Professional Development Workshop Schedule
July 2017 – June 2018

Sponsored by Access Services
CTSA Program
Access Services was established in 1994, and designated as the Consolidated Transportation Services Agency (CTSA) for Los Angeles County by Metro. Statewide, CTSAs were created in 1979, when the state legislature passed Assembly Bill 120, “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 has sought to fulfill its CTSA mandate in a manner that is commensurate with the size of Los Angeles County and complexity of services offered.

Access Services “2017 – 2018 Professional Development Program” is presented in partnership with the National Safety Council, Community Transportation Association of America, Transportation Safety Institute, National Transit Institute, and University of the Pacific, among others. We are pleased to offer a wide spectrum of training programs for your occupational training needs. We believe that ongoing improvement in skills and awareness is essential to improving the quality and effectiveness of specialized transportation services. Developing your key competences will not only give you a leading edge, but allow you to have a greater impact on the financial well-being of your organization.

The Professional Development program is available to public and non-profit agencies providing specialized transportation in L.A. County and their employees/affiliates (private sector applicants). Most of these programs are low or no cost and are subsidized by Access Services CTSA program. To make it easier for you to register in these classes, we have introduced an online registration process.

The future belongs to competent learners who willingly, assertively, and aggressively assume responsibility of their own training needs. On that note, we hope that you will take advantage of these training opportunities and join the growing family of L.A. County transit professionals that have found greater success through the networking and unique training opportunities!
July 18 – 20, 2017
Vehicle Maintenance Management and Inspection
Community Transportation Association of America (CTAA)

July 25, 2017
FTA Procurement Overview
University of the Pacific Eberhardt School of Business (UOP)

August 18 – December 1, 2017
Transit and Paratransit Management Certificate Program
University of the Pacific Eberhardt School of Business (UOP)

October 11, 2017
Defensive Driving
National Safety Council (NSC)

October 16, 2017
Harassment and Abusive Behavior Prevention
HR Solutions & Services

November 7, 2017
Project Management
The Le Flore Group

December 7, 2017
Understanding Language and Cultural Barriers with LEP Callers
LanguageLine Solutions

February 6, 2018
Assault Awareness and Prevention for Transit Operators
National Transit Institute (NTI)
April 5, 2018
CPR, AED, First Aid Training
American First Responder

May 22, 2018
Toolbox for Transit Operator Fatigue:
Putting the Report Into Action
National Transit Institute (NTI)

April 19, 2018
Harassment and Abusive Behavior Prevention
HR Solution & Services

Quality Assurance and Quality Control In Transit
NTI

Comprehensive ADA Paratransit Eligibility
NTI

Paratransit Management and Operations
NTI

For information on Access’ Professional Development Program and scholarship opportunities, contact:
Sherri Adams
Training and Development Coordinator
Access Services
P.O. Box 5728
El Monte, CA 91734
Tel: 213.270.6000
Fax: 213.270.6055
E-mail: adams2@accessla.org
Training Department
email: training@accessla.org
Online: accessla.org/training
Vehicle Maintenance Management and Inspection

Course Description: The Community Transportation Association of America (CTAA) offers a unique training and certification program for maintenance managers and staff. The Vehicle Maintenance Management and Inspection (VMMI) training program promotes the community transportation industry’s commitment to safe, reliable transportation through building up the professional skills of maintenance personnel and managers.

This three-day program is designed to improve the maintenance oversight of fleets of smaller transit vehicles (i.e., less than 25-foot length). It is based on an established maintenance training curriculum developed by Halsey King, SAE and applied to countless vehicle fleets nationwide to which CTAA has added a layer of testing, certification, and performance quality.

This popular workshop sets the stage for a greater understanding of 5310 and 5311 bus maintenance activities. The course was designed specifically for managers and technicians who operate/maintain rural and complementary vans, cutaway, and buses under 30 ft. in length.

Presented by the Community Transportation Association of America (CTAA)

July 18 – 20, 2017
8:30am – 4:30pm
2.5 days

Gardena Transit
13999 S Western Ave
Gardena, CA 90247

$100

Note: This class is not at Access, it is at the Gardena Transit Bus Yard.
Course Description: The Federal Transit Administration (FTA) requires recipients and sub-recipients of federal funding to follow certain guidelines contained primarily in the FTA Master Agreement and FTA Circular 4220.1F. This course will provide the attendees an opportunity to learn about these requirements to increase their level of knowledge and conformity to the FTA requirements.

