: Monica Simon, Simon and Simon Resources, Inc.

Description of Training: Participants will learn to address federal rules and regulations of service delivery by public transit systems to identify and discuss customer service guidelines for working with passengers with disabilities.
Program Calendar

TSA Cybersecurity

Thursday, April 2, 2020
9:00am – 4:00pm

Instructor: Transportation Security Administration

Description of Training: The TSA Cybersecurity Workshop Series provides an awareness of existing U.S. Government cybersecurity support programs and the many resources that are available to you as an owner and operator of critical infrastructure. Facilitated discussions will serve as an opportunity to both discuss your cybersecurity challenges and share your organization’s best practices with other participants.

What to expect: One day of facilitated discussion to include: the NIST Framework, password change policy, phishing and spam trends and how to message awareness, access control, reporting cybersecurity incidents, networking, and sharing of best practices with other regional transportation entities through peer-to-peer discussion.

Intergenerational Training

Friday, April 24, 2020
9:00am – 4:00pm

Instructor: Dr. Sacha Joseph-Mathews

Description of Training: This training is designed to educate and provide detailed insight to professionals on how to effectively identify the key differences between customers and employees across generations in the workplace.
Program Calendar

**Mental Health First Aid**

**Wednesday, May 20, 2020**
9:00am - 4:30pm

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

**Description of Training:** Attendees will receive a 3 year national Mental Health First Aid certificate. 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.

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**Guest Speaker Forum**

**Supporting People with Service Animals**

**Thursday, June 4, 2020**
11:00am – 2:00pm

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

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

*A boxed lunch will be provided to registered attendees*
Program Calendar

Vehicle Maintenance Management & Inspection (VMMI) Workshop

Tuesday, June 9, 2020
9:00am – 4:30pm

Wednesday, June 10, 2020
9:00am – 4:30pm

Instructor: Halsey King, Community Transportation Association of America (CTAA)

Description of Training: This is a two-day certification class. This program is designed for managers and technicians who operate or maintain fleets of smaller transit vehicles. Participants will understand current ADA vehicle regulations, gain unique insight into fleet tire, fuel and parts purchasing, as well as fleet management, labor allocation and warranty recovery.

This training will be held at:
Los Angeles Trade Technical College (LATTC)
2198 S Flower Street | Los Angeles, CA 90007
Public Transit Marketing

Thursday, July 16, 2020
9:00am - 4:00pm

Instructor: Selena Barlow, Transit Marketing, LLC.

Description of Training: The schedule of topics for this course includes an overview of marketing concepts and strategies, marketing in the new millennium, building positive customer service interactions, and development around public speaking engagements.
Transit & Paratransit Management Certificate Program

August – December 2020

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

Access, in partnership with the University of the Pacific, Eberhardt School of Business, hosts the training classes. The classes provide key management and industry essentials for transportation professionals to gain an understanding on how to be a successful transportation manager.

Access Services will host the eight series of classes on the following dates:

> August 28
> September 11
> September 25
> October 9
> October 23
> November 6
> November 13
> December 4

Registration is expected to open in May 2020.

For Information on the series of classes or registration please contact: 209.946.2956, westgate@pacific.edu or visit 2020Transit&ParatransitCertificateProgram.
Guest Speaker Forum

Diversity & Inclusion in the Workplace

Date: TBA

Guest Speaker: TBA

Description of Training: This forum explores the relevance of diversity and inclusion in the workplace, challenging outdated work norms and the value of fostering a collective and inclusive culture in your organization.

*A boxed lunch will be provided to registered attendees.

Project Management

Date: TBA

Instructor: TBA

Description of Training: This workshop lays the foundation for managing and facilitating successful projects. Participants will learn to design action plans that integrate team building principles and communication techniques for optimal outcomes.
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 2020.

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 including your contact information to: CTSA Analyst, ctsa@accessla.org.

Submission Deadline: June 8, 2020
In 2019, Access Services recognized Georgina Gomez as the Joe King Memorial Scholarship recipient. Ms. Gomez started her career in the transit industry as a call taker, and received a promotion as Call Center Manager with Global Paratransit, Inc. in 2017.

Georgina transitioned into paratransit service from the private sector and leveraged her customer service experience to deliver enhanced customer support in Global’s call center and dispatch operations. Georgina excels at implementing out of the box solutions to resolve complex customer service situations.

She values a hands-on approach with her staff, ensuring that customer satisfaction is at the cornerstone of their practice. Her leadership approach is reflected in her team’s ability to continually meet Access Key Performance Indicators.

Georgina successfully completed University of the Pacific’s 2019 Transit and Paratransit Management Certificate Program on a scholarship. Congratulations Georgina on being the 2019 Joe King Memorial Scholarship Award recipient!
Access Services
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