

Assisting Passengers Traveling with Service Animals

Training Module

96-0139

Assisting Passengers Traveling with Service Animals

**Training Module
January 1997
(Updated By Project Action,
December 2002)**

Prepared by:
Rosemary G. Mathias
Multisystems, Inc.
P.O. Box 629
Norwich, Norwich, VT 05055
802-649-5943
rmathias@multisystems.com

Prepared for:
Project ACTION
700 13th Street NW, Suite 200
Washington, DC 20005
Tel: 202-347-3066

Acknowledgments

The author thanks the following individuals from the Center for Urban Transportation Research (CUTR), who participated in the preparation of this report: Lisa Argiry, Julée Green, Sheryl Stire, and Vicki Zambito. Thanks also to R. Benjamin Gribbon for proposing the project and to Robert Carlson of Project ACTION, who provided assistance throughout the project. Special thanks to Alison Schultz of Canine Companions for Independence's (CCI) Southeast Regional Training Office and Susan Duncan of the Delta Society National Service Dog Center for their insight and advice relating to training service animal teams. Finally, thanks to the many transit agencies and service animal training schools that provided materials for this study.

This material was produced with assistance derived from the Federal Transit Act, through a Cooperative Agreement with the U.S. Department of Transportation, Federal Transit Administration and Project ACTION of the National Easter Seal Society.

This document is disseminated under sponsorship of Project ACTION of the National Easter Seal Society in the interest of information exchange. Neither Project ACTION, the National Easter Seal Society nor the Federal Transit Administration assumes liability for its contents or use thereof. The contents of this report reflect the opinion of the author.

Service Animal Project Steering Committee

Margaret Ager
Canine Companions for Independence
Southeast Regional Office
Orlando, Florida

Washington, DC

Project Manager

Marilyn Baldwin, Commissioner
Florida Commission for the
Transportation Disadvantaged
Tallahassee, Florida

Robert Carlson
Project ACTION
Washington, DC

Valerie Barber-Simpson
Casselberry, Florida

REVIEWERS:

Marion Gwizdala
National Federation
of the Blind of Florida
Brandon, Florida

Federal Transit Administration

Arthur Lopez
Office of Civil Rights
Washington, DC

Carala Jewell
Tampa, Florida

Service Animal Organizations

Catherine Kelly
Florida DOT
Tallahassee, Florida

Alison Schultz
Canine Companions for Independence
Southeastern Regional Office
Orlando, Florida

James P. Liensenfelt
Space Coast Area Transit
Cocoa, Florida

Susan Duncan, RN
Delta Society
National Service Dog Center
Renton, Washington

Anne N. Schwarz
KETRON Division of
The Bionetics Corp.
Malvern, Pennsylvania
Kelly Shawn
Community Transportation Association
of America

Executive Summary

A wide variety of animals are now being trained to assist individuals with disabilities. In addition to guide dogs, which assist persons who have vision impairments, dogs and other animals are being trained to assist persons who have hearing impairments, mobility limitations, seizure disorders, mental impairments, and other disabilities.

Recognizing the important role that service animals play in helping persons with disabilities to be more independent, the Americans with Disabilities Act of 1990 (ADA) and its implementing regulations include provisions specific to their accommodation. Included in the ADA regulations is the right of a person traveling with a service animal to enjoy equal access to public and private transportation programs.

This project represents nearly two years of research into service animal training policies and practices, public transportation policies and practices, and a review of pertinent laws, regulations, and literature. The Center for Urban Transportation Research (CUTR) contacted a variety of service animal training centers for information. Canine Companions for Independence, Inc. (CCI) and the Delta Society National Service Dog Center provided invaluable advice throughout the project. Southeastern Guide Dogs provided additional assistance.

Assisting Passengers Traveling with Service Animals: Training Module is a self-contained guide for public and private transportation personnel to use to train their employees on how to assist passengers traveling with service animals.

Every effort was made to describe clearly what is required by the ADA and what is not. Nonetheless, because this is an evolving topic, not every issue is completely clear, nor do the “experts” agree in every case on how to handle passengers traveling with service animals. One thing is clear, however: “If it looks like a service animal, and the handler says it is a service animal, then welcome the service team aboard.”

