

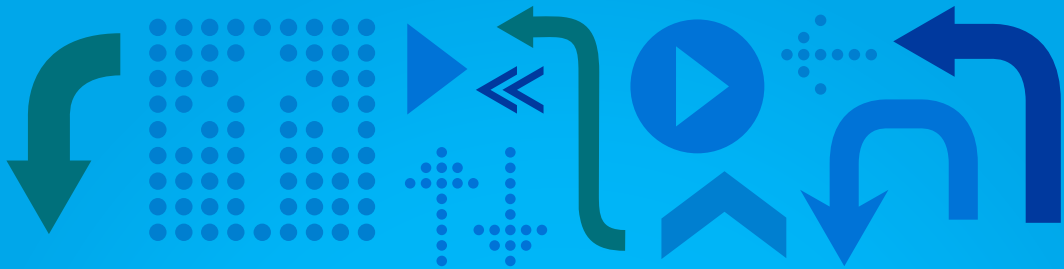
2019

Learning & Development Program

Sponsored by Access Services CTSA Extension

access

Consolidated Transportation
Service Agency



Learning & Development Program

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

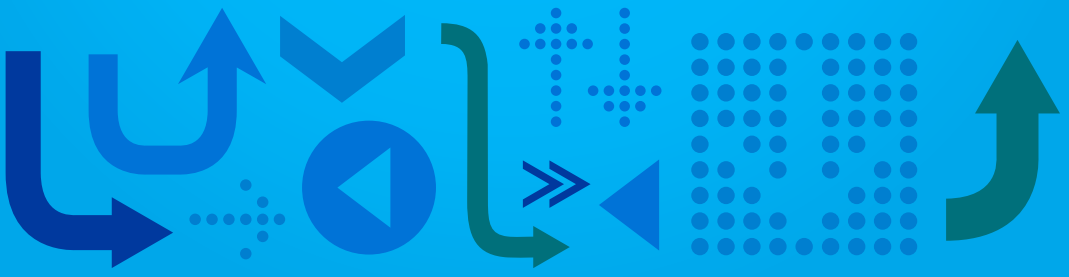
The Learning and Development Program is available to public and non-profit agencies providing specialized transportation in L.A. County and their contractors. The training classes are subsidized by Access Services.

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

Building Diversity Skills in the Transit Workplace

Wednesday, January 16, 2019

9:00am – 12:00pm

Instructor: Russ Parish, *National Transit Institute*

Description of Training: *Building Diversity Skills in the Transit Workplace* is designed to assist transit employees in maintaining effective working relationships by recognizing and responding to the diverse needs of individuals and groups within the transit workplace.

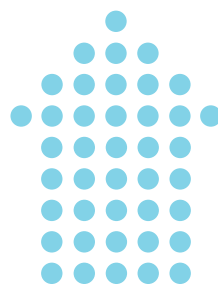
Crisis Communication for Transit Employees

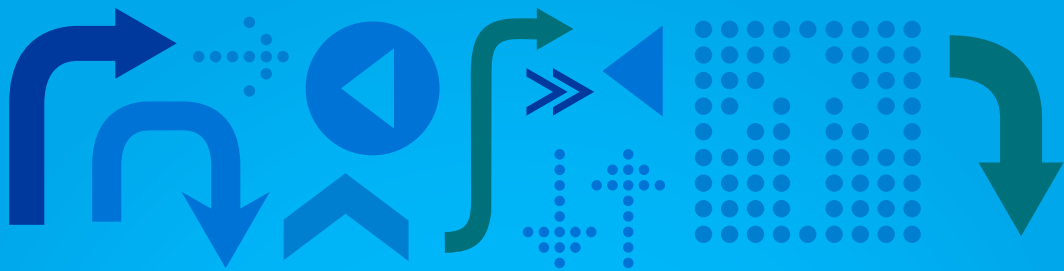
Tuesday, January 22, 2019

9:00am – 1:00pm

Instructor: Rich Foerch, *National Transit Institute*

Description of Training: *Crisis Communication Training for Transit Employees* will equip frontline and supervisory transit personnel with the skills and techniques they need to communicate effectively within their organizations and with passengers throughout a crisis to enable successful response and recovery.





