



# Professional Development Workshop Schedule

August 2011 - June 2012

Sponsored by Access Services CTSA Program

**access**

Consolidated Transportation  
Services Agency

## Access Services Professional Development Workshops

Access Services was established in 1994 and designated as the Consolidated Transportation Services Agency (CTSA) for Los Angeles County by Metro. Statewide, CTSA's 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 "2011-2012 Professional Development Program" is presented in partnership with the National Safety Council, Community Transportation Association of America and National Transit Institute, 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 Los Angeles 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 LA County transit professionals that have found greater success through the networking and unique training opportunities!

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## Workshop Schedule August 2011 - June 2012

<b>August 25, 2011</b> <b>Violence in the Transit Workplace (Train the Trainer)</b> <i>National Transit Institute</i>	<b>p.4</b>	<b>February 15, 2012</b> <b>Media Relations/Crisis Management Workshop</b> <i>David Gershwin Consulting</i>	<b>p.11</b>
<b>August 26 - December 9, 2011</b> <b>Transit and Paratransit Management Certificate Program</b> <i>University of the Pacific (Eberhardt School of Business)</i>	<b>p.4</b>	<b>March 1 - 2, 2012</b> <b>Effective Presentation and Public Speaking Skills for Professionals</b> <i>Pamela Kelly Communications</i>	<b>p.13</b>
<b>September 29 - 30, 2011</b> <b>Grant Writing Workshop</b> <i>Judith Norman Transportation Consulting Services</i>	<b>p.5</b>	<b>March 2012 or April 2012 (date TBD)</b> <b>Instructors Course in Paratransit Operator Training</b> <i>Transportation Safety Institute</i>	<b>p.13</b>
<b>October 12 - 14, 2011</b> <b>Vehicle Maintenance Management and Inspection (VMMI)</b> <i>Halsey King and Associates - Rick Streiff, Access Services</i>	<b>p.6</b>	<b>April 5, 2012</b> <b>Leadership: Organizational Communication Strategies</b> <i>Steve Horowitz, PhD</i>	<b>p.14</b>
<b>November 2 - 3, 2011</b> <b>Advanced Mobility Device Securement Skills Development Workshop</b> <i>National Transit Institute</i>	<b>p.9</b>	<b>May 23 - 25, 2012</b> <b>Certified Community Transit Manager (CCTM) Training</b> <i>Community Transportation Association of America</i>	<b>p.15</b>
<b>December 7, 2011</b> <b>How to Manage Emotions and Excel Under Pressure</b> <i>Rockhurst University Continuing Education Center, Inc.</i>	<b>p.9</b>	<b>June 15, 2012</b> <b>Defensive Driving Course</b> <i>National Safety Council</i>	<b>p.15</b>
<b>January 26, 2012</b> <b>Americans with Disabilities Act and Complementary Paratransit Service</b> <i>Navigator Consulting Services</i>	<b>p.10</b>		
<b>February 2 - 3, 2012</b> <b>PDS: Effective, Efficient Dispatching and Scheduling</b> <i>Community Transportation Association of America</i>	<b>p.10</b>		

## Violence in the Transit Workplace (Train the Trainer)

### Course Description

The Violence in the Transit Workplace workshop is designed to provide participants with knowledge and skills to prevent, respond to, and recover from workplace violence. Prevention methods covered include:

- > Implementing system and personal security measures
- > Recognizing and reporting the warning signs of potentially violent behavior
- > Using effective interpersonal skills for dealing with different, difficult and dangerous people

Response strategies will focus on self-preservation and the importance of accurate reporting. The recovery module addresses the stress associated with workplace violence and ways employees can address the impact of it on themselves and co-workers.

### Target Audience

Transit supervisors, employees and trainers

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*Presented by National Transit Institute Instructor,  
Tracey Partee Robinson*

**August 25, 2011**  
8:30am - 2:30pm

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

## 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 for 2011

<b>Course 1</b>	Overview of Transit and Paratransit Today	August 26
<b>Course 2</b>	Managing the Operation Effectively	September 9
<b>Course 3</b>	Budgeting and Customer Service	September 23
<b>Course 4</b>	Enhancing Leadership Effectiveness	October 7
<b>Course 5</b>	Marketing and Customer Service	October 21
<b>Course 6</b>	Risk Management and Safety	November 4
<b>Course 7</b>	Designing Innovative Organizations	November 18
<b>Course 8</b>	Overview of Legislation, Regulation and Policy	December 2
<b>Course 9</b>	Legal Issues in Employee Relations	December 9

### Scholarships

Access Services will subsidize up to 80 percent of the cost of the program.

