

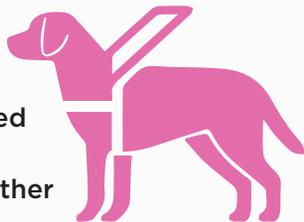
SERVICE ANIMALS

- Note all driver/passenger interactions regarding animals on board in the driver log or on incident recorder.

REMEMBER:

You CANNOT require riders to provide documentation for their service animal before boarding, but you CAN ask two questions: (1) is the animal a service animal required because of a disability? and (2) what work or task has the animal been trained to perform?

You may refuse to transport service animals that are deemed to pose a direct threat to the health or safety of drivers or other riders, create a seriously disruptive atmosphere, or are otherwise not under the rider's control.



SERVICE ANIMALS

ALSO REMEMBER:

You are not required to take charge of a service animal at the request of a passenger.

Other riders' or agency personnel's allergies to dogs or other animals is NOT grounds for denying service to a person accompanied by a service animal.

There is no limit to the number of service animals a passenger can travel with so long as they remain under the control of the passenger.

FTA definition: 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 or sounds, providing minimal protection or rescue work, pulling a wheelchair, or fetching dropped items.