What you’ll learn:
> The FTA contracting framework
> Caltrans procurement requirements from a sub-recipient perspective
> Why do you need a written procurement manual?
> Written record of procurement history
> Independent estimate
> Protest procedures
> The fiduciary duties of determining costs are fair and reasonable
> Satisfactory procurement methods
> Contract options

Presented by the University of the Pacific Eberhardt School of Business in partnership with Caltrans Division of Mass Transportation and the Federal Transit Administration

FTA staff will be in attendance for this course.

July 25, 2017
8:30am – 5:00pm
3449 Santa Anita Avenue
3rd Floor – Governance Council Chambers Room
El Monte, CA 91731

$325.00 (Caltrans Scholarships Available)

For scholarship information, contact Amber Dominguez at westgate@pacific.edu or 209.946.2956
Transit and Paratransit Management Certificate Program

Course Description: This certificate program is targeted to meet the professional development needs of transit and paratransit employees who are candidates for management positions and for current or existing managers who would like to enrich their management skills. This course extensively covers principles of management, operations, budgeting, and leadership in a transit context.

Course Schedule

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Presented by University of the Pacific Eberhardt School of Business (UOP)

August 18 - December 1, 2017
8:30am - 4:30pm

3449 Santa Anita Avenue
3rd Floor - Governance Council Chambers Room
El Monte, CA 91731

$2,295.00 (9 courses)
$225.00 per individual course

Caltrans scholarships of $1,200.00 are available per participant

Remaining balance of $1,095.00 to be paid by participant or participant’s agency

For scholarship/registration information, contact Amber Dominguez at westgate@pacific.edu or 209.946.2956
Defensive Driving

Course Description: The Defensive Driving course will help participants to change their behind-the-wheel behaviors and attitudes. It will give them key understanding, skills, and techniques to avoid collisions and reduce future violations.

Topics covered:
> The stages, causes, and prevention of collisions
> How to reduce collision risk with defensive driving strategies
> How driving distractions such as talking and texting affect driving ability
> The definition of impairment and its related dangers
> The impact of physical, weather, road, and traffic conditions
> The four fatal driving behaviors

Presented by the National Safety Council (NSC)
(Instructor – Sherri Adams)

October 11, 2017
8:30am - 4:30pm
3449 Santa Anita Avenue
3rd Floor – Governance Council Chambers Room
El Monte, CA 91731
$50
Harassment and Abusive Behavior Prevention AB-1825 and AB-2053 Compliant

Course Description: This workshop is California AB-1825 and AB-2053 compliant. It covers the basics of protected classes for which California has more than the federal requirements, harassment and harassing behaviors, as well as abusive or bullying behaviors. The class covers how to prevent harassing and abusive behaviors as well as supervisor responsibilities and liabilities.

If your company has 50 or more employees, California requires all employees who have supervisory responsibilities to attend this type of training every two years. All managers, supervisors, leads, or anyone who supervises staff should attend.

To accomplish these objectives, the course integrates lecture, visual aids, participant interaction, and learning activities.

Target Audience
This course is targeted at transit supervisors and managers.

Presented by the HR Solutions & Services
(Instructor - Tracey Robinson)

October 16, 2017
8:30am - 11:00am
12:30pm - 3:00pm

Please note that there will be two sessions (morning & afternoon) that cover the same topics

3449 Santa Anita Avenue
3rd Floor – Governance Council Chambers Room
El Monte, CA 91731

$50

Note: This course is AB-1825/AB 2053 compliant and meets the new California Requirements about “abusive conduct.” Also this course meets a state mandate that any supervisor of people attend every two years.
Course Description: This course will provide practical non-theoretical project management training for transit related public works project.

The training objectives will include the following areas:
> Project initiation
> Environmental requirements
> Land acquisition and rights-of-way
> Project controls
> Cost
> Quality
> Schedule
> QA, integration and safety
> Acquisitions management
> Public contract code
> Government code
> FTA 4220. 1F
> Documentation requirements
> Project close out

Presented by the LeFlore Group
(Instructor - Rudy LeFlore)

November 7, 2017
8:30am - 4:30pm
3449 Santa Anita Avenue
3rd Floor - Governance Council Chambers Room
El Monte, CA 91731

$100
Understanding Language and Cultural Barriers with LEP Callers

Course Description: In this presentation, participants will learn how to utilize language service, as well as why and how to partner with an interpreter to be more effective in their interactions with Limited English Proficient (LEP) individuals. LanguageLine Solutions focuses on bridging language cultural barriers through interpreter reinforcements.

