



SERVICE ANIMALS



Overview

- ➔ Service Animal Basics of the ADA
- ➔ ADA Definition of Service Animal
- ➔ US DOT Definition of Service Animal
- ➔ Customer Responsibilities
- ➔ Operator Responsibilities
- ➔ Operator Taboo's
- ➔ Questions

OUT OF THE 308 MILLION US CITIZENS APPROXIMATELY 54 MILLION ARE LIVING WITH A DISABILITY (US CENSUS 2010).

OUT OF THE 54 MILLION 6% OVER AGE 16 USE PUBLIC TRANSPORTATION TO COMMUTE TO WORK.



We don't want this to be you!

<https://www.youtube.com/watch?v=ZKHRjMpfMfY>



The Americans with Disabilities ACT defines disability as:

A person who has a physical or mental impairment that substantially limits one or more major life activity..

ADA DEFINITION OF SERVICE ANIMAL

Service animals are defined as dogs (or miniature horses) that are individually trained to do work or perform tasks for people with disabilities.



**By DOT definition,
any animal can be a service animal.**

“Service Animals”



DOT DEFINITION OF SERVICE ANIMAL

“Service animal means any guide dog, signal dog, **or other animal** individually trained to work or perform tasks for an individual with a disability, including, but not limited to:

- ➔ guiding individuals with impaired vision
- ➔ alerting individuals with impaired hearing to intruders
- ➔ sounds, providing minimal protection or rescue work
- ➔ pulling a wheelchair
- ➔ fetching dropped items.”

FACTS TO KNOW

- ➔ **NO CERTIFICATION OR DOCUMENTATION IS NEEDED FOR THE ANIMAL.**
- ➔ **ANIMALS MUST BE TRAINED TO PERFORM SPECIFIC FUNCTIONS**
- ➔ **EMOTIONAL SUPPORT/COMFORT/ ASSISTANCE ANIMALS ARE NOT COVERED**

DO NOT ask about the handler's disability or ask for evidence!

HOW YOU CAN DISCOVER IF AN ANIMAL IS A SERVICE ANIMAL

Only **two questions** are permitted only if the animal is not obviously a service animal:



Is this a service animal required because of a disability?



What work or task is this animal trained to do?

A SERVICE ANIMAL CAN ONLY BE REMOVED IF IT...

- ➔ Is not housebroken.
- ➔ Bites or jumps on another patron.
- ➔ Is not on a harness, leash, or other tether.
- ➔ Wanders away from its owner.



Customer Responsibilities

- ➔ Maintaining control over animal.
- ➔ Caring for them while on the transit vehicle.
- ➔ Knowing how best to board and position animals.
- ➔ Animals may not block aisles or exits.



Operators May Not:

- ➔ Ask for proof of service animal certification or of the customer's disability.
- ➔ Require a customer with a service animal to sit in a particular location.
- ➔ Charge a cleaning fee for a service animal unless the animal causes damage.



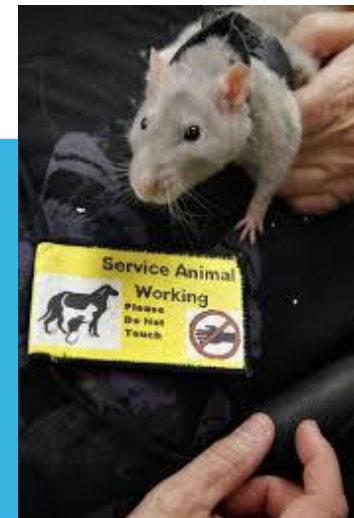
THE BASICS

- ➔ Certification, identification papers, or vest is not required.
- ➔ Animal must be under handler's control.
- ➔ Care and supervision is responsibility of handler.
- ➔ Cannot deny service animal because of allergies or fears.
- ➔ No surcharges.



Summary

- ➔ By DOT definition, any animal can be a service animal .
- ➔ The handler is responsible for their care on the transit vehicle.
- ➔ Operators must allow all service animals to board.
- ➔ You can not request documentation.



Any Questions?