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

**August 26 - December 9, 2011**  
8:30am - 4:30pm

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

Registrations will be accepted through July 22, 2011.

## Grant Writing Workshop

### Course Description

Maintaining your transit organizations' competitive advantage means you must target and promote your services to numerous sponsors. Learn how to focus your grant writing in ways that are efficient, effective and appropriate to your organizations' mission. Participants, who write grants for FTA Section 5310, JARC and New Freedom, in addition to other, governmental and private funders, will learn how to write winning proposals and understand the evaluation process.

### Target Audience

Grant writers, development officers and employees charged with finding the funds to support a transit activity

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*Presented by Judith Norman, Principal,  
Judith Norman Transportation Consultant Services*

**September 29 - 30, 2011**  
8:30am - 4:30pm

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

“The FTA Section 5310 workshop sponsored by Access Services was incredibly informative. The Caltrans staff was thorough and knowledgeable. They walked us through the application and scoring process with insights for a more successful application. It was also advantageous that the Metro Regional Transit Planning Agency team attended to discuss their assistance in preparing a funded application.”

– Amelia Jennings, City of Downey

## Vehicle Maintenance Management and Inspection (VMMI)

### Course Description

The Vehicle Maintenance Management and Inspection (VMMI) training program is geared toward building the professional skills of maintenance personnel and managers and promotes the community transportation industry's commitment to safe and reliable transportation. The objective of the three-day program is to improve the maintenance oversight of fleets of smaller transit vehicles (i.e., less than 25-foot length) and also set the stage for greater effectiveness of 5310 and 5311 bus maintenance activities.

The training curriculum is applied to vehicle fleets nationwide and covers the following topics:

- > Practical and legal reasons for proper inspection and preventive maintenance
- > DOT requirements - Federal Motor Carrier Safety Regulations
- > Principles of vehicle safety inspection
- > Hands-on training of vehicle safety inspection
- > Vehicle safety inspection testing
- > Relationship between maintenance and operations
- > The manager's role in maintenance
- > Cost centers of fleet maintenance
- > Efficient and effective forms and reporting
- > Role of technology in maintenance management
- > Manufacturers' standards and expectations
- > Maintenance outsourcing
- > Review and final examination

### Certification

All persons who successfully complete the three-day program and pass the final exam receive Vehicle Maintenance Certification from Community Transportation Association of America. The certificates remain valid for three years and thereupon re-certification is required.

### Target Audience

Maintenance and operations managers, fleet supervisors and vehicle technicians

*Presented by Halsey King and Associates along with Rick Streiff, Access*

**October 12 - 14, 2011**

8:30am - 4:30pm

Gardena Municipal Bus Lines  
1st Floor Conference Room  
13999 South Western Avenue  
Gardena, CA 90249

\$100





## Advanced Mobility Device Securement Skills Development Workshop

### Course Description

Transit agencies have the responsibility to provide safe transportation to all passengers, including those who use mobility devices. This important task is becoming increasingly challenging as operators are confronted with a variety of powered mobility devices that often lack traditional securement points. This workshop gives transit professionals an opportunity to address the securement challenges that may not have been addressed in basic securement training.

Participants will explore related issues with peers and enhance their knowledge and skills. The goal of this training is to present, demonstrate, and practice problem-solving skills for securing powered mobility devices. The course will:

- > Discuss federal requirements regarding securement and seat belt use
- > List pre-trip preparation tasks
- > Identify mobility device securement equipment
- > Determine effective strap securement locations on mobility devices
- > Explain the use and placement of seat belts and shoulder belts
- > Recognize how proper body mechanics and exercise can reduce the risk of on-the-job injuries

### Target Audience

Transit/Paratransit professionals responsible for supervising or training bus operators

*Presented by Adrian Moy and John Cleveland, National Transit Institute (NTI) Instructors*

**November 2 - 3, 2011**

8:30am - 4:30pm

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

## How to Manage Emotions and Excel Under Pressure

### Course Description

This workshop will provide participants with the ability to stand firm and calm under pressure, stress and chaos. During stressful and emotionally charged situations, developing the skill to respond coolly, calmly, and confidently makes all the difference in career success. Upon completion of this course, participants will better be able to:

- > Prepare for confrontation and other tough situations
- > Navigate through conflict
- > Deal with others' negative emotions
- > Master the communication skills necessary to manage emotionally charged situations
- > Deal with anger swiftly and effectively
- > Achieve emotional balance and reach phenomenal success

*Presented by Rockhurst University Continuing Education Center, Inc. Instructor*

**December 7, 2011**

8:30am - 3:30pm

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

\$50

## Americans with Disabilities Act and Complementary Paratransit Service

### Course Description

This course provides participants with an understanding of the Americans with Disabilities Act (ADA) and how the federal civil rights law provides regulatory criteria for the management and operations of ADA Paratransit services.