This highly interactive presentation provides insights from a survey of 9-1-1 interpreters representing 46 languages. The presentation highlights the most common language and cultural issues that complicate calls (i.e. getting to the point, fear of authorities, determining addresses, etc.); Cultural issues of callers; and offers strategies for personnel to work through issues that arise. The presentation also provides essential tips to teaming more effectively with interpreters.

The participants will identify issues from the course objectives as follows:
- Regional dialects of major languages
- LEP callers using “second languages”
- Accents, regional variations
- LEP caller’s language proficiency complicate interpretations
- Interpreter suggestions
- Interpreter insights
- Culture & language
- Cultural differences

Target Audience
All occupations who interact with LEP customers and clients.

Presented by LanguageLine Solutions

December 7, 2017
9:00am – 11:00am, morning session
1:00pm – 3:00pm, afternoon session

Please note that this course offers two sessions that facilitate the same material (morning & afternoon)

3449 Santa Anita Avenue
3rd Floor - Governance Council Chambers Room
El Monte, CA 91731
No Fee
Please note: The listed class below has not been awarded to Access Services and is pending a confirmed scheduled date.

Course Description: The goal of this course is to give bus operators in the transit industry the knowledge and skills needed to reduce the likelihood of assault incidents from occurring.

Prevention methods covered include defining assault, discussing the types of incidents that could be considered assault and recognizing key vulnerability factors. Prevention strategies focus on communication and response skills, and the value of reporting incidents. In addition, the training includes information on the importance of seeking assistance to recover from assault incidents.

Target Audience
Transit operators, road supervisors, transit police, supervisors, and labor representatives.

Presented by National Transit Institute (NTI)

February 6, 2018
8:30am - 11:30am

3449 Santa Anita Avenue
3rd Floor - Governance Council Chambers Room
El Monte, CA 91731

Free
Course Description: In this course, participants will learn the critical actions that compose the chain of survival. Specifically how to recognize an emergency, how to act appropriately and how to sustain life until professional help arrives.

This course is a Cardiopulmonary Resuscitation (CPR), and Automated External Defibrillators (AED) course that is offered for the non-healthcare provider and includes CPR and AED usage for the adults, children, and infants. Participants are taught to recognize when to use cardiopulmonary resuscitation (CPR) and use of an automated external defibrillator (AED) are needed.

Participants will use mannequins to practice CPR on something that closely resembles what they would find in a real-world situation. They will also be taught how to administer rescue breaths using a pocket-mask and face shield. In addition, this course also offers training in recognizing responses to workplace injuries and illnesses involving first aid practices.

Participants are expected to identify course objectives as follows:

- Adult CPR including AED
- State when CPR is needed
- Identify when and how rescue breaths are given along with chest compressions
- Explain the importance of using a barrier device for rescue breaths
- State when CPR can stop
- Identify when and how to use an AED
- Bleeding control and shock
- Cuts, lacerations and amputations
- Head, back, chest and abdominal injuries
- Eye injuries
- Burns — Chemical, electrical, thermal
- Heat related emergencies

Presented by American First Responder (Giovanni Garbutt – Instructor)

April 5, 2018
9:00am – 12:00pm

3449 Santa Anita Avenue
3rd Floor – Governance Council Chambers Room
El Monte, CA 91731

$50
Course Description: This workshop is California AB-1825 and AB-2053 compliant. It covers the basics of protected classes for which California has more than the federal requirements, harassment and harassing behaviors, as well as abusive or bullying behaviors. The class covers how to prevent harassing and abusive behaviors as well as supervisor responsibilities and liabilities.

If your company has 50 or more employees, California requires all employees who have supervisory responsibilities to attend this type of training every two years. All managers, supervisors, leads, or anyone who supervises staff should attend.

To accomplish these objectives, the course integrates lecture, visual aids, participant interaction, and learning activities.

Target Audience
This course is targeted at transit supervisors and managers.

Presented by the HR Solutions & Services
(Instructor – Tracey Robinson)

April 19, 2018
8:30am - 11:00am
12:30pm - 3:00pm

Please note that there will be two sessions (morning & afternoon) that cover the same topics

3449 Santa Anita Avenue
3rd Floor – Governance Council Chambers Room
El Monte, CA 91731

$50

Note: This course is AB-1825/AB 2053 compliant and meets the new California Requirements about “abusive conduct.” Also this course meets a state mandate that any supervisor of people attend every two years.
Please note: The listed class below has not been awarded to Access Services and is pending a confirmed scheduled date.

**Course Description:** The Transit Cooperative Research Program (TCRP) Report 81: Toolbox for Transit Operator Fatigue offers a variety of resources, methods and techniques to deal with operator fatigue.