Program Calendar

Developing an Emergency Management Plan

Tuesday, February 12, 2019

8:30am - 4:30pm

Wednesday, February 13, 2019

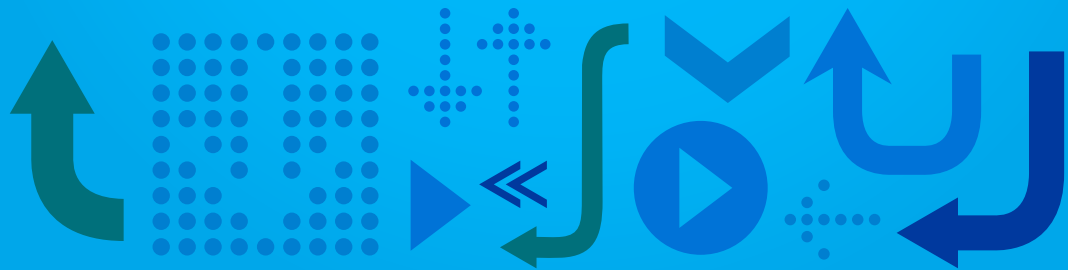
8:30am - 12:30pm

Instructors:

Rich Foerch & Chris Boyler, *National Transit Institute*

Description of Training: This is a two-day training class. This training is designed to equip transit employees who are responsible for developing or updating emergency management plans with the skills to do so effectively. Participants will learn what elements to include in a plan, how emergency management ties into the activities their agency and employees already perform, and useful strategies for developing, implementing, and updating their plans.





Program Calendar

Disadvantaged Business Enterprise (DBE) Training

Thursday, March 7, 2019

8:30am - 4:30pm

Instructors: Susan Mathews & Ed Salcedo, *GCAP Services*

Description of Training: This full day training is designed to provide an overview of the Disadvantaged Business Enterprise (DBE) Program, reporting and monitoring requirements, best practices to increase DBE participation, and contract goal development.

Bloodborne & Airborne Pathogens

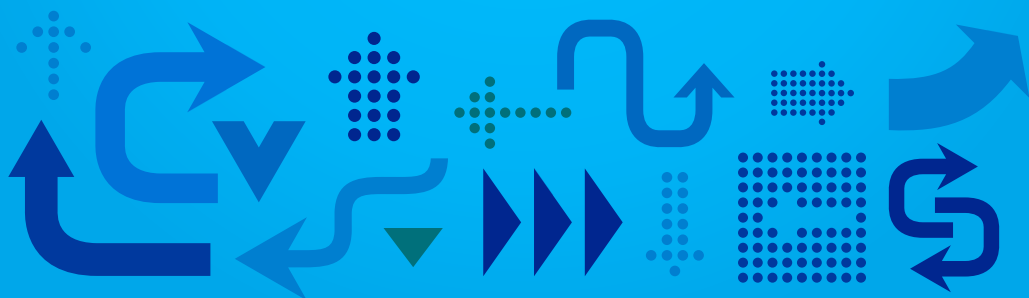
Wednesday, March 13, 2019

9:00am - 12:00pm

Instructor: Giovanni Garbutt, *American First Responder*

Description of Training: This training is designed to help reduce these risks by focusing on how to protect employees from blood and airborne pathogens, and what to do if an exposure occurs.





Program Calendar

Technical Writing for Maintenance Staff

Thursday, March 21, 2019

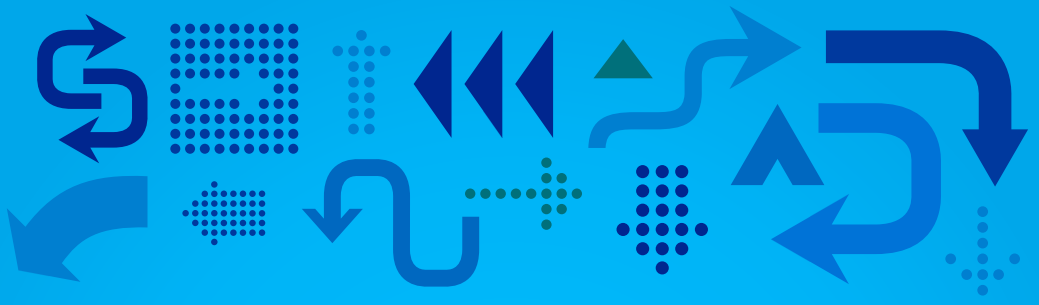
8:00am – 4:00pm

Cost: \$50.00

Description of Training: This training is designed for maintenance staff, with a particular focus on repair orders, warranty claims, and other technical record keeping. Participants will learn and review the significance of technical writing as it relates to audits, legal, safety, and warranty based on the principles of technical report writing. At the end of this course, participants will be able to make informed decisions and employ necessary choices.