Topics include:

- > A review of the ADA legal requirements that apply to both public and private transportation entities
- > Equivalent service standards and provisions
- > ADA requirements for lift and securement use
- > Conditions when complimentary ADA Paratransit service is required
- > Service criteria for paratransit service
- > ADA requirements for origin to destination service
- > Eligibility requirements for ADA Paratransit service
- > ADA legal requirements and best practices for paratransit operations
- > Paratransit plan components
- > Compliance and enforcement responsibilities of Federal Transit Administration, Department of Transportation and Department of Justice

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*Presented by John Cleveland, PhD, Senior Instructor, National Transit Institute*

**January 26, 2012**

8:30am - 4:30pm

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

## PDS: Effective, Efficient Dispatching and Scheduling

### Course Description

Effective dispatching can make or break a community transportation agency. This two-day training focuses on operational efficiency as well as customer service techniques. Upon completion of the training, participants will have demonstrated expertise in maximizing the efficient delivery of demand responsive transportation, conveying riders' requests into affordable and appropriate trips and in making effective use of their systems transportation resources.

Successful participants will receive industry certification as professional dispatchers. Once issued, this certification remains valid for three years.

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*Presented by Community Transportation Association Instructor*

**February 2 - 3, 2012**

8:30am - 4:30pm

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

\$100

## Media Relations/Crisis Management Workshop

### Course Description

In this interactive workshop, you will learn how to communicate effectively in the event of an internal or external agency crisis. By practicing crisis communications techniques using actual scenarios, workshop participants learn the essential skills to communicate with journalists from any type of publication or media outlet - even in the worst types of situations.

Topics include:

- > Understand the nature of the news business
- > Create a compelling message that addresses your priorities
- > Respond to media inquiries when key incident information is still forthcoming
- > Publicly address internal or confidential matters
- > Provide essential information in a breaking news situation
- > Proactively get your message out instead of waiting for media inquiries
- > Remain confident and strong - even during a difficult interview
- > Avoid traps and leading questions from reporters
- > Serve as a journalist's resource for a future news story

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*Presented by David Gershwin, Principal, David Gershwin Consulting*

**February 15, 2012**

8:30am - 4pm

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

\$30

*"The instructor provided great examples of proper ways to handle the reporters and providing information according to your agency's procedures in place."*

*- Gwynn Stevens, Transportation Program Specialist, City of El Monte*



## Effective Presentation and Public Speaking Skills for Professionals

### Course Description

This two-day workshop will provide you with the practical keys and hands-on coaching to deliver effective presentations every time. In an energetic, safe and fun environment, the focus is on what you are saying and how you are coming across. As you take simple steps for preparing brief presentations, you learn to direct your mind, body and voice, drop distracting behaviors and combine a clear, concise message with sizzle and spice. You control what buttons to push to become engaging and have professional credibility at the same time!

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*Presented by Pamela Kelley, Principal,  
Pamela Kelley Communications*

**March 1 - 2, 2012**

9am - 4pm

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

Class size: 20 people

\$110

## Instructor's Course in Paratransit Operator Training

### Course Description

This workshop is based on the U.S. Department of Transportation standardized training program that can be conducted by any transit service provider to train paratransit operators. Instructors are trained in presentation and creative learning techniques, facilitation methods, and adult learning principles for teaching skills in vehicle operations, emergency management and customer relations. Upon completion of this course, instructors are certified by the U.S. Department of Transportation to train paratransit operators.

### Target Audience

Safety managers and supervisors, training managers and driver trainers

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*Presented by Transportation Safety Institute*

**TBD - March or April 2012**

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

\$200

## Leadership: Organizational Communication Strategies

### Course Description

This course is designed to provide knowledge and understanding of key principles of organizational communication and its connection to leading in a diverse workplace. The course will review fundamental philosophies regarding communication and employee motivation with an emphasis on acquiring practical strategies and techniques for building understanding, teamwork and culturally proficient customer service.

