



SERVICE ANIMAL GUIDELINES

Service Animals:

Customers traveling with a service animal.

A service animal is any guide dog or signal dog trained to work or perform tasks for an individual with a disability. Beginning on March 15, 2011, only dogs are recognized as service animals under Titles II and III of the ADA.

*Be sure to inform the dispatcher when you are scheduling your trip that you will be traveling with a service animal.

You are responsible for the care and supervision of your animal while on board. If you are planning on riding LHC DIRECT with a service animal, please follow these guidelines:

- Service animals are to be under the control of their handler at all times.
- The animal must remain at your feet or on your lap.
- Animal must be clean and groomed
- The animal must not be allowed to act aggressively or overly friendly towards people or other animals.
- You are responsible for any damages or soiling caused by the animal.
- The animal can be prohibited from boarding if it poses a threat to the transit driver or customer.

***Transporting Pets / Comfort Animals:**

LHC DIRECT will transport pets as long as the pets are completely enclosed in a commercial pet carrier. Carriers must fit on the customer's lap or beneath the seat. For safety reasons transit drivers are not permitted to carry cages or kennels on or off the transit vehicle. If you need assistance with a pet, please arrange to travel with someone who can help you. The animal must not be aggressive towards other animals. You are responsible for any damages or soiling caused by the animal.

*When scheduling a trip, please be sure to tell the dispatcher that you are traveling with a pet.

*NOTE: 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.