



SERVICE ANIMAL GUIDELINES

Service Animals:

Lake Havasu City Transit welcomes the use of Service Animals and allows them to ride free of charge. Service animals must remain under the customer's control at all times while riding the DIRECT transit vehicle. Service Animals are not allowed to take up a passenger seat and are required to either sit or lie on the floor. Under Department of Transportation (DOT) Americans with Disabilities Act (ADA) regulations at 49 C.F.R. Section 37.3, "service animal" is defined as "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." DOT ADA regulation 49 C.F.R. Section 37.167(d) requires transit entities to permit service animals to accompany individuals with disabilities in vehicles and facilities. Service will be denied to Service Animals that act aggressively or disruptively to the regular operation of the transit service and to Service Animals that are not housebroken.

Comfort Animals or Pets:

Lake Havasu City Transit does not accommodate riders with Comfort Animals or Pets.

If an animal's only function is to provide emotional support or comfort for the rider, that animal would not fall under the regulatory training-based definition of a service animal. Simply providing comfort is something that an animal does passively, by its nature or through the perception of the owner.

However, the ADA does not prohibit a transit agency from choosing to accommodate pets and comfort animals, which would be a local decision. Under Department of Transportation (DOT) Americans with Disabilities Act (ADA) regulations at 49 C.F.R. Section 37.167(d), transit entities are only required to allow service animals to accompany individuals with disabilities in vehicles and facilities.