Participants will improve their interpersonal behaviors and communication with the goal of improving relationships, productivity, and the quality of work by participating in experiential exercises, role-playing and small-group activities.

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*Presented by Steve Horowitz, PhD, Business and Educational Consultant*

**April 5, 2012**

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

\$50

## Certified Community Transit Manager (CCTM) Training

### Course Description

The best community transportation managers in the country have the initials "CCTM" after their name. They have proven their excellence by becoming recognized as Certified Community Transportation Managers. CCTM status marks the greatest performance and highest efficiency in the community transportation industry; it is proof of the ability to manage a comprehensive and dynamic community transportation system. The two-day course covers a wide variety of topics: Human Resource Management, Financial Management, Operations Management, Transit Development and Procurement and Contracting. Upon successful completion of the training, Community Transportation Association of America (CTAA) will provide participants with professional certification.

### Target Audience

Safety managers and supervisors, training managers and driver trainers

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*Presented by Community Transportation Association of America (CTAA)*

**May 23 - 25, 2012**

8:30am - 4:30pm

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

\$200

## Defensive Driving Course

### Course Description

A comprehensive classroom-based driver improvement program that offers practical knowledge and techniques to avoid collisions and violations and to choose safe, responsible and lawful driving behaviors. Graduates may earn insurance premium discounts after course completion and should check with their insurance provider, if they qualify.

What you'll learn:

- > Defensive driving techniques
- > The know-how of evaluating and improving driving skills after mapping out a personal skills inventory
- > The "fatal four" causes of a crash
- > The crash impact on passengers
- > Superior strategies to prevent collisions and citations
- > The serious consequences of fatigue, emotional impairment, common driving irritations and "Pet Peeves"
- > Standard road rules and regulations
- > Occupant protection laws and graduate driver's licensing
- > Why vehicle malfunction and poor maintenance contribute to collisions

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*Presented by National Safety Council Instructor*

**June 15, 2012**

8:30am - 5pm

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

\$50

"Great workshop. It did change my attitude about driving. Now when I drive, what I learned should pop into my mind - making me a Defensive Driver!"

– Workshop Attendee

## 2010 Professional Development Workshops Feedback from Participants

## Professional Development Training Workshops Registration Form

Please print legibly.

### Understanding ADA Regulatory Requirements

"The program was effective in expanding my overall knowledge of Transportation. The instructors all had a clear understanding of the topics they covered. Building relationships with other transit professionals was the best part! Hearing their stories and finding out new answers to problem-solving was awesome."

– Keith Everage Jr., Marketing Manager MV Transportation Inc.

"I am very happy that I had the opportunity to attend this program. The Transit & Paratransit Management Program provided me with the tools to enhance my knowledge and understanding of what is required in my transit management position. I cannot thank enough Montebello Bus Lines and Access Services for allowing me the opportunity to take advantage of being part of this program."

– Jose Medrano, Acting Transit Operations Manager Montebello Bus Lines

"I really enjoyed this class. It gave me great insight into what it takes to be an effective leader, and confirmed the theories that I learned in school are accurate and are all too often forgotten."

– Jacob Brothers, Transportation Planning Associate DASH

### Certified Community Transit Supervisor

"Through this workshop, I have realized where my weaknesses as a supervisor are and now have the tools to become better at what I do."

– Workshop Attendee

"Great class! I learned a lot from it."

– Miguel A. Bonilla, Catalina Transportation Services

"Would love the opportunity to send more supervisors from our company to this training and especially if Mr. Noel is the presenter. Very well presented with valuable info and own experiences."

– Workshop Attendee

### Defensive Driving

"The class was very informative, a big plus for trainers like myself."

– Miguel A. Bonilla

"The defensive driving course was very useful. I would like to see a course on Accident Incident Investigation and CPR."

– Manuel Ramos

### Media Relations/Crisis Management

"Excellent! I enjoyed the extensive real life examples of what not to do!"

– Heather Leuning, Project Technician, City of Santa Clarita

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Name of workshop

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Name

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Job Designation

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Agency

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Fax

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Email

### Special Requirements

- Sign language interpreter
- Assistive listening device
- Other \_\_\_\_\_

### Detach and mail or fax this form to:

Charace Thompson  
Access Services  
PO Box 5728  
El Monte, CA 91734

Tel: 213.270.6000  
Fax: 213.270.6055  
thompson@asila.org

You can also find the training schedule and register online at [asila.org/training](http://asila.org/training).

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**Access Services**  
PO Box 5728  
El Monte, CA 91734  
213.270.6000  
*asila.org*