Table of Contents

Introduction	7
Overview of the Issues	8
Training Instructions	11
Training Slides	12
Trainers' Script	18
Conclusion	40

Introduction

Recognizing the important role that service animals play in helping persons with disabilities to be more independent, the Americans with Disabilities Act of 1990 (ADA) and its implementing regulations include provisions specific to their accommodation. Included in the ADA regulations is the right of a person traveling with a service animal to enjoy equal access to public and private transportation programs.

This *Training Module* was prepared for public and private transportation providers to use to train personnel on how to assist passengers traveling with service animals. It provides background information about the ADA, service animals, and what personnel should expect from passengers with disabilities who are traveling with service animals. Trainers' notes are included that describe each slide and may be used as a basic training script. The training module may be taught alone or as part of a passenger sensitivity or assistance techniques course. Use of these training materials will help to satisfy training requirements included in the ADA (49 CFR 37.173).

This course was pretested at workshops hosted by the Regional Public Transportation Authority (Phoenix), Phoenix Transit System, and the Arizona Transit Association; and at the Technology Sharing Workshops preceding the 15th National Conference on Accessible Transportation & Mobility in Orlando, Florida, sponsored by the Transportation Research Board.

Overview of the Issues

Putting policy into practice is not always easy and implementing the service animal provisions of the ADA is no exception. As civil rights law, the ADA takes precedence over laws, regulations or ordinances. For example, a state law requiring a photo identification tag for service animals would be in violation of the ADA. Likewise, a public health ordinance banning all animals – including service animals – from a health center, also conflicts with the ADA; service animals must be allowed access. The only exception appears to be a quarantine law in Hawaii, which prohibits travel from the mainland with an assistance animal. This law has caused obvious concern and debate among service animal users.

Public and private transportation agencies do not have to change their pet policies as a result of the ADA. Some systems prohibit pets on board transit vehicles. Others allow pets to be transported, and some systems even charge a fare to carry pets. These policies are unaffected by the ADA.

What has changed is that all public and private transportation providers, including fixed route, over-the-road busses, and private sedan/van operators must now allow access for persons traveling with service animals trained to assist them with their disabilities and may not charge an additional fee for carrying a service animal. At the same time, a person who has a disability and wants to travel with his or her pet, which is not a service animal, is not covered by the ADA service animal provisions and is subject to the same pet policies as other riders.

One of the most difficult issues is how to identify a service animal. Without standard certification or identification requirements, there is no way to guarantee that every animal that is claimed to be a service animal is, indeed, a service animal. There is considerable debate within the service animal industry about this point and there is concern that poorly trained animals will negatively impact access rights for persons with well-trained service animals. Likewise, public and private transportation operators are concerned that someone will claim that a pet is a service animal, which could lead to safety issues.

The best advice continues to be, err on the side of the ADA, which grants access to service animals. If in doubt, ask the person: “Is this a service animal?” If the answer is, “Yes,” then welcome aboard the service animal team!

Because the ADA is civil rights legislation, suits may be filed directly in federal court should an individual believe he or she has been discriminated against under the provisions of the ADA. An individual may also file a complaint against public and private transportation providers directly with the U.S. Department of Justice (DOJ), which handles complaints regarding claims of discrimination under Titles II and III of the ADA.

In 1997, for example, a complaint was filed with the DOJ against a private transit company, Arizona Shuttle Service, in Tucson, Arizona for denying access to a service animal. The DOJ found the company to be in violation of ADA and required them to pay monetary penalties, purchase vans that were accessible to people with disabilities, and draft a written policy statement and train staff to

ensure that all people with disabilities, including those with service animals, were treated in a nondiscriminatory manner. For more information on how to file a complaint, call the ADA information line at 1-800-514-0301 or go to www.usdoj.gov/crt/ada/enforce.htm#anchor218282.

Training Instructions

This training module has been developed so that public and private transportation agencies may use the materials to provide in-house training on the topic of assisting passengers traveling with service animals. Trainers' notes that correspond to each slide are provided in this document.

As always, live animals and real people make for better training. Therefore, it is helpful to include a service animal team or service animal trainer as part of your training program. Also, there are a number of videos available that help to show how service animals are trained and used by persons with disabilities. Finally, if possible, this *Training Module* should be customized to include information on your system's policies and procedures for transporting service animals.

Training Slides

**Copies of Slides Prepared
for this Training Module Follow**

Slide No. 1

**Assisting Passengers
Traveling
with Service Animals**

Project ACTION
National Easter Seal Society

Slide No. 2

**Americans with
Disabilities Act (ADA)**

- Public and private entities providing public transportation shall permit service animals to accompany individuals with disabilities in vehicles and facilities.