A primary goal of the toolbox is to provide a structured process for implementing a fatigue management program that incorporates appropriate tools. Some specific tools are geared to the individual operator while others are for use by supervisors and managers involved in aspects of daily service planning and delivery.

**Target Audience**
Operations managers, safety officials, risk managers, human resource professionals, transit supervisors, union leaders and union representatives.

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**Presented by National Transit Institute (NTI)**

**May 22, 2018**
8:30am - 2:30pm

3449 Santa Anita Avenue
3rd Floor - Governance Council Chambers Room
El Monte, CA 91731

Free
Please note: The listed class below has not been awarded to Access Services and is pending a confirmed scheduled date.

Course Description: To provide an overview of the essential components of quality assurance and quality control in transit agencies. This course will also review and expand upon the FTA’s Quality Management System Guidelines and address the various perspectives for quality relative to capital development, transit operations, maintenance, or vehicle acquisition.

Topics:
> An overview and definition of quality assurance and quality control
> The benefits of implementing a quality management system
> The components that comprise a quality management system
> Strategies to implement quality processes in at least one of the following areas: capital development, operations, management, and vehicle acquisition

Target Audience
This course will be offered to current and new transit professionals that engage in federally funded activities.

Presented by National Transit Institute (NTI)
8:30am - 4:30pm
2 days
3449 Santa Anita Avenue
3rd Floor - Governance Council Chambers Room
El Monte, CA 91731
Free
Comprehensive ADA Paratransit Eligibility

Please note: The listed class below has not been awarded to Access Services and is pending a confirmed scheduled date.

Course Description: The course begins with a review of ADA paratransit criteria and then reviews ADA paratransit eligibility requirements. The two-day session presents more detailed information about alternative eligibility determination processes, with a focus on in-person interview and assessment options. It also addresses “difficult” determination issues and presents options for trip-by-trip eligibility determinations.

Topics:
> Overview of ADA Paratransit eligibility
> Eligibility considerations
> Alternative eligibility determination process and materials
> Model in-person interview/assessment process developed by Easter Seals Project ACTION
> Making eligibility determinations
> Travel Training and paratransit to fixed route feeder service considerations
> Interview techniques
> Implementing Trip-by-Trip Eligibility
> Appeals of eligibility determinations: Essential elements and alternative processes

Target Audience
The comprehensive course is intended for people who are interested in learning about several in-person interview/assessment tools and approaches to apply them in their systems.

Presented by National Transit Institute (NTI)
8:30am - 4:30pm
2 Days
3449 Santa Anita Avenue
3rd Floor - Governance Council Chambers Room
El Monte, CA 91731
Free
Please note: The listed class below has not been awarded to Access Services and is pending a confirmed scheduled date.

Course Description: The goal of this course is to teach transit professionals the skills needed to effectively manage and operate paratransit services.

Topics include:
> History of demand response service and where the industry is today
> The relationship between managing and providing paratransit service
> Developing policies and procedures for your paratransit department
> Management functions needed to operate paratransit service, including planning, resource availability, staffing, scheduling, budgeting, and performance evaluation
> Operating techniques to provide paratransit service, including contracting vs. in-house, brokerages and call center operations, route deviation, taxi supplements, and feeder service
> Scheduling techniques that are based on your agency’s resources and local transit environment
> Controlling costs and billing methods
> Technology’s role in paratransit service
> Customer service throughout the paratransit department

Target Audience
This course is intended for people who manage or operate paratransit services. This is a comprehensive course. The content is geared for people who have experience working with paratransit services.

Presented by National Transit Institute (NTI)
8:30am - 4:30pm
2 Days
3449 Santa Anita Avenue
3rd Floor - Governance Council Chambers Room
El Monte, CA 91731
Free
Joe King was an extraordinary person whose character, intelligence, 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.

To honor his memory and legacy, The Joe King Memorial Scholarship was established in 2013. The winner will receive a full scholarship for the Transit and Paratransit Management Certificate Program presented by the University of the Pacific’s Eberhardt School of Business.

To learn more about the nomination and selection process of the Joe King Memorial Scholarship award for next year, please contact:

Sherri Adams
Training and Development Coordinator
Access Services Training Department
Email: adams2@accessla.org
Phone: 213.270.6000
Fax: 213.270.6055, Attn: Sherri Adams
We are pleased to announce the award recipient for the 2017 program: Jennifer Elhawary, Safety Training Manager, DT-Keolis

Jennifer received a full scholarship to attend the Transit and Paratransit Management Certificate Program.

Congratulations, Jennifer!