



<b>Animals</b>	
Date adopted:	Date revised: June 1, 2021

**Purpose**

To provide guidelines for the transport of animals.

**GENERAL GUIDELINES AND PROCEDURES FOR POLICY IMPLEMENTATION**

- 1) Service animals are permitted to accompany individuals with disabilities in the vehicles and agency facilities. The ADA defines a service animal as any guide dog, signal dog, or other animal individually trained to provide assistance to an individual with a disability. Pets are not permitted.
- 2) The passenger must be in direct control of the service animal at all times.
- 3) Rabies tags must be present and visible on all service animals at the time of boarding.
- 4) The passenger should inform dispatch or bus operator at the time of the trip request or boarding of a service vehicle that a service animal will be present. Dispatchers or bus operators may ask the following questions about the service animal:
  - a. Is this a service animal?
  - b. What service has the animal been trained to perform?
- 5) The passenger is not required to provide any certification or license for a service animal. Dispatchers and drivers are not permitted to ask the following questions:
  - a. What is the passenger's disability?
  - b. Does the passenger have proof of certification or other documentation for the service animal?
- 6) The animal is not allowed in the vehicle if the customer states that the animal provides emotional support, well-being, comfort, or companionship. These are not included in the definition of a service animal.