

# The **TRANSIT** Connection



Useful information  
for ACCESS customers

Fall • 2008 Edition

## A Reminder About Wheelchair Boarding

All ACCESS buses are equipped with lifts which meet ADA specifications to assist passengers with mobility devices such as wheelchairs or scooters. In order to fit safely on the lift, a mobility device may not exceed 30 inches wide by 48 inches long and the combined weight of the passenger and mobility device must not exceed 600 lbs.

To ensure safety while boarding, all passengers using a mobility device must back unto the lift with the rear of the device facing the vehicle. Oversized mobility devices, or those that exceed the 600 lb weight limit, cannot be accommodated on OCTA lifts. We want all ACCESS customers to enjoy a safe, pleasant ride and ask for cooperation with this policy when boarding the bus.

If you have any questions about traveling with a mobility device, please call ACCESS Eligibility at (714) 560-5956.



## Dog Whisperer Makes ACCESS Debut

*Cesar Millan, the Dog Whisperer, gathers with Anita Brandenburg, Beau, and OCTA staff before beginning the training session. Pictured from left: coach operator Laura Mendez, Cesar Millan, Anita Brandenburg and Beau, Gaile Raymer, Sarah Swensson and Ted Nguyen with his dog, Maddox.*

OCTA employees worked with the hit television show, "The Dog Whisperer" earlier this year to help an ACCESS customer and her four-legged friend named Beau. The chocolate Labrador suffered anxiety attacks while riding on our ACCESS buses with his human companion, Anita Brandenburg.

After several hours of counseling from Cesar Millan, a world-renowned dog behavior specialist and star of the National Geographic TV show, Brandenburg felt more comfortable and confident riding the bus with Beau. "It will be nice to ride the bus without all the blood, sweat and tears," Brandenburg said.

Millan successfully rehabilitated Beau by modeling "good (over)



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behavior" with repetition and positive reinforcement. The Dog Whisperer said he was impressed with our bus services for members of the disabled community.

A special thanks to coach operator Laura Mendez, Gaile Raymer, Sarah Swensson and Ted Nguyen for setting up this special TV taping that will featured our ACCESS buses.



*ACCESS passenger Anita Brandenburg listens to pointers from Cesar Millan during his session with Anita's chocolate Lab, Beau.*

The Dog Whisperer TV program is on Friday nights at 8 p.m. ET/PT on the National Geographic Channel. Check your local cable listings for details.

## Where's My Ride?

### Ride status checks available early morning and late night hours

Customers can check on the status of their ride before and after regular ACCESS Call Center hours. To check on the status of a ride, please call (877) 628-2232, or (877) 564-4232 for the hearing impaired phone, during the following hours:

- 5 a.m. - 10 p.m. Monday through Friday
- 6 a.m. – 8 p.m. Saturday, Sunday and Holidays

## Public Invited Share Comments on Proposed Fare Adjustment

The high cost of fuel is impacting everyone who travels. OCTA is experiencing record-breaking ridership increases as people look for reliable, cost-effective transportation alternatives. The fuel crisis has significantly increased the cost to operate our bus service and OCTA is proposing reasonable fare increases to address this issue. Customers are invited to learn more about the fare proposal and share their comments by attending any of the following public meetings:

### Community Open Houses

#### Monday, October 13

between 5pm and 7pm

Laguna Hills Community Center  
25555 Alicia Pkwy in Laguna Hills

or

#### Thursday, October 16

between 5pm and 7pm

OCTA Headquarters  
600 S. Main St in Orange

### Public Hearing

#### Monday, October 27, at 9am

OCTA Headquarters  
600 S. Main St. in Orange

Fare proposal information is also available by visiting the OCTA website at [www.octa.net](http://www.octa.net).

For ACCESS reservations/information, call  
1-877-OCTA-ADA (628-2232).