49 CFR 37.167

Slide No. 3

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 . . .

Slide No. 4

**Service Animal
(cont'd)**

- guiding individuals with impaired vision
- alerting individuals with impaired hearing to intruders or sounds . . .

Slide No. 5

Service Animal (cont'd)

- providing minimal protection or reduce work
- pulling a wheelchair or
- fetching dropped items

49 CFR 37.3

Slide No. 6

Service Animals: Dogs

- Guide dogs (not "Seeing Eye dogs")
- Mobility / assistance dogs
- Hearing or signal dogs
- Seizure-response / alert dogs

Slide No. 7

Not Just Retrievers . . .

- Many breeds of dogs are used as assistance animals
- Commonly used breeds may vary by region & training center
 - e.g., Corgis, Dalmatians, Poodles, Collies, Retrievers, Shepherds, mixed breed & others

Slide No. 8

**Photo:
hearing dog under bus seat**

Slide No. 9

Other Examples of Service Animals

- Cats - hearing, seizure-alert
- Monkeys - mobility assistance
- Pigs - substitute for dogs
- Birds - seizure-alert
- Miniature horse - mobility assistance

Slide No. 10

Identification

- No standard certification or registration for service animals
 - you may not require proof of a disability or an animal's training
 - If in doubt, you may ask: "Is this a service animal?" or "What tasks has this animal been trained to perform?"

Slide No. 11

Common Equipment

- Optional, but not required:
 - collar (or harness) & leash
 - harness with handle
 - backpack or cape
 - identification tag

Slide No. 12

Training

- A service animal is trained to perform specific tasks related to assisting a person with a disability
 - there are no "official" training standards for service animals

Slide No. 13

Behavior

- Service animals should be under the control of their handlers (leash or carrier)
- Service animals are trained to behave well in public
 - service animals should be clean & free of fleas, ticks or other pests

Slide No. 14

Photo:
Service dog under bus seat

Slide No. 15

Problems

- A specific service animal that is destructive or poses a threat to others may be denied access
 - do not assume an animal is a threat based on past experiences with other animals
- - contact dispatch for assistance

Slide No. 16

Passengers

- Many people with service animals can board & alight without help from the driver
 - ask if the person needs assistance
- Some passengers with service animals may have “hidden disabilities” (e.g., epilepsy)

Slide No. 17

Boarding & Alighting

- Service animals usually board and alight with their handlers
- Dogs assisting someone in a wheelchair may board first and alight after the passenger
- For safety reasons, service animals should not ride on lifts

Slide No. 18

Photo:
Service dog jumping off bus

Slide No. 19

Photo:
Guide dog boarding van

Slide No. 20

Remember

- If it looks like a service animal
...
- And the handler says it's a service animal . . .
- Then welcome the service animal team aboard!

Trainers' Script

**Suggested Trainers' Script
Corresponding to Slides Follows**

Slide No. 1
Title
Trainers' Script

This training module was developed for Project ACTION by the Center for Urban Transportation Research at the University of South Florida in Tampa.

The goal of this training module is to provide useful information to assist public and private transportation providers on how to transport persons who have disabilities traveling with service animals. It may be used alone or with other passenger assistance and sensitivity training materials.

The materials included in this training module are based on information gathered from service animal training centers and users, transit agencies, and the Federal Transit Administration.

Slide No. 2
Americans with Disabilities Act
Trainers' Script

The Americans with Disabilities Act of 1990 (ADA) is civil rights law that prohibits discrimination against persons with disabilities. The law applies to a variety of issues including employment, access to services (including transportation), access to facilities and public accommodations, and access to telecommunication systems.

According to Title II of the ADA regulations:

- Public and private entities providing public transportation shall permit service animals to accompany individuals with disabilities in vehicles and facilities.

49 CFR 37.167

This means that all public and private transportation providers, including fixed route, paratransit, over-the-road busses, and private sedan/van operators must permit service animals to ride on their vehicles at no extra charge to the passenger.

Slide No. 3
Service Animal
Trainers' Script

What is a service animal?

Service animals are not pets. They are working animals that are specially trained to provide assistance for individuals who have disabilities.

According to the ADA regulations:

- 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 . . .

