

Agency Name

Transit Policies and Procedures

Subject	Service Animals
Section	Customer Service
Effective Date	
Approved By	
Approval Date	

Purpose

Provide guidance for transporting service animals on Agency vehicles.

Definitions

Service Animal: A dog or other animal that is trained to perform tasks to assist an individual with a physical, sensory, psychiatric, intellectual, or other mental disability.

Procedure

Develop a written policy for transporting service animals. Per the Americans with Disabilities Act (ADA), service animals are permitted to accompany individuals with disabilities both on Agency vehicles and in Agency facilities. Service animals must remain on leashes, and the passengers must always be in direct control of the animals.

When making trip reservations, passengers must inform the Dispatcher that they will have a service animal accompanying them on the trip. The Dispatcher must add this information to the daily manifest to notify the Driver.

Dispatchers and Drivers may ask passengers the following questions about an animal:

- Is the animal a pet or a service animal?
- What service has the animal been trained to perform?

Dispatchers and Drivers are not permitted to ask passengers the following questions:

- What is the passenger's disability?
- Does the passenger have proof of certification for the service animal?

If a service animal is involved in an incident, the Driver should contact the Dispatcher immediately for guidance.

Responsibilities

The Dispatcher is responsible for documenting any accompanying service animals on the daily manifests. The Drivers are responsible for allowing service animals on the vehicles.