This training will be held at:

Los Angeles Trade Technical College (LATTC)
2198 S Flower Street | Los Angeles, CA 90007



Program Calendar

CPR/AED/First Aid Training

Wednesday, April 3, 2019

Morning Class: 9:00am - 12:00pm

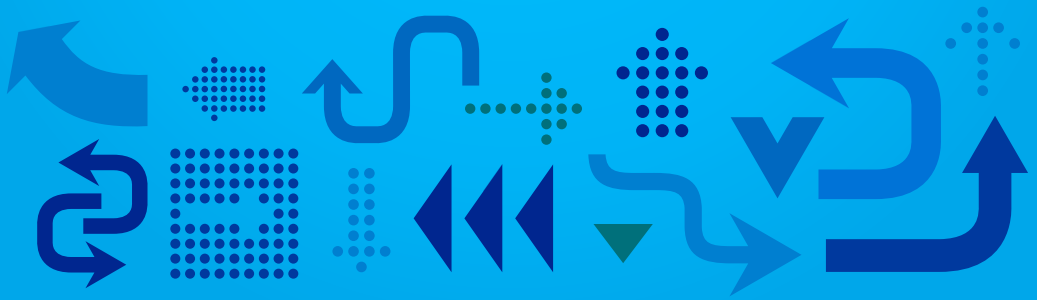
Afternoon Class: 1:00pm - 4:00pm

There are two training sessions- one in the morning or afternoon.

Instructor: Giovanni Garbutt, *American First Responder*

Description of Training: This training is geared towards response to workplace injuries, illnesses, and includes Occupational Safety and Health Administration (OSHA) required bloodborne pathogens training for employees with potential exposure to blood or body fluids.





Program Calendar

FTA Reasonable Suspicion and Post-Accident Testing Thresholds

Wednesday, April 17, 2019

8:30am - 12:30pm

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

Description of Training: This four-hour interactive class will cover what supervisors and other company officials need to know to be able to make a legally-defensible reasonable suspicion testing referral and/or FTA-compliant post-accident testing decisions.

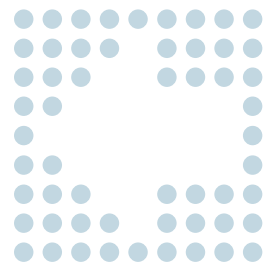
Drug and Alcohol Awareness Training

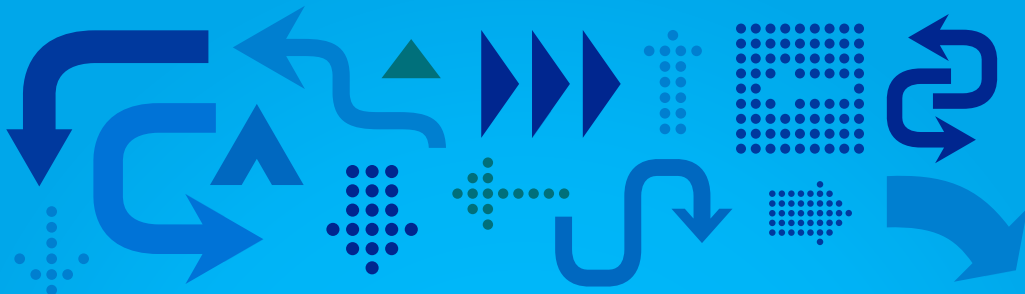
Wednesday, April 17, 2019

1:30pm - 3:30pm

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

Description of Training: The Drug and Alcohol Awareness Training is designed for employees in DOT safety-sensitive positions. Through lecture, class discussions and video clips, participants will learn about the signs, symptoms, effects, and consequences of DOT prohibited drug use and alcohol misuse on personal health, safety, and the work environment.





Program Calendar

Digital Volt Ohm Meter (DVOM) Training

Tuesday, June 11, 2019

8:00am - 4:00pm

Wednesday, June 12, 2019

8:00am - 4:00pm

Cost: \$50.00

Instructor: Los Angeles Trade Technical College (LATTC)

Description of Training: This is a two-day training class. The training is designed to cover the multiple functions of a DVOM, learn how to use the touch hold min/max, diode test, ohm, volt, amp, hertz, and other functions. The emphasis is to trouble shoot multiple automotive and heavy-duty truck-bus systems.