(continued on next slide)

Slide No. 4
Service Animal-cont'd
Trainers' Script

- guiding individuals with impaired vision
- alerting individuals with impaired hearing to intruders or sounds . . .

(continued on next slide)

Slide No. 5
Service Animal-cont'd
Trainers' Script

- providing minimal protection or rescue work
- pulling a wheelchair or
- fetching dropped items.

49 CFR 37.3

As you can see, the ADA does not contain a great deal of specific language about what is and is not considered to be a service animal. For example, there are no requirements for identification and no standard training tests for service animals. Therefore, it is sometimes difficult for a driver to tell whether a particular animal is a service animal.

If in doubt, the best advice is to ask: "Is this a service animal?" If the answer is, "Yes," then welcome the service team aboard. If you are still uncertain, contact dispatch for assistance.

Slide No. 6
Service Animals: Dogs
Trainers' Script

The term "service" (or "assistance") animal is somewhat generic and may be used to describe all types of animals individually trained to assist persons with disabilities. Most--but not all--service animals are dogs:

- Guide dogs (or dog guides) provide assistance for persons who have visual impairments. Do not use the term "Seeing Eye Dog." This term refers only to dogs trained at The Seeing Eye, Inc., in Morristown, New Jersey. There are many other guide dog schools.
- Assistance or mobility dogs assist persons using wheelchairs and others who have mobility limitations. They may pull a wheelchair, fetch dropped items, handle money, carry briefcases, open doors or perform other tasks.
- Hearing or signal dogs assist persons with hearing impairments by alerting them to sounds such as alarms, horns, crying babies, telephones, and doorbells.
- Seizure-response/alert dogs assist persons with epilepsy or other seizure disorders. They may alert the person to an oncoming seizure, provide assistance during and after the seizure, seek help or perform other tasks. Because a person may not have an obvious disability, it may be hard to recognize a seizure-response/alert dog team.

continued . . .

Slide No. 6 - cont'd...

- *In contrast, emotional support animals, therapy animals, facility animals, and other social animals are not specifically trained to perform a function for a particular person with a disability and, therefore, are not considered to be service animals. These animals would not be afforded access rights under the ADA.

Note: Remember, access rights depend on whether the person has a disability and is protected by the Americans with Disabilities Act AND whether the animal meets the definition of a service animal.

- There also are specialty and combination dogs, which are trained to perform tasks for a person with multiple disabilities. For example, a dog may be trained both as a guide dog and a service dog for a person with a vision impairment who uses a wheelchair.

Slide No. 7
Not Just Retrievers
Trainers' Script

Not all assistance dogs look alike!

Although many service dogs are Labrador Retrievers, Golden Retrievers, or a combination of the two, there are many breeds used as service animals.

Some training schools prefer to use one breed over another, which may account for regional differences in which breeds of dogs are seen most often locally.

In addition to Retrievers, assistance dogs may be Pembroke Welsh Corgis, Dalmatians, Poodles, Collies and Shelties, Shepherds, mixed breeds or others.

Don't be surprised to see virtually any type or size of dog used as a service animal.

Slide No. 8
Photo: Hearing Dog
Trainers' Script

For example, this Pembroke Welsh Corgi is a puppy-in-training. He is about to start being trained as a hearing dog. Shown here with a Canine Companions for Independence (CCI) Trainer, he is taking its first ride on a Lynx transit bus in Orlando, Florida.

Slide No. 9
Other Types of Service Animals
Trainers' Script

Many other types of animals also may be trained as service or assistance animals.

- Cats are sometimes used as hearing or seizure-alert animals. Cats also may be trained to provide emotional support for persons with mental impairments, preventing them from having serious anxiety attacks. Service cats should wear a collar or harness and leash, or be carried in a carrier. Service cats are covered under the service animal provision of the ADA. Pet cats are not covered by the ADA.
- Capuchin monkeys also are sometimes trained to provide assistance for persons with quadriplegia or who have other mobility limitations. They may assist with opening jars, handling money, working a computer, operating switches or fetching dropped items. If a service monkey accompanies a passenger, it should be on a leash or in a carrier. Service monkeys are covered under the service animal provision of the ADA.
- Pot bellied pigs are quite intelligent and are sometimes trained as service animals. One such service pig rides the bus in New York City. Pigs are sometimes an alternative for people who are allergic to dogs. Pigs should be on a leash with a collar or harness. Service pigs are covered under the service animal provision of the ADA.
- Birds and other animals are sometimes used as seizure alert or therapy animals. These animals are somewhat fragile and are not often seen on public transportation vehicles. If someone is traveling with a service bird, it should be in a carrier.
- Miniature horses are sometimes trained as guide horses to provide assistance for persons with visual impairments. They also assist in carrying items and pulling wheelchairs.

