

TACT 146: Animal Accommodation Policy



- Policy:** Mid-County Transit Authority dba Town and Country Transit (TACT) will implement and follow policies and practices to safely accommodate animals travelling with TACT customers or visitors to TACT facilities, and to promote safe vehicle operation by TACT employees.
- Purpose:** This policy governs TACT's accommodation of animals on TACT vehicles and facilities.
- Scope:** This policy applies to all animals on TACT-owned or TACT-leased vehicles, or TACT-owned or TACT-leased facilities.
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DEFINITIONS

1. SERVICE ANIMALS

- 1.1. US Department of Transportation (US DOT) defines a service animal 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, pulling a wheelchair, or fetching dropped items.” (§37.3 of 49CFR Part 37-Transportation Services for Individuals with Disabilities (ADA)). The US Department of Justice (US DOJ) recently amended its definition of a service animal to include dogs and miniature horses. Service animals are permitted on TACT vehicles or in TACT facilities, however these animals must be suitably restrained via leashes or harnesses that control the animals' behavior without interfering with their ability to perform the tasks for which they have been trained.

2. THERAPY/EMOTIONAL SUPPORT ANIMALS

- 2.1. An animal that is an integral part of an individual's treatment process that demonstrates good temperament and reliable, predictable behavior. A therapy/emotional support animal is prescribed to an individual with a disability by a healthcare or mental health professional. A therapy/emotional support animal is not a service animal. Unlike a service animal, a therapy/emotional support animal does not
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assist a person with a disability with activities of daily living, nor does it accompany a person with a disability at all times. However, a therapy/emotional support animal may be incorporated into a treatment process to assist in alleviating the symptoms of that individual's disability. Therapy/emotional support animals are permitted on TACT vehicles and facilities but must be confined in pet carriers appropriate for the specific therapy/emotional support animal and must be carried on the customer's lap or stowed safely below the customer's seat.

3. ALL OTHER ANIMALS

- 3.1. All other animals that are not defined above as service or therapy/emotional support animals are considered pets. Pets are permitted on TACT vehicles and facilities where space permits, provided the pets are confined in pet carriers appropriate for the specific pet and must be carried on the customer's lap or stowed safely below the customer's seat.

PROCEDURE

1. Service animals, therapy/emotional support animals, and pets are welcome on TACT vehicles and in TACT facilities. The animals and the individuals they accompany should be treated with consideration and respect.
2. It is permissible to ask if an animal is a service animal or ask what tasks the animal has been trained to perform.
3. It is not permissible to ask about a person's disability.
4. It is not permissible to require a service animal to possess a special ID card or certification. Although some animals may have a harness or vest identifying them as service animals, currently no statewide or nationwide uniform certification program exists for service animals or therapy/emotional support animals.
5. Regardless of the animal's classification as a service animal, a therapy/emotional support animal, or as a pet, the animal's owner/handler is responsible for the animal's behavior, and must have their animals under their control at all times. Please understand that not everyone is comfortable with animals, and animals should not interfere with use of TACT vehicles or facilities by other customers or visitors. Should an animal in a TACT vehicle or facility have an "accident", the animal's owner/handler is responsible for cleaning up the results of the "accident" and properly disposing of any animal waste off the vehicle.
6. Failure to control an animal's behavior could result in suspension of transportation service for the animal's owner/handler.

Revision History:

Revision	Date	Description of changes	Requested By
0.0	09/19/2018	Initial Release	Patti Lynn Johnston General Manager
1.0	07/01/2019	Update logo, font, formatting, and minor details	Tiffany Chaffee Operations Manager
2.0	06/14/2023	Update logo, font formatting and minor details.	Patti Lynn Johnston Executive Director