This training will be held at:

Los Angeles Trade Technical College (LATTC)
2198 S Flower Street | Los Angeles, CA 90007

*** This training is canceled.**

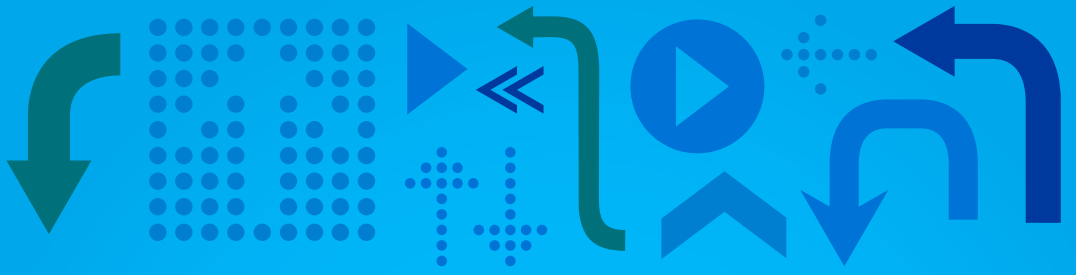
Retaining a Sustainable Driver Workforce

Thursday, June 20, 2019

8:30am-4:30pm

Instructor: Caryn Souza, Community Transportation Association of America (CTAA)

Description of Training: This training is designed to educate and provide the necessary tools of sustaining a workforce where drivers are the frontline representatives of transportation services.



Program Calendar

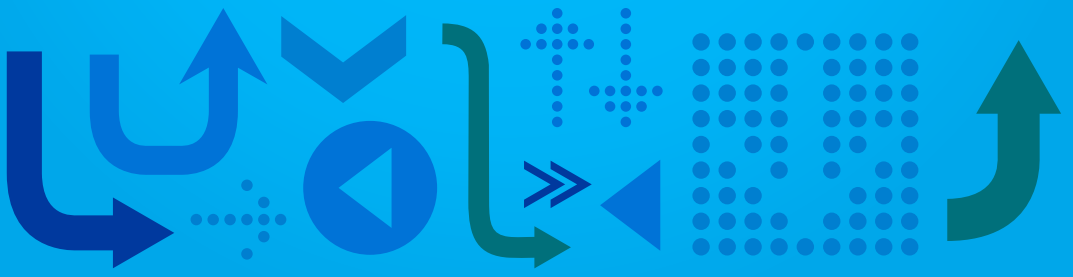
Americans with Disabilities Act (ADA) Sensitivity and Customer Service Training

Thursday, July 25, 2019
8:30am - 4:30pm

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

Intergenerational Training

Friday, August 16, 2019

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.

Americans with Disabilities Act (ADA) Paratransit Eligibility Training

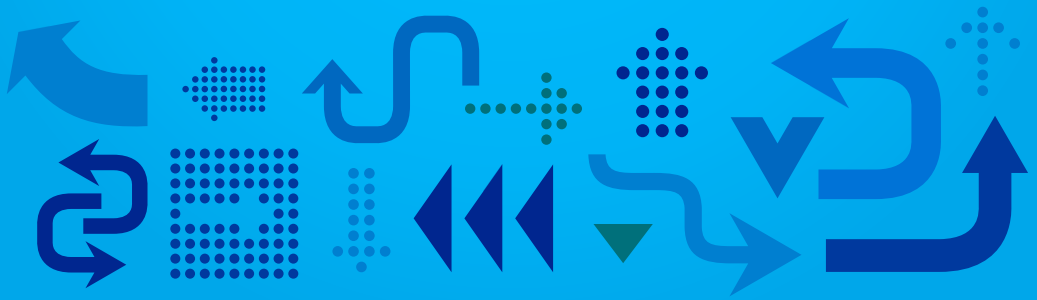
Wednesday, August 21, 2019

8:30am-4:30pm

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

Description of Training: This training is designed to provide an overview of ADA Paratransit Eligibility requirements.