If in doubt, ask: “Is this a service animal?”

Slide No. 10
Identification
Trainers' Script

Under the ADA, public entities (including public and private transportation operators) may not require proof that an animal is a service animal.

Some service animal training programs provide photo ID tags, training certificates or equipment with logos. However, there is no universally accepted training certification process and you cannot demand to see proof that an animal is a service animal.

- Some transit systems ask for the animal to be included in the passenger's ID photo. While this practice certainly makes it easier for drivers to identify a service animal, a passenger should not be required to be photographed with his or her service animal.

Service animal puppies-in-training are not explicitly offered protection by the ADA; however, many states do have laws permitting puppies-in-training to have access to public entities, including public and private transportation.

Although there may be a few people who try to “beat the system” by bringing pets on board public transportation vehicles, most persons claiming to have service animals really do have service animals.

The best advice is to avoid a confrontation.

If in doubt, ask: “Is this a service animal?”

If it looks like a service animal, and the handler says it's a service animal, then welcome the service animal team aboard your vehicle.

If you are still uncertain, contact dispatch for assistance.

Slide No. 11
Common Equipment
Trainers' Script

There are no uniform requirements for equipment used for assistance animals. However, all service animals should be on a leash held by the handler or in a carrier at all times.

Guide dogs often have harnesses with stiff handles, which are used to help their handlers maintain a fixed position relative to the dog and to better feel when the dog stops, starts or changes direction.

Service animals sometimes--but not always--wear a backpack or cape with the logo or name of their training school.

Some service animals have identification tags; however, an ID is not required.

Some dogs wear a head halter that might look like a muzzle. This halter helps to provide directions to the dog and is not an indication that the dog is going to bite.

Slide No. 12
Training
Trainers' Script

Although by definition a service animal is trained to perform certain tasks that assist its human partner, there are no standard criteria for training service animals. Training may be done by a training school or independent trainer; some people even train their own service animals. Training can take several months or even years to complete.

Several training programs are working to develop a standard proficiency test to certify service animals; however, there is no agreement within the service animal training community about what minimum standards should be required.

This lack of a certification program creates obvious problems for transit agencies (and other public accommodations) trying to tell the difference between a service animal and a pet.

Some service animal training schools do provide their service animal teams with a certificate upon successful completion of training. Again, while a certificate may be helpful for transit agencies trying to identify whether an animal is a service animal, a certificate from a service animal training program cannot be required as proof the animal is a service animal.

Transit agencies may ask if an animal is a service animal or ask what tasks the animal has been trained to perform, but cannot require special ID cards for the animal or ask about the person's disability.

Because access for persons with disabilities traveling with service animals is a civil right covered by the ADA, it is better to err on the side of permitting access than to deny access to a person with a legitimate right to use the service.

If in doubt, ask: "Is this a service animal?"

Slide No. 13
Behavior
Trainers' Script

Service animals should be under the full control of the handler at all times. That means the animal should be on a leash or in a carrier.

(An exception to this may occur when boarding and alighting at which time the animal might be left onboard while the passenger maneuvers on or off the vehicle. In this case, the handler would ask the driver to hold the leash.)

All service animals should be clean and well groomed. They should be free from ticks, fleas, and other pests. Some van and sedan operators carry a sheet or towel for the animal to sit on if they are concerned about animal hair and dander.

If a particular service animal appears to be dirty or poorly cared for, notify the local animal control board or the service animal training school (if known).

Slide No. 14
Photo: Service Dog
Trainers' Script

As seen in this photograph of a service dog riding on a Lynx transit bus in Orlando, Florida, service animals are trained to sit under the passenger's seat or at their handler's feet. The aisle should remain clear so that the animal is not stepped on and does not trip other passengers.

In some cases, small service animals may ride on a passenger's lap; however, service animals should never ride on bus or van seats.

Slide No. 15
Problems
Trainers' Script

Some public and private transportation providers are concerned about carrying service animals in their vehicles.

Service animals are trained to behave well in public. A service animal should not growl, bark or bite other animals or passengers.

