

Agency Name
Transit Policies and Procedures

Subject	Transporting Pets
Section	Customer Service
Effective Date	
Approved By	
Approval Date	

Purpose

Develop a policy for transporting pets on Agency vehicles.

Definitions

Pet: A domestic animal kept for pleasure rather than service.

Kennel: A small shelter for a dog or cat.

Procedure

Determine whether or not the Agency chooses to allow pets on transit vehicles. If so, prepare written rules for pet transport. Pets should be limited to one per passenger and should be contained in a pet carrier or kennel when on an Agency vehicle. Kennels must be completely assembled and should not have wheels or be made of wire. They should have ventilation on at least three sides including the door. All kennels should have a leak proof bottom, and the kennel door should be locked and secured while on the vehicle. Cardboard boxes are not acceptable carriers for transporting pets.

When making reservations, passengers must notify the Dispatcher that they will be bringing a pet on the trip. The Dispatcher shall remind the passengers of the pet policy and document the pet on the daily manifests.

If a passenger does not provide an acceptable pet carrier or a pet appears to be a safety risk to the Driver and other passengers, the Agency has the right to refuse to transport the pet. Drivers are required to notify the Dispatcher if they are concerned about transporting any pet.

Responsibilities

Passengers are responsible for notifying the Dispatcher that they plan to bring a pet. The Dispatcher is responsible for reiterating the pet policy and for documenting the pet on the daily manifests. The Driver is responsible for ensuring that pets are contained in accordance with this policy.