Program Calendar

Transit & Paratransit Management Certificate Program

August - December 2019

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

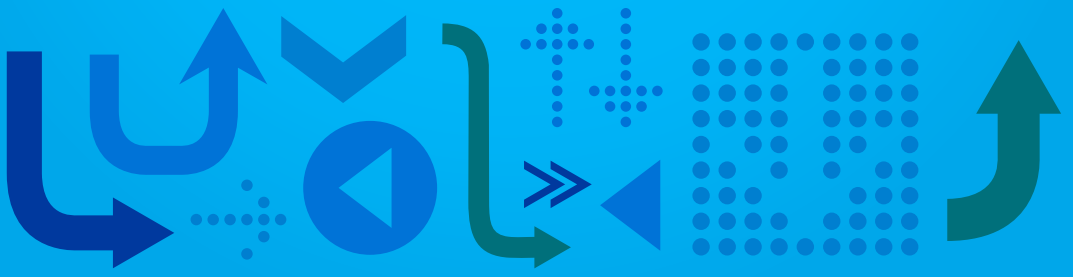
Access, in partnership with the University of the Pacific, Eberhardt School of Business, hosts the training classes. The classes provide key management and industry essentials for transportation professionals to gain an understanding on how to be a successful transportation manager.

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

- > August 30
- > September 6
- > September 20
- > October 4
- > October 18
- > November 1
- > November 15
- > December 6

For Information on the series of classes or registration please contact:

209.946.2956, westgate@pacific.edu or visit
[2019Transit&ParatransitCertificateProgram](#)



Program Calendar

How To Survive & Thrive: Building a Dynamic Team in the Organization

Wednesday, October 30, 2019

11:00am to 2:00pm

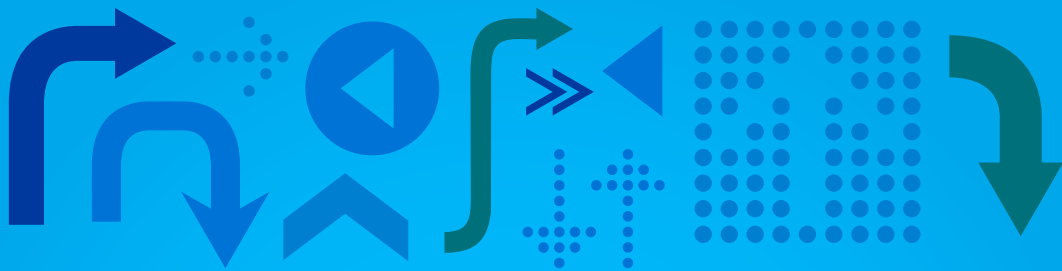
Guest Speaker: Desmond Blackburn, IGNITEU Peak Performance Coaching

Location: Third Floor, Council Conference Room

Description of Training: This event will illustrate techniques to help professionals create value by making progress at work, while learning how to build a culture where teams in the workplace can contribute collectively to fulfill organizational goals.

*A boxed lunch will be provided to registered attendees.





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 2019.

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

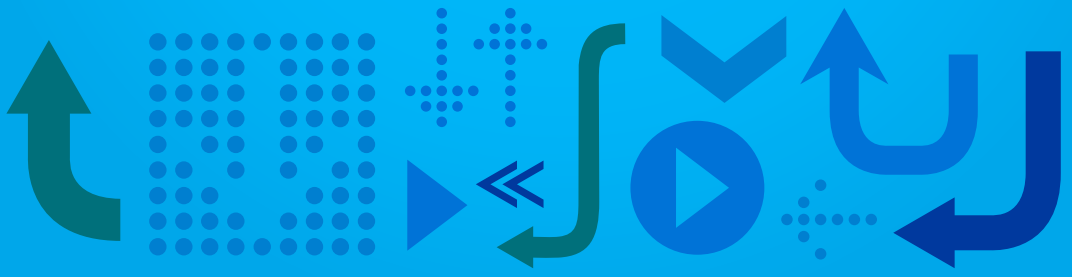
1. One page letter of interest. The letter should provide reasons for wanting to participate in the Transit and Paratransit Management Certificate Program. Explain how the Management Certificate Program will benefit your professional goals in transit and/or paratransit.
2. One letter of recommendation 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: July 10, 2019