If the service animal poses a threat to other animals or people, you have the right to deny it access. However, do not deny access because of past experiences with a particular breed or type of dog. Denying access must be based on an individual situation and immediate concern for public or personal safety.

If a driver feels a particular animal poses a threat or is afraid of a service animal, he or she should contact dispatch for assistance.

Slide No. 16
Passengers
Trainers' Script

Many people with service animals can board and alight without assistance. Always ask if the passenger needs assistance before helping. Because there are no standard training practices, riders may have been taught different techniques for boarding and alighting with service animals.

Never touch a service animal or take its leash unless asked to do so by the passenger. Likewise, never give the animal commands unless asked to do so by the passenger.

Remember. Some passengers with service animals may have “hidden disabilities” such as epilepsy.

- Paratransit operators may have eligibility information relating to functional disabilities and that will make it easier for them to identify a passenger with a hidden disability riding with a service animal. When booking trips on paratransit, persons traveling with service animals should be identified on the driver’s log.
- Fixed route, over-the-road busses, and private sedan and van operators may have a more difficult time deciding whether a person who has a hidden disability is traveling with a service animal because they do not have eligibility information.

Also, some passengers may have multiple disabilities. For example, a person who uses a wheelchair may have a hearing impairment and be traveling with a hearing dog, rather than a mobility dog. Or, a person who uses a wheelchair may have a visual impairment. The service dog could be providing mobility assistance AND be functioning as a guide dog.

Again, it is better to err on the side of allowing access. If in doubt, ask: “Is this a service animal?”

Slide No. 17
Boarding & Alighting
Trainers' Script

There is no one “correct” way to board and alight from a transit vehicle when traveling with a service animal.

The best advice is to ask the passenger how you can assist them with boarding or alighting.

Some points to remember:

- Service animals might board and alight with the passenger if the passenger is ambulatory.
- Service animals might board first and alight after the passenger if the passenger is using a wheelchair.
- Because of safety concerns, service animals should not be allowed to ride on wheelchair lifts. Their tails, paws, heads or equipment may catch in the lift mechanism, causing severe injury to the animal. An exception might be a standee traveling with a service animal who boards using a lift.

Slide No. 18
Photo: Service Dog Alighting from Bus
Trainers' Script

In this photo, the service animal was left in a “sit-stay” position on the bus while the passenger rode down on the lift.

Once the lift was on the ground, the passenger turned around to call the dog to her.

If the passenger asks you to hold the dog’s leash while he or she rides down on the lift, be sure the leash will not catch on anything when you release the dog and it jumps off the vehicle. Some passengers may ask you to let the animal board and alight using the steps.

Points to remember:

- Always ask the passenger how he or she would like to board before helping.
- Do not distract the service animal or give it commands while the passenger is boarding or alighting from the vehicle. Only take its leash if asked to by the passenger.
- If necessary, remind other passengers the service animal is working and not to touch or distract it.

Slide No. 19
Photo: Guide Dog Boarding Van
Trainers' Script

In contrast, this slide shows the guide dog was left outside the van while its handler boarded the paratransit van first.

When boarding a van, there may not be enough room for the passenger to maneuver with the animal in the vehicle. Likewise, the animal may get off the van first and wait for the passenger.

Once the passenger was seated in the van, he called the dog to him. The dog rode on the floor at the passenger's feet.

Points to remember:

- As with fixed route, the driver should ask how the passenger wishes to board and alight from the paratransit vehicle, and how the driver can assist.
- A service animal should not be allowed to ride on a vehicle seat. It should ride on the floor of the vehicle (or on the passenger's lap if the animal is small).

Slide No. 20
Remember
Trainers' Script

Service animals should be welcomed on public or private transportation vehicles not just because it is in ADA compliance with a passenger's right to travel with a service animal, but because it is the right thing to do.

If in doubt, ask: "Is this a service animal?"

Always remember:

- If it looks like a service animal . . .
- And the handler says it's a service animal . . .
- Welcome the service animal team aboard.

Conclusion

This guide was developed to educate public and private transportation personnel about service animals and the persons with disabilities who depend on them for greater independence and an improved quality of life. By using these materials and reviewing their own policies and procedures, public and private transportation entities should possess enough information to develop appropriate policies and procedures that will aid their employees in knowing how to assist passengers traveling with service animals. Please feel free to provide feedback, anecdotes, and insights to Project ACTION or the author of this report.