2018 Joe King Memorial Scholarship Recipient

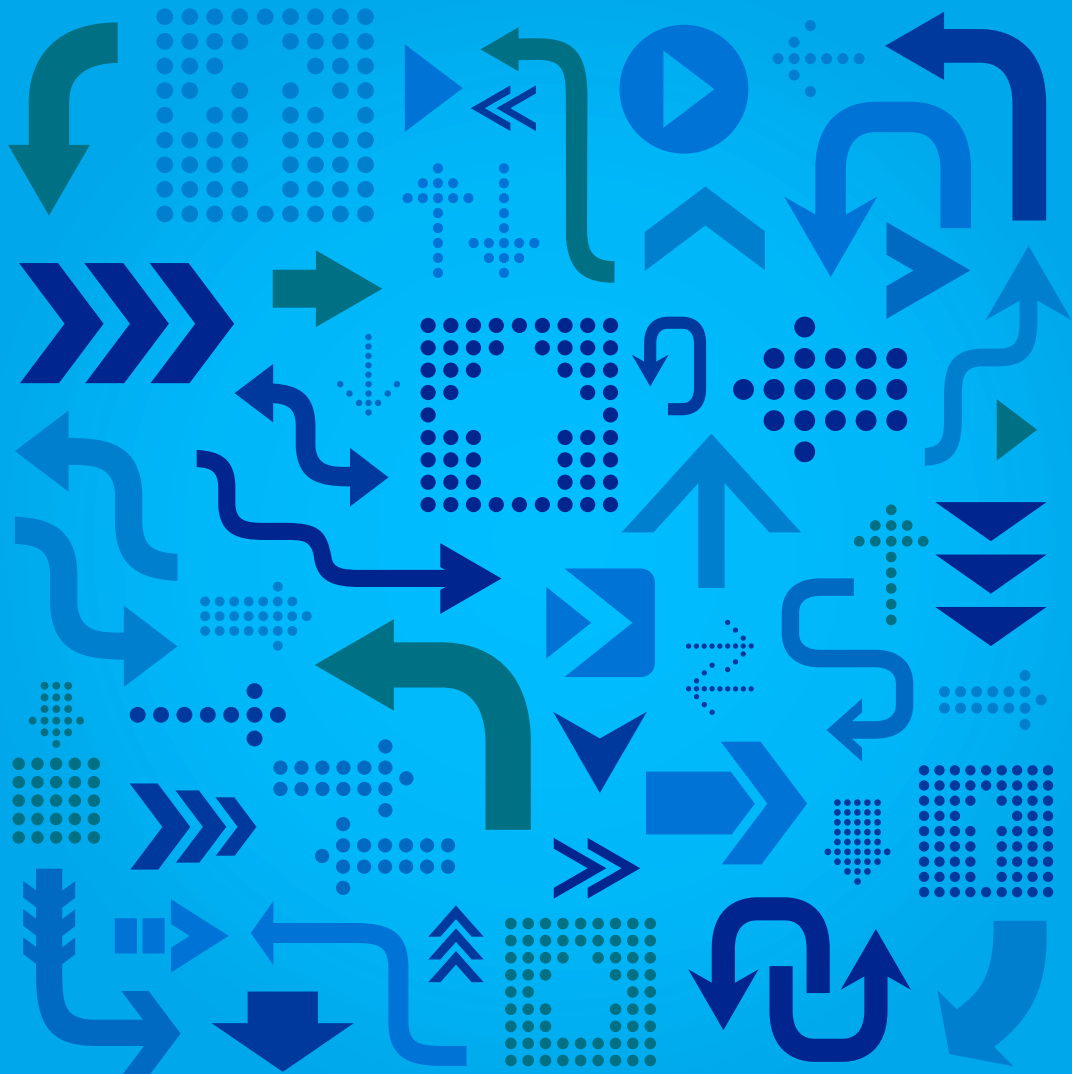
This year's 2018 Joe King Memorial Scholarship Award recipient is Justin Rambaran. Recently promoted, Mr. Rambaran is a Mobility Assessment Evaluator Supervisor at Medical Transportation Management, Inc. (MTM). His dedication to helping people with disabilities began when he switched his career path from information technology to physical therapy, where he had an opportunity to guide persons with disabilities through their treatment plans.



In the past year, Justin has processed over 1,300 eligibility determinations for Access applicants and addressed over 170 customer service inquiries on top of his primary role as an evaluator. Additionally, Mr. Rambaran demonstrated dedication and passion to learn more about paratransit services by assisting people with disabilities at various locations throughout Los Angeles County.

His contributions led him to earn the "Spotlight Award" at MTM. The award is given to employees who make a significant contribution to the organization's core values and are ready to take on a leadership role. Mr. Rambaran is an asset to the eligibility team at MTM, and his passions exude that of a true leader.

Justin will attend the University of the Pacific, 2019 Transit and Paratransit Management Certificate Program on a scholarship. Congratulations Justin on being the 2018 Joe King Memorial Scholarship Award recipient!



Access Services

PO Box 5728

El Monte, CA 91734

